I.            PURPOSE:

To outline steps and procedures to be followed in the event of a pandemic COVID-19 outbreak in and around the City of XYZ. This special order shall be in effect upon its issuance.

 II.            POLICY:

In the event of a large scale COVID-19 outbreak in and around the City of XYZ which results in a staffing shortage to patrol services, the XYZ Police Department shall mobilize all, or a portion of, the Department as required to take appropriate law enforcement and humanitarian action to protect life and property and to prepare for an orderly recovery from such an outbreak.

 III.            PROCEDURE:

A.    Concept of Operation:

1.      The mobilization of the XYZ Police Department shall be conducted in three phases of operational readiness as follows:

a.       Phase I - Increased Readiness (See Appendix I, to this Special Order)

b.      Phase II - Emergency Operations (See Appendix II, to this Special Order)

c.       Phase III - Recovery (See Appendix III, to this Special Order)

B.     The Chief of Police shall:

1.      Keep the Mayor and the Chief Operating Officer informed of the situation.

2.     Establish direct communication with the Fire Chief/Director of Emergency Management.

3.  Establish the Compstat Room as the XYZ Police Operations Center. Work in conjunction with the Emergency Operations Center (EOC) at XYZ Public Safety Complex.

C.     The Assistant Chief and/or designee shall:

1.     Keep the Chief of Police informed of the situation.

2.     Ensure necessary equipment is available and accessible to sworn and civilian staff.

3.  Arrange for lodging and food (if necessary) for personnel, as needed.

1. It is established that the XYZ Hilton and the XYZ Marriott Downtown will be the locations utilized for the lodging of personnel.

4.  Establish a liaison from the XYZ Police Department to outside organizations such as State Police or National Guard/Federal troops and other assisting agencies.

5.  Ensure that security measures are in place to protect any city resources.

D.    All Division Commanders shall:

1.     Be prepared to implement operations as indicated in appendices I, II and III to this special order.

2.  Maintain an accurate status of all personnel under his/her command and report a “sick list” to the Sergeant of Auxiliary Services Division on a daily basis.

E.     All supervisors shall:

1.     Report through the chain of command any sworn employee exposure to, or symptoms of, COVID-19.

F.  Media Considerations:

1. All members of the XYZ Police Department **are** **prohibited** from releasing any information regarding COVID-19 to the media.
2. The XYZ Public Information Officer (PIO) shall bring any media communications regarding COVID-19 to the Mayor’s Chief of Staff.

**APPENDIX I- INCREASED READINESS**

I.      SITUATION:

Pandemic COVID-19 cases identified regionally and/or locally.

 II.   PROCEDURE:

A.    The Chief of Police shall:

1. Maintain close operational liaison with other City of XYZ department heads*.*
2. Limit non-essential functions of the police department (until such time as the pandemic emergency has passed) which may include, but is not limited to:
   1. Closing the Records Division public window and providing electronic report services for legally required requests.
   2. Suspend processing of raffle, liquor, pistol, loudspeaker and other permits which are not essential to public safety.
   3. Suspend public fingerprinting services.
   4. Postpone all events related to recruiting and background investigations, including but not limited to, physical agility testing, written testing, candidate interviews, and home visits.
   5. Suspend Police Explorers and Police Athletic League (PAL) programs.
   6. Direct Community Service Officers (CSOs) and other personnel to temporarily refrain from attending Neighborhood Revitalization Zone (NRZ) meetings and other community meetings.
   7. Direct that the Property Room limits public access to retrieve seized or recovered property, except when mandated by a court order.
   8. Provide direction to employees on risk mitigation and other relevant updates. These updates and directives will be fluid as conditions and intelligence changes.
   9. Limit the hours of, and/or close, the front lobby of the Public Safety Complex.

B.     The Assistant Chief of Police and/or designee shall:

1. Monitor the spread and infection rate of COVID-19 in and around XYZ.
2. Cancel all out-of-town training and other trainings as deemed appropriate to mitigate risk and exposure.
3. Initiate procedures to minimize custodial arrests.
4. Implement additional cleaning procedures for Detention and employee workspaces to include police vehicles.
5. Adjust procedures to avoid group settings, including roll calls.
6. Identify essential, essential-remote, and non-essential workforce employees.
7. Advise Emergency Services and Telecommunications (ES&T) supervisors of the measures to limit officer exposure to the public, as described in section D of this appendix.

C.     All Commanders shall:

1.      At roll calls and staff meetings, communicate to sworn staff:

a.   The need for family emergency preparedness in the event that sworn employees are needed for an extended period of time.

b.    Encourage personal hygiene and measures to prevent the spread of COVID-19.

c.   Review Department plans (i.e. Appendix II of this special order) that may affect sworn staff if COVID-19 spreads significantly in and around XYZ and creates a staffing shortage.

2.   Encourage officers to issue misdemeanor summons in every circumstance possible, as directed by Special Order 20-002.

3.   Review mobilization procedures (refer to Appendix II of this special order).

4.   Maintain an accurate status of all personnel under his/her command and report a “sick list” to the Sergeant of Auxiliary Services Division on a daily basis.

D.   Handling of calls for service

1. Aside from extraordinary circumstances, to limit responding officer’s possible exposure to COVID-19, the following calls for service should be handled by telephone:
   1. Non-emergency larceny complaints.
   2. All identity theft complaints.
   3. Burglary complaints with undetermined time of occurrence, and a determination that the suspect is no longer on scene.
   4. Motor vehicle accidents where there are no injuries.
   5. Lost or found property complaints.
   6. Auto theft complaints, so long as the theft did not involve attempted or actual violence, or the threat thereof.
   7. Property damage complaints.
2. After making initial contact with the complainant by phone, the responding officer (upon consultation with his/her supervisor, if necessary) will make a determination as to whether or not they need to respond to the scene.
3. Responding officers should request that complainants send them supporting documentation for their complaints (insurance cards, photos of property damage, surveillance video, etc.) via their department email, and attach such supporting documents to their Case Incident Report (CIR).
4. Whenever possible, officers should request to speak with complainants, witnesses, and suspects outdoors and/or in open areas where surface contamination is limited and social distancing can be achieved.
5. The department will not respond to:
   1. Noise Complaints.
   2. Non-criminal community service calls.
   3. Civil matters.

E. Auxiliary Services Shall:

1. Develop a 12-hour shift plan as described in appendix II to this special order, to prepare for the possibility that the outbreak progresses into the Emergency Operation Stage.
2. Allow for additional Teleserve staffing, as needed, to handle possible increases in complaints by phone.

**APPENDIX II -EMERGENCY OPERATIONS STAGE**

1. SITUATION:

Pandemic COVID-19 cases identified regionally and/or locally, with Department-wide reduction of staffing.

1. PROCEDURE:
2. The Chief of Police shall issue a mobilization order after he/she determines that the outbreak is of sufficient magnitude to require major deviation from normal police operating procedures.
   1. The Chief of Police, upon making an operability assessment, may implement any or all of the following:
3. Continue the limit on all non-essential functions of the Police Department, as described in Appendix I.
4. Establish a Patrol Operations Commander and a Support Operations Commander.
5. Cancel all pre-approved vacations and leave.
6. Attempt to fill vacant shifts with overtime.
7. Order all identified employees to remain home or in predesignated housing provided by the Department.
8. Order all non-essential remote employees to work from home.
9. Expand operational shifts to 12 hours.
10. Adjust mandatory patrol staffing levels, as deemed necessary.
11. Change days off based on operational needs, up to and including no days off.
12. Augment patrol with officers assigned to specialized units and the ISB, as necessary.
13. Recall to work identified employees to fill operational shifts, as needed.
14. Adjust calls for service response guidelines for lower priority calls for service.
15. Suspend standard private duty hiring practice and implement practice where private duty jobs are assigned by Auxiliary Services on a priority basis.
16. The Assistant Chief of Police shall:
    * 1. Utilize the National Incident Management System (NIMS) and reassign command level responsibilities.
      2. Establish and direct Command Center operations as required.
      3. Implement the Incident Command System (ICS) organizational structure and activate Resource Teams dependent upon the severity of the situation. Resource Teams are elements of sworn officers (and other necessary personnel) tasked with addressing issues surrounding response and management of the pandemic situation, other than normal Patrol operations.
      4. Advise Emergency Services and Telecommunications (ES&T) supervisors of the measures to limit officer exposure to the public, as described in section A.3 of this appendix.
      5. Keep the Chief of Police informed of the situation.
17. Handling of calls for service
    1. Aside from extraordinary circumstances, to limit responding officer’s possible exposure to COVID-19, the following calls for service **shall** be handled by telephone:
       1. Non-emergency larceny complaints.
       2. All identity theft complaints.
       3. Burglary complaints with undetermined time of occurrence, so long as it is determined that the suspect is no longer on scene.
       4. Motor vehicle accidents where there are no injuries.
       5. Lost or found property complaints.
       6. Auto theft complaints, so long as the theft did not involve attempted or actual violence, or the threat thereof.
       7. Property damage complaints.
       8. Any other complaint which a supervisor determines can be adequately addressed by telephone.
    2. Responding officers should request that complainants send them supporting documentation for their complaints (insurance cards, photos of property damage, surveillance video, etc.) via their department email, and attach such supporting documents to their Case Incident Report (CIR).
    3. The Department will not respond to:
       1. Noise complaints.
       2. Non-criminal community service calls.
       3. Civil matters.
       4. Private property motor vehicle accidents.
       5. Unoccupied abandoned or suspicious vehicle, so long as they do not present a risk to public safety.
       6. Audible or silent alarms where no keyholder is responding and there have been three or more false alarms in the preceding thirty days.
18. The Support Operations Commander shall:
19. Command the Support Operations and report to the Assistant Chief of Police, providing updates to the situation as needed.
20. Utilize the Resource Teams (as outlined in Section II. A. 2 c., above) to address facility lock downs, curfew enforcement, perimeters, surveillance of entry points, traveler screening, and crowd control when needed.
21. Ensure that sufficient personnel and equipment are assigned and provided to the Resource Teams.
22. Maintain an accurate accounting of the status of personnel assigned to the Resource Teams.
23. Prepare and submit chronological reports on Support Operations activities.
24. Schedule relief and feeding of Support Operations Personnel, as necessary.
25. The Patrol Operations Commander shall:
    1. Report to the Deputy Chief of Patrol, providing updates to the situation as needed.
    2. Manage Patrol operations.
    3. Maintain an accurate status of personnel under Patrol command.
    4. Prepare and submit chronological reports on Patrol activity.
    5. Maintain Detention operations.
26. Maintain Animal Control Operations.
27. Be prepared to implement other operations and directives, as needed.
28. Schedule relief and feeding of Patrol Operations personnel.
29. Auxiliary Services shall:
30. Assist Patrol Operations and execute scheduling modifications as directed by the Chief of Police or designee.
31. Allow for additional Teleserve staffing as needed to handle possible increases in complaints by phone.
32. Maintain a daily sick list and a list of officers available to be recalled.  This report shall be forwarded to the Chief of Police through the chain of command.
33. All Division Commanders shall, on a daily basis, notify auxiliary services of the division’s current sick list.
34. Fiscal Division shall:
35. Track fiscal expenses associated with personnel and non-personnel expenditures associated with the incident.

**APPENDIX III – RECOVERY PHASE**

I.       SITUATION:

Returning to normal operating procedure after staffing shortage due to COVID-19 pandemic.

II. PROCEDURE

A.   The Chief of Police shall:

* + - 1. Make a determination as to when the mobilization order may be rolled back.
      2. Designate personnel to produce after action report(s).

B.   Auxiliary Services may roll back the mobilization order systematically, to address the staffing needs of the Department.

C.   Sworn employees should remain cognizant that there may be additional waves of COVID-19 and therefore should continue to practice personal hygiene and social distancing.

**APPENDIX IV - COMMAND AND COMMUNICATIONS**

Command Staff Contact List