

Oakland County Sheriff's Office
General Order # 3.11



SUBJECT: Critical Incident Management		NUMBER: 3.11
EFFECTIVE DATE: 01/22/2024 REVIEW DATE: Annually		MACP Standard Impact: 3.7.1, 3.7.2, 3.7.3, 3.7.4, 3.7.5, 3.7.6 and 3.7.7
REPLACES AND RESCINDS: GO 3.11 Dated 8/28/2023	DISTRIBUTION: All Personnel	NUMBER OF PAGES: 5

This order replaces and rescinds all previously issued orders, procedures, rules and regulations, notices and/or practices in conflict with this General Order.

I. PURPOSE

The purpose of this order is to establish standardized operational procedures for response to critical incidents such as natural and man-made disasters, pandemics, major crime scenes and other unusual circumstances which threaten public safety.

II. POLICY

- A. The Oakland County Emergency Management and Homeland Security Department has a written Emergency Operations Plan which provides a framework for responding to and recovering from the effects of critical incidents such as natural, technological and human-caused disasters. The Emergency Operations Plan, adopted by the Oakland County Sheriff's Office, will follow standard Incident Command System (ICS) and the National Incident Management System (NIMS) protocols, which include functional provisions for command, operations, planning, logistics and finance/administration. **(MACP Standard 3.7.1)**
- B. The priority of the members of the Oakland County Sheriff's Office in responding to these incidents shall always be providing for the health, safety and welfare of the public and responders.

III. PROCEDURES

- A. The first responding deputy to any critical incident shall assume command until relieved by a higher authority. The highest-ranking supervisor on duty shall respond to the scene and serve as Incident Commander until relieved and shall be responsible for activating the procedures listed below. Overall responsibility for the management and resolution of the incident rests with the Incident Commander. **(MACP Standard 3.7.2 a)**
- B. A higher-ranking member of the Sheriff's Office arriving at the scene may elect to assume command of the scene; however, it should be clearly understood that should he/she elect not to do so, it will not relieve him/her of the responsibility for errors committed while he/she is present.

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- C. Should the highest-ranking member of the Sheriff's Office desire to take command, he/she is to do so by announcing his/her presence on the radio, summoning the current Incident Commander on the scene (if not committed to action) to his/her location and state that he/she is taking command. The highest-ranking member of the Sheriff's Office shall then assume full responsibility for all tactical and logistical commitments as the Incident Commander.
- D. Duties and Responsibilities of the Incident Commander:
1. Assume direct responsibility of the scene.
 2. Assess the situation for seriousness and danger. If the situation is minor, it may be handled with existing resources.
 3. Provide the Emergency Communications and Operation Center with the following information:
 - a. Nature of incident
 - b. Scope of incident
 - c. Weapon(s) involved, if any
 - d. Any injuries or destroyed property
 4. Make appropriate assignments of personnel.
 5. Establish and announce the location of a command post using the police radio for communications. The command post may be moved to a more strategic position as additional personnel arrive on the scene.
 6. Notify other higher-ranking Command Officers as required (i.e., Duty Captain, Detective Lieutenant, etc).
 7. Determine an estimate of personnel and equipment necessary to control the incident and possible activation of mutual aid. **(MACP Standard 3.7.2 c, d)**
 - a. If the Command Officer in charge of a critical incident and/or major crime scene requests assistance from members of another division of the Sheriff's Office (i.e., Crime Lab, Arson, Corrections staff), the reporting members will report directly to the Command Officer, or his/her designee, for assignment.
 - b. The Unit Commander, or designee of the responding unit, shall have the latitude to decline missions at scenes that he/she feels are not within the unit's capability to perform. He/she shall accept direct orders to commit if the Incident Commander issues such orders. This action, however, will be subject to review by higher authority for propriety and validity.
 8. Establish a staging area, if necessary. **(MACP Standard 3.7.3 b)**
 9. Maintain media relations and provide public information, including:
 - a. How to report suspicious activity relating to terrorism or criminal activity.
 - b. Where to find terrorism awareness information (National Terrorism Advisory System).
 - c. Evacuation or shelter-in-place orders.
 10. Maintain the safety of all affected personnel. **(MACP Standard 3.7.2 f)**

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11. Prepare and review a documented after-action report and ensure it is forwarded through the chain of command.
 - a. The Incident Commander may designate a scribe for the incident. The scribe shall be responsible for maintaining a chronological log of events, orders, etc. associated with the incident. **(MACP Standard 3.7.2 h)**
 12. Clearly identify the command structure and communicate such to all Sheriff's Office and other agency personnel as soon as possible. The structure should enhance unity of command and coordination of actions and include specific objectives.
 13. If needed, designate a Liaison Officer for coordination of activities. The Liaison Officer shall assist in coordinating agency needs and requests through the appropriate command and/or agency. **(MACP Standard 3.7.2 g)**
 14. Select a permanent site for the Command Post and staging area and initiate the opening of the Emergency Operations Center. The Command Post site should be in a secure area, but near the incident to allow for effective operations. It should also be of such size as to allow for future staging of equipment and personnel. Location selection should be based on the following:
 - a. Acceptable ingress and egress.
 - b. Receptive to radio, electrical and telephone communications. **(MACP 3.7.2 b)**
 15. Establish a Public Information Officer (PIO) and select a press staging area. **(MACP Standard 3.7.2 e)**
 16. Provide briefings to the Command Staff and other stakeholders, as needed.
 17. Once the incident is under control and the situation is returning to normal, the Incident Commander shall begin de-mobilization procedures to include:
 - a. Relief for supporting agencies, prior to relieving Sheriff's Office personnel.
 - b. Ensuring supervisors relieve assigned personnel on a gradual basis, as the situation will permit.
 - c. De-activating specialized units.
 - d. Ensuring the Logistics Chief or designee collects emergency equipment and supplies.
 - e. Directing Operations Chief to assign marked patrol units to the affected area to monitor and prevent any reoccurrence.
 - f. Opening routes of vehicular and pedestrian traffic after emergency equipment has cleared the area.
 - g. Discontinuing operation of the Command Post.
 - h. Returning radio communications to normal operations.
- E. Duties and Responsibilities of the Operations Chief
1. The Operations Chief has the primary responsibility of the tactical operations and resolution of the incident to include the following, as necessary:
 - a. Establishing perimeters – inner and outer **(MACP Standard 3.7.3 c)**
 - b. Conducting and coordinating evacuations if needed **(MACP Standard 3.7.3 e)**
 - c. Organizing, assigning and supervising tactical field resources **(MACP Standard 3.7.3 a)**
 - d. Maintaining a manageable span of control, which may necessarily require proper task delegation and formation of needed specialized units to achieve those tasks **(MACP Standard 3.7.3 d)**

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- e. Directing and controlling traffic **(MACP standard 3.7.3 f)**
 - f. Establishing and supervising staging area(s) **(MACP standard 3.7.3 b)**
- F. Duties and Responsibilities of the Planning Chief (MACP Standard 3.7.4 a,b,c,d,e)
- 1. The Planning Chief has the primary responsibility of preparation of a documented incident action plan. This position is also responsible for collecting and evaluating information about the incident, the status of resources and anticipated equipment and manpower needs. The Planning Chief is typically tasked with managing the planning process, which may include assembling information on current and alternative strategies, identifying needs for special resources or technical specialists, providing periodic predictions on incident potential and preparing recommendations for release of resources, as well as the following:
 - a. Preparing a documented incident action plan establishing objectives for each operational period
 - b. Gathering and disseminating information and intelligence
 - c. Planning post-incident demobilization
 - d. Maintaining a liaison with other organizations for the exchange of information related, but not limited to, terrorism and other intelligence.
- G. Duties and Responsibilities of the Logistics Chief (MACP Standard 3.7.5 a,b,c,d,e,f)
- 1. The Logistics Chief provides manpower, facilities, ground support, services and materials in support of the critical incident, as well as the following:
 - a. Communications
 - b. Transportation
 - c. Medical support
 - d. Supplies
 - e. Food for incident personnel
- H. Duties and Responsibilities of the Finance Chief (MACP Standard 3.7.6 a,b,c,d,e)
- 1. The Finance Chief shall be responsible for all financial, administrative and cost analysis aspects of the incident, including:
 - a. Tracking and recording personnel and equipment time.
 - b. Overseeing contract negotiations if necessary to procure resources.
 - c. Recording expenses for equipment and consumable supplies.
 - d. Documenting and processing claims for accidents, injuries and liability issues.
 - 2. Preparing appropriate reimbursement documents.
- I. Duties and Responsibilities of the Public Information Officer (PIO) (MACP Standards 3.7.2 e)
- 1. The PIO shall report to the Emergency Operations Center/Incident Commander and is responsible for all news releases and the following:
 - a. Coordinating release of sensitive information with the Incident Commander or his/her designee and a representative of the Emergency Operations Center
 - b. Developing accurate, accessible and timely information for use in press/media briefings
 - c. Forwarding copies of all press releases to the Incident Commander or his/her designee
 - d. Making information about the incident available to incident personnel
 - e. Participating in planning meetings

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J. Duties and Responsibilities of the Liaison Officer

1. The Liaison Officer is the conduit of information and assistance between incident personnel and the organizations that are assisting or cooperating with the response. The Liaison Officer's duties include:
 - a. Coordinating activities by serving as an official go-between command of different organizations.
 - b. Maintaining a list of assisting and cooperating agencies and agency representatives
 - c. Attending key meetings to coordinate activities of different responding organizations.
 - d. Monitoring incident operations to identify current or potential interorganizational issues.
 - e. Participating in planning meetings

K. Duties and Responsibilities of the Safety Officer

1. The Safety Officer monitors incident operations and advises the Incident Commander (IC) or Unified Command on all matters relating to operational safety, including the health and safety of incident personnel. The Safety Officers' duties include:
 - a. Identifying and mitigating hazardous situations
 - b. Providing safety messages and briefings to on-scene personnel
 - c. Exercising emergency authority to stop and prevent unsafe acts.
 - d. Reviewing the Incident Action Plan for safety implications
 - e. Initiating preliminary investigations into safety incidents
 - f. Participating in planning meetings

L. Special Events Planning

1. In the event of a planned special event (i.e. parades, entertainment/ sporting events, highway construction/ maintenance activities, picketing/ demonstrations, etc.), an Ops Plan shall **at a minimum** include the following information:
 - a. Ingress and egress of vehicles and pedestrians (**MACP Standards 3.7.7 a**)
 - b. Parking space/locations (**MACP Standards 3.7.7 b**)
 - c. Spectator control (**MACP Standards 3.7.7 c**)
 - d. Public transportation (**MACP Standards 3.7.7 d**)
 - e. Relief of personnel assigned (**MACP Standards 3.7.7 e**)
 - f. News media (**MACP Standards 3.7.7 f**)
 - g. Alternate traffic routes (**MACP Standards 3.7.7 g**)
 - h. Temporary traffic controls and parking prohibitions (**MACP Standards 3.7.7 h**)
 - i. Emergency vehicle access (**MACP Standards 3.7.7 i**)
 - j. Local Hospital and emergency care facilities
 - k. Evacuation areas
 - l. Personnel contact information
 - m. Radio frequencies
 - n. Local and aerial maps



ISSUED BY: Sheriff Michael J. Bouchard