

FLORENCE POLICE DEPARTMENT

GENERAL ORDER

Subject: CRISIS NEGOTIATION UNIT	Procedure: General Order 24.2.4 CALEA 46.2	Total Pages: 5
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I. POLICY

It is the policy of the Florence Police Department to maintain a Crisis Negotiations Unit for hostage situations and other tactical situations as necessary.

II. PURPOSE

This written order establishes guidelines for the Crisis Negotiation function utilized during various forms of crisis, hostage related situations, or other tactical events.

III. SCOPE

This written order is applicable to all sworn personnel.

IV. RESPONSIBILITY

All personnel are responsible for complying with this directive.

V. DEFINTION

- A. The term “hostage taker” will include any person who holds another person as security for fulfillment of certain terms or demands.

VI. GENERAL PROVISIONS

- A. **CONFIDENTIALITY:** This directive will NOT be released outside of the Florence Police Department without the permission of the Chief of Police.
- B. **PRIORITIES:** The concept of negotiation is primarily concerned with the preservation of life. Apprehension of the suspect(s) and recovery of and/or the protection of property are to be considered of secondary importance.
- C. **ORGANIZATION**
 - 1. Crisis Negotiators make up a unit of the Operations Bureau, under the oversight of the Special Operations Commander.

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2. Crisis Negotiators are under the direct supervision of the Crisis Negotiation Unit Commander or his designee, while acting in the capacity as a crisis/hostage negotiator, regardless of their normal division assignment.
3. When personnel resources allow, the Crisis Negotiation Unit will consist of at least three members, designated as Primary Negotiator, Secondary Negotiator, and Commander. The Unit may also utilize approved resources from outside the department. These resources may include but are not limited to; The District Attorney's Office, the Chaplain Program, The Federal Bureau of Investigations, The State Bureau of Investigations, and any and all telephone companies.

D. PRIMARY NEGOTIATOR RESPONSIBILITIES

1. Talking to the Hostage Taker, Barricaded Subject, or other involved persons using accepted practices, methodologies and techniques in which he or she has been trained;
2. Using or operating the Hostage Negotiation telephone if appropriate, and;
3. Developing intelligence.

E. SECONDARY NEGOTIATOR RESPONSIBILITIES

1. Monitoring negotiations;
2. Providing the primary negotiator with potential topics of discussion with the hostage taker;
3. Maintaining a negotiation log;
4. Assisting with the Hostage Negotiation telephone; and/or
5. Relieving the Primary Negotiator.

F. NEGOTIATIONS INVESTIGATOR RESPONSIBILITIES include (if resources allow it):

1. Investigating and developing a subject (tactical) profile.
2. Relaying pertinent information to other members of the Unit.

G. CNU Commander responsibilities include:

1. Monitoring negotiators;
2. Maintaining Crisis Negotiation Unit equipment; and
3. Reporting the progress of the negotiators to the Special Operations Commander and the Incident Commander.

H. COORDINATION UPON ARRIVAL AT SCENE: When called out to a

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situation, the Crisis Negotiation Unit Commander will first contact the Incident Commander for briefing and staging information.

- I. **ACTIVE NEGOTIATIONS:** Negotiators should be afforded as much privacy as possible. Only those directly involved in the negotiations should be present in the immediate area. The Secondary Negotiator should regularly brief the Crisis Negotiations Unit Commander who will relay all pertinent information to the Special Operations Commander, Incident Command, and SWAT Commander, if SWAT is present, concerning progress of the negotiations.
- J. **NEGOTIATION EQUIPMENT:** Negotiation equipment will be labeled and stored in an accessible central location. The Crisis Negotiation Unit Commander will ensure the unit's equipment is maintained in an operational ready state.

VII. NEGOTIATOR SELECTION

- A. **EXPERIENCE:** Candidates being considered for selection must be sworn officers with the Florence Police Department. They must have a minimum of three (3) years experience as a police officer.
- B. **EVALUATIONS AND WORK HISTORY:** Candidates must have a history of satisfactory employee evaluations. Disciplinary action one (1) year prior may be grounds for disqualification.
- C. **SUPERVISOR RECOMMENDATION:** The candidate's immediate supervisor will forward a written recommendation, based on the Officer's level of maturity, judgment, work habits, initiative, and other elements essential to a good negotiator, to the Crisis Negotiation Unit Supervisor.
- D. **REVIEW BOARD**
 - 1. **BOARD COMPOSITION:** Candidates will be scheduled for an interview before a review board consisting of the Crisis Negotiation Unit Commander, at least one member of the Crisis Negotiations Unit, and at least one member of the SWAT Team. The Crisis Negotiation Unit Commander will chair the Review Board.
 - 2. **DIMENSIONS:** Candidates will be judged by the Review Board on personal characteristics, which will determine the suitability of the candidate for the Crisis Negotiation Unit. These will include:
 - a. Interest (voluntary commitment with a strong desire to be a negotiator);
 - b. Skilled speaker (can verbalize thoughts and ideas);
 - c. Attentive (able to convey interest and concern while listening);

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- d. Mission-oriented (strong desire to solve the problem through negotiation, really wants to talk the person out of the situation);
 - e. Objective-oriented (can identify the objectives and/or priorities and respond to them);
 - f. Non-hostile (does not convey personal emotions or anger into work situations);
 - g. Morally fit (knows and accepts that if negotiations break down a tactical solution will occur); and
 - h. Patient (has the ability to be enduring and withstand long periods of tedium).
- E. APPOINTMENT: Recommendations for appointment to the Crisis Negotiation Unit will be submitted from the Review Board to the Chief of Police, via Chain of Command. The Chief of Police will make all appointments to the Crisis Negotiation Unit.
- F. PROBATION: All appointments to the Crisis Negotiation Unit are conditional and subject to a six (6) month probationary period.
- G. PRIMARY TRAINING: Upon appointment, an Officer selected to the Crisis Negotiation Unit will be required to attend an approved school which will train them appropriately in their role as a negotiator. Periodic retraining will be scheduled to improve skills and evaluate techniques and equipment.
- I. SKILLS TRAINING: The Crisis Negotiation Unit will train regularly to maintain and improve upon the necessary skills of a qualified negotiator. The Crisis Negotiation Unit Commander will generate and maintain all training records and forward to the Commander of the Special Operations Division.

VIII. DEBRIEFING

Team members will be debriefed following any deployment and operation. In the event of a death during deployments and operations, the Crisis Negotiation Unit will be required to participate in a Critical Incident Debrief. Additional services may be provided at the recommendation of the Crisis Negotiation Unit Commander, the SWAT Commander, Special Operations Commander, or the Chief of Police, or at the request of the negotiator.

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IX. REMOVAL

All appointments to the Crisis Negotiation Unit are conditional. A recommendation to remove a team member may be made if, in the opinion of the Crisis Negotiation Unit Commander, a Negotiator fails to meet standards, or exhibits any negative traits which make him/her a liability to the Unit.