



GENERAL ORDER

Loudoun County Sheriff's Office

Chapter: Operations	Section: 407.5	
Subject: Communications	Topic: Significant Incident Notifications	
Accreditation:	Revised:	Reaffirmed:
Enacted: 03/02/2017	Last Review: 03/01/2017	Review: 07/30/2017

I. PURPOSE

The purpose of this General Order is to establish a standardized dissemination of information to agency personnel for a significant incident through the Everbridge Alerting System.

II. POLICY

It shall be the policy of the Loudoun County Sheriff's Office to quickly and accurately notify the Sheriff and supervisory agency personnel of significant incidents using the Everbridge Alerting System. These incidents are inclusive of, but not limited to, major/significant incidents, escalation of incidents, weather and operational related information.

III. TERMINOLOGY

Everbridge Alerting System – system used by the Sheriff's Office to notify employees of incidents through their mobile devices.

IV. PROCEDURE

- A. The Duty Officer, Shift Commander and Communications supervisors shall be responsible for determining when a significant incident alert is warranted. In their absence, the next ranking employee shall be responsible.
- B. There shall be two types of significant incident notifications:
 1. Initial Incident – the incident is received by the Emergency Communications Center and is deemed to be a significant incident by the on duty Communications supervisor, assistant shift supervisor or most senior Telecommunicator.
 2. Incident Update – once units arrive on scene and have determined the basic details of the significant incident. The Duty Officer, Shift Commander or Shift Supervisor are responsible for initiating a Significant Incident Update notification.
- C. In most cases, the Everbridge alert shall be sent for the following incident types:
 - Homicide

- Robbery
- Shooting
- Stabbing
- Deputy involved use of force (shooting or major use of force)
- Fatal crash or crash with serious injuries
- Significant traffic related incidents (major road closures or delays)
- Airplane crash
- Agency involved vehicle crash
- Aggravated assault (assault by mob, large fights, etc.)
- Suspicious death
- Serious deputy injury
- Hostage/Barricade situation
- Bomb threat
- Active shooter
- Missing person (significant factor such as age, suspicious circumstances, endangered, etc.)
- Any situation that a supervisor, through his/her training and experience, believes rises to the level of a significant incident (media worthy, Board of Supervisors inquiry, etc.)

D. Notification Process for Operations Bureau Personnel

1. Once an Operations Bureau supervisor is notified of a significant incident, he/she shall, as soon as practical, make verbal notifications in the following manner:
 - a. On scene Sergeant or highest ranking deputy shall notify the Shift Commander. In the absence of the Shift Commander the Duty Officer shall be notified.
 - b. The Shift Commander shall notify the Duty Officer. In the absence of the Duty officer, the Assistant Division Commander shall be notified.
 - c. The Duty Officer or Assistant Division Commander shall notify the Division Commander. In the absence of the Division Commander, the Operations Bureau Lieutenant Colonel shall be notified.
 - i. The Duty Officer or Assistant Division Commander shall also notify the Station Commander or Assistant Station Commander responsible for the area of the significant incident.
 - ii. For purposes of this General Order, the Duty Officer shall be responsible for verbal significant incident notifications during the hours of 1600 to 0800. The Assistant Division Commander shall be responsible for verbal significant incident notifications during the hours of 0800 to 1600.

- d. The Division Commander shall notify the Operations Bureau Lieutenant Colonel. In the absence of the Operations Bureau Lieutenant Colonel, the Sheriff shall be notified by cellular phone.
 - e. The Operations Bureau Lieutenant Colonel shall notify the Sheriff by phone. In the event cellular communications are unavailable, communication by calling an alternate number provided by the Sheriff shall be attempted.
- E. All alerts sent using the Significant Incident Alert shall be formatted in the following manner:
- 1. Initial Incident Notifications
 - a. It shall be the responsibility of the on duty Communications supervisor or acting supervisor to initiate a brief informational alert for initial significant incidents.
 - b. The alert shall be sent no more than five minutes following the identification of a significant incident.
 - c. Initial incident notifications shall be formatted as follows:
 - i. Title/Subject field shall contain the following:
 - 1. LCSO Significant Incident Initial Alert
 - ii. The body of the message shall contain the following:
 - 1. Nature, address, station area, brief situational statement and Telecommunicator's name.
 - 2. Example: Station 2 units en-route to a robbery – just occurred in the 1200 block of Main St. Male subject displayed a weapon. Additional details to follow upon arrival. Dispatch Supervisor Jones.
2. Incident Update Notifications
 - a. It shall be the responsibility of the Duty Officer, Shift Commander or Shift Supervisor to initiate an alert for an Incident Update through the Emergency Communications Center.
 - b. The updated alert shall be sent no more than 15 minutes following arrival on the scene of a significant incident.

- c. Updated alerts shall be sent at 30 minutes intervals until the event has been stabilized or units clear the scene.
- d. Incident update notifications shall be formatted as follows:
 - i. Title/Subject field shall contain the following:
 - 1. LCSO Significant Incident Update Alert
 - ii. The body of the message body shall contain the following:
 - 1. Nature, address, station area, detailed situational statement and name/phone number of supervisor initiating the update.
 - 2. Example: Station 2 units on scene in the 1200 block of Main St. for a robbery. Suspect armed with semi-automatic pistol robbed the business of cash. CID and CSU en-route. Patrol units canvassing the area. Contact Lt. Example @ 571-555-1212 with questions.
- 3. All significant incident alerts shall be addressed to the Operations Bureau group in the Everbridge Alerting System.
- 4. All alerts sent by Communications personnel shall be documented in the incident notes by the initiating Telecommunicator.