



Emergency Standard Operating Procedures

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Purpose

The City of Thornhill, City, shall in its best effort provide for the safety and security of its residents. This plan shall provide guidance on how the City will address emergency services for events such as snow storms, ice storms, gas leaks, power outages, etc.

Responsibility

The City, through the direction of the Thornhill City Council, shall direct all services needed to maintain safety within the City Limits. This shall include but not be limited to: removing fallen trees block that safe passage, snow plowing, and applying ice melt to the City streets.

Residents shall notify the City of any emergency related issue observed on City property.

The City may contract with a private contractor to provide security, tree removal, snow plowing, and ice removal as the City Council deems necessary.

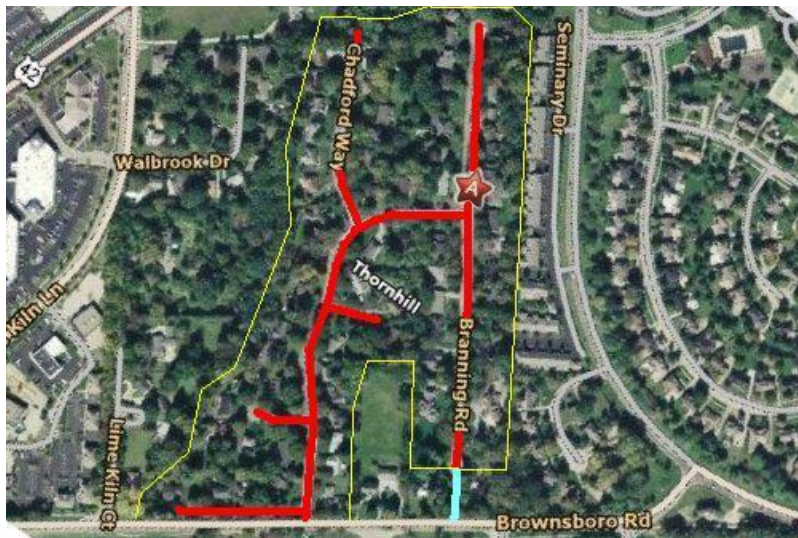


Figure 1

Procedures

1. Snow Storms
 - a. The snow removal contractor will be listed on the Emergency Contacts sheet,
 - b. The snow removal contractor shall have discretion to start pushing snow after a 1.5" snow fall,
 - c. Ice melt shall be applied the steeper hills of the City,
 - d. The emergency exit on Branning Road may be opened if the main exit is blocked,

- e. In order to allow emergency ingress and egress, resident's that need to park on the street shall only park on the even numbered side of the street (See Street Parking),
2. Ice Storms
- a. The snow removal contractor listed on the Emergency Contacts sheet shall apply ice melt ASAP after an ice event,
 - b. In order to allow emergency ingress and egress, resident's that need to park on the street shall only park on the even numbered side of the street (See Street Parking),
 - c. The emergency exit on Branning Road may be opened if the main exit is blocked,
 - d. See Power Outages/Line(s) Down and Downed Trees for additional instruction,
3. Flooding/Chemical Spill
- a. MSD shall be contacted at (502) 587-0603 should:
 - i. Streets be flooded,
 - ii. Drains are blocked,
 - b. Flooded streets shall be barricaded,
 - c. The emergency exit on Branning Road may be opened if the main exit is blocked,
4. Power Outage/Line(s) Down
- a. Report downed lines to LG&E immediately at (502) 589-3500,
 - b. Contact the City. The City shall erect caution tape and barricades from a safe distance,
 - c. DO NOT TOUCH ANY DOWNED LINE. Even cable and phone lines could be energized,
 - d. Since LG&E responds to areas with the greatest number of reported outages first, **each resident** experiencing a power outage should report the outage to LG&E at (502) 589-3500 ASAP.
 - e. The emergency exit on Branning Road may be opened if the main exit is blocked,
 - f. During the winter, residents are advised to turn off their water at the main shut off and drain existing water from their water lines to prevent damage to the water pipes from freezing,
5. Gas Leak
- a. IMMEDIATELY evacuate the area,
 - b. From a safe location, report gas leaks to LG&E at (502) 589-3500,
 - c. Contact the City,
 - d. The emergency exit on Branning Road may be opened if the main exit is blocked,
6. Water Disruption
- a. Contact the Louisville Water Company at (502) 583-6610,
 - b. Do not drink or cook with water until any advisory has been lifted,

- c. Tune in your radio or TV for instructions from the governing authority,
7. Downed Trees
- a. Beware of utility lines that may be caught in a downed tree or limb,
 - b. The City will remove any tree or large limb blocking a City street,
 - c. The emergency exit on Branning Road may be opened if the main exit is blocked,
8. Earthquake
- a. Listen for instructions from the local governing authority,
 - b. See Power Outages/Line(s) Down, Water Disruption, Gas Leak, and Downed Trees for additional instruction,
 - c. The emergency exit on Branning Road may be opened if the main exit is blocked,
9. Street Parking during Emergencies
- a. Parking on the City street is allowed in an emergency situation,
 - b. In order to allow ingress and egress of emergency vehicles and equipment, resident's that need to park on the street shall only park on the even numbered side of the street ,
 - c. Vehicles blocking emergency access shall be towed at the owners expense,
10. Security
- a. Security Personnel
 - i. The contracted security company shall provide security officer(s) who are courteous, intelligent, efficient, and interested in security work,
 - ii. The contracted security company shall perform background and reference checks on all security officer(s) posted to the City,
 - iii. The contracted security company will provide uniformed security officer(s),
 - iv. The contracted security company will train all security officer(s) posted to the City in the use of the City's SOP,
 - v. The contracted security company will train all security officer(s) posted to the City in conflict resolution,
 - vi. The contracted security company shall maintain all licenses, registrations, etc. as governed by the local and state authorities,
 - vii. The contracted security company shall maintain general liability insurance in an amount no less than a combined single limit of \$500,000.00 per occurrence and an aggregate limit of \$2,000,000.00,
 - viii. The contracted security company shall provide security officer(s) at times as the City Council deems necessary,
 - ix. The contracted security company shall have the duty security officer complete an Officer's Daily Log for each shift,
 - x. The contracted security company shall deliver all Officer's Daily Logs and or other forms and reports used during the shift or before the next business day to the address provided by the City,

- b. Physical Area
 - i. Duty security officers shall patrol only the common area of the City as represented in red on Figure 1,
 - ii. Duty security officers shall not “post” themselves inside any resident’s home,

- c. Safety and Asset Protection
 - i. The duty security officer will note on his/her Officer’s Daily Log any pole light he/she observes dark or cycling,
 - ii. The duty security officer will note on his/her Officer’s Daily Log any trip hazards, damaged/missing signs, or other irregularity observed,
 - iii. Should the duty security officer observe a crime being committed at or about the City, the security officer will contact 911, police services, immediately, then act as a trained observer. If the crime is severe, contact the designated City official immediately. Follow up with the Report if Offense on Property report shall be on or before the next business day,
 - iv. Should the duty security officer observe a fire occurring at or about the City, the security officer will contact 911, fire and emergency services, immediately then assist in evacuating civilians to a safe location. Contact the designated City official as soon as it is feasible. Follow up with the General Incident Report and, if needed, Release Form shall be on or before the next business day,
 - v. Should the duty security officer observe a natural disaster at or about the City, the security officer will contact 911, fire and emergency services, immediately then assist in evacuating civilians to a safe location. Contact the designated City official as soon as it is feasible. Follow up with the General Incident Report and, if needed, Release Form shall be on or before the next business day,
 - vi. Should the duty security officer observe an accident involving a motor vehicle in the City, the security officer will contact 911, emergency services, immediately, if, in the case a victim requires medical attention, then act as a trained observer. Follow up with the Motor Vehicle Accident Report and, if needed, Release Form shall be on or before the next business day,
 - vii. Should the duty security officer observe pedestrian fall or other incident in the City, the security officer will contact 911, emergency services, immediately, if, in the case a victim requires medical attention, then act as a trained observer. Follow up with the General Incident Report and, if needed, Release Form shall be on or before the next business day,

- d. City Access During an Emergency
 - i. The duty officer will set up post at the main entrance of the City. In the event the main entrance has been closed, the post shall be at the emergency entrance on Branning Road,
 - ii. The duty officer shall verify the ID of each person entering and exiting the City against the City Directory,
 - iii. The duty officer shall give residents listed in the City Directory shall be given a Resident Pass as provided by the City,
 - iv. The duty officer shall note in the Officer's Daily Log as Code D-6 Other, the Driver's Name, Vehicle Registration, Time of Entry, and Time of Exit for each visitor to the City. Visitors must be able to provide the Name and Street Address, verified against the City Directory, of the person they intend to visit in order to gain access to the City. Those without this information shall be denied access,
- e. Conflict Management
 - i. Even when faced with an ill tempered, verbally abusive subject, the duty officer will remain courteous,
 - ii. The duty security officer shall keep an even temper at all times,
 - iii. The duty security officer shall attempt to prevent conflict escalation,
 - iv. At the first sign of a conflict escalating, the duty security officer shall back away and immediately call police dispatch, to handle the issue.

11. Emergency Kit

- a. 2 Emergency Kits shall be kept and maintained at two separate Councilman's residence. Each kit shall include:
 - i. 3 - Safety Cones
 - ii. 3 - Flares
 - iii. 1 - Sandwich Board with interchangeable Stop and Caution Signs
 - iv. 150 - Resident Passes
 - v. 1 - City Directory
 - vi. 1 – SOP with a List of Emergency Contacts
 - vii. 1 - Key to the Emergency Exit on Branning Road
 - viii. 1 - 50' Roll of Caution Tape
 - ix. 1 - Flashlight

Conclusion

The City of Thornhill goal is to provide its residents with a safe and clean environment for their families and guests. This policy supports this idea by providing a guide to the resources needed to correct or control an emergency while at the same time discouraging crimes that may be enacted on the residents and/or the physical assets of the City.

Think Safe, Act Safe, Be Safe.

Phone Numbers

Emergency Police, Fire, Ambulance	911
Police Dispatch, 8 th Division, Beat 2, Section C	(502) 574-2258
M. Dru Brown, Mayor	cityofthornhill_mayor@mail.com (502) 742-4794 home (502) 552-3965 cell
Doug Deatz, Commissioner	dadeatz@aol.com (502) 442-0449 home (502) 689-2796 cell
F. Gerald Hinton, Commissioner	fghmay12@bellsouth.net (502) 425-2753 home (502) 819-2874 cell
Jon Grider, Commissioner	wjgrider@insightbb.com (502) 759-7785 cell
Nick Gerch, Commissioner	ngerch@insightbb.com (502) 742-3978 home (502) 876-0682 cell
Charlene Palmer, City Clerk	palmer2311@yahoo.com (502) 425-5580 home (502) 905 2254 cell
Moss Clore, Thornhill Blockwatch Captain	(502) 426-3378 home
AT&T	(888) 757-6500
LG&E	(502) 589-3500
Louisville Water Company	(502) 583-6610
Insight Communications	(502) 357-4400
MSD	(502) 587-0603
Snow Removal, Scott Sprigg	(502) 931-8906
Security, Falu Security	(502) 639-6615
Towing, Dave's Towing and Storage Service	(502) 962-1020
Tree Removal, Thompson Tree Service	(502) 955-0424

AUTHORIZATION FOR TOWING

City of Thornhill

I, _____, Security Officer employed by Falu Security, City of Thornhill as authorized security agent, authorize Dave's Towing Service and Storage to remove the following vehicle from City of Thornhill:

Make of Vehicle	
Model of Vehicle	
License Tag Number	
Issuing State of License Tag	
Location	
Signature of Authorizing Person	
Printed Name	

I, _____, Security Officer employed by Falu Security, am the agent authorized by signed agreement between Falu Security and City of Thornhill, and am not employed by any tow operator.

Reason for Removal

Authorization to remove the above listed vehicle from the City of Thornhill was given at ____:____ AM/PM on (month)_____ (day)_____ (year)_____ .

X _____

Print Name _____

Security Officer, Falu Security

Officer's Daily Log

Officer's Name _____ Shift _____ Date _____ Day _____
 Assignment: _____ Start _____ End _____ RT _____ OT _____
 Car No. _____ Starting Mileage _____
 Condition of Vehicle _____ Gals. _____ Meter _____

Summary of Activities

Code	Activity	Total	Code	Activity	Total	Code	Activity	Total
A-1	Vehicle Missing		C-1	Investigation Conducted		D-6	Other	
A-2	Vehicle Found		C-2	Apprehensions		E-1	Bank Detail	
A-3	Vehicle Reported Stolen		C-3	Assistance Rendered		E-2	Miscellaneous Detail	
A-4	Vehicle Recovered By PD		C-4	Traffic Tickets-Customers		E-3	Apprehended Susp. Pers.	
A-5	Thefts From Vehicle		C-5	Traffic Tickets-Employees		E-4	Crime Investigation	
A-6	Vandalism To Vehicle		D-1	Cars Started		E-5	Area Inspection	
B-1	No. Of Accidents		D-2	Cars Unlocked		E-6	Fires	
B-2	No. Of Vehicles Involved		D-3	Lost Property Found		E-7	Burglar Alarms	
B-3	No. Of Pedestrians		D-4	Lost Children		F-1	Vehicles Towed	
B-4	No. Of Persons Injured		D-5	First Aid				

Time	Code	Description of Every Activity Report Totaled Above

General Incident Report

Reporting Officer			
Exact Location of Incident			
Date		Time	

24 Hour Clock (L)

Complainant	Criminal Complaints Only
Name _____	Name _____
Address _____	Address _____
City & State _____	City & State _____
Phone: _____	Sex _____ Birthplace _____
	Apprehended Time _____

Witness	Apprehended Place
Name _____	Apprehended Place _____
Address _____	Charge _____
City & State _____	Misdemeanor Complaint No
Phone: _____	Released to: _____ Officer
	Shield No. _____
	Agency _____ Time _____
	Remarks _____

Witness	
Name _____	
Address _____	
City & State _____	
Phone: _____	

Medical Attention Required <input type="checkbox"/> Yes <input type="checkbox"/> No Describe (ambulance, transport to hospital)	

Damage to Property <input type="checkbox"/> Company <input type="checkbox"/> Other Describe	

Nature of Complaint	

Details of Complaint (include specific events, persons and vehicles involved, action taken if any, etc. Continue on supplemental report if required)	

Officer's Signature	
Reviewed By	
(Duty Officer)	

Release Form

Date					
<p>The Security Officer named below has offered to call an ambulance for me. I do not desire to go to a hospital and do not want an ambulance. I will report to a doctor at my convenience. I understand that the City of Thornhill assumes no liability for my failure to seek medical aid.</p>					
Witness			Individual		
Security Officer					

Report of Offense on Property

Case Number _____

Date of Report _____

Print Name			
Age	Date of Birth		
Address	City	Phone	
Weight	Height	Eyes	Hair Complexion
Employed at	(Or School)		
Employer's Business Address	School Grade		
Position Held			

If Juvenile, Fill In Below:

Father's Name	Mother's Name
Address	Address
City	City
State	State
Phone	Phone

Officer to Fill in Below

Date of Disturbance _____	Time of Disturbance _____	Place _____
Offense Charged With _____		
Description of Disturbance (Include Property Involved)		
If Previous Violation, State Where		
Attitude of Suspect While Being Held		
Action Taken By This Department		
Officer in Charge Of Questioning		
I, _____ do swear that the above statements given are the truth to the best of my knowledge.		
		Signed _____ (Security Officer)

Motor Vehicle Accident Report

Information Exchange For Accidents On Private Property

Date of Accident	Month	Day	Year	Day of Week
	Time:	Place Where Accident Occurred:		
Road Conditions:		Reporting Security Officer		

It is important that diagram be completed. Show street names, direction, vehicles, buildings, etc.
 Draw your own diagram if necessary.

X=Point of Impact T = Traffic Light S = Stop Sign Y=Yield Sign 35=Speed Limit Indicate North by Arrow				
--	--	--	--	--

Accident Information				
Vehicle #1 Driver Name		Phone		
Address				
City, State, Zip				
Insurance Co.		Agent		
Address of Insurance Co.		Phone		
Vehicle Make	Model/Year	Color	License No.	State
Vehicle Identification Number		Driver's License No.		
State		Damage - Circle F - R		
Vehicle #2 Driver Name		Phone		
Address				
City, State, Zip				
Insurance Co.		Agent		
Address of Insurance Co.		Phone		
Vehicle Make	Model/Year	Color	License No.	State
Vehicle Identification Number		Driver's License No.		
State		Damage - Circle F - R		
Police Notified	<input type="checkbox"/> Yes <input type="checkbox"/> No	Officer Name		Badge No.
First Aid Squad at Scene	<input type="checkbox"/> Yes <input type="checkbox"/> No			
Additional Information - Injured, Property Damage, etc.				
Citation Issued				

Use Reverse side if necessary Signature of Reporting Officer _____