

Crisis Intervention Incidents

409.1 PURPOSE AND SCOPE

Best Practice

This policy provides guidelines for interacting with those who may be experiencing a mental health or emotional crisis. Interaction with such individuals has the potential for miscommunication and violence. It often requires an officer to make difficult judgments about a person's mental state and intent in order to effectively and legally interact with the individual.

409.1.1 DEFINITIONS

Best Practice MODIFIED

Definitions related to this policy include:

Person in crisis - A person whose level of distress or mental health symptoms have exceeded the person's internal ability to manage their behavior or emotions. A crisis can be precipitated by any number of things, including an increase in the symptoms of mental illness despite treatment compliance; noncompliance with treatment, including a failure to take prescribed medications appropriately; or any other circumstance or event that causes the person to engage in erratic, disruptive or dangerous behavior that may be accompanied by impaired judgment.

409.2 POLICY

Best Practice

The Syracuse Police Department is committed to providing a consistently high level of service to all members of the community and recognizes that persons in crisis may benefit from intervention. The Department will collaborate, where feasible, with mental health professionals to develop an overall intervention strategy to guide its members' interactions with those experiencing a mental health crisis. This is to ensure equitable and safe treatment of all involved.

409.3 SIGNS

Best Practice MODIFIED NY_CALEA6.13 - 41.2.7 (a)

Members should be alert to any of the following possible signs of mental health issues or crises:

- (a) A known history of mental illness
- (b) Threats of or attempted suicide
- (c) Loss of memory
- (d) Incoherence, inability to concentrate, disorientation, word repetition or slow response
- (e) Delusions, hallucinations, perceptions unrelated to reality or grandiose ideas
- (f) Depression, pronounced feelings of hopelessness or uselessness, extreme sadness or guilt
- (g) Social withdrawal (withdrawal from family and friends); abnormal self-centeredness

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- (h) Manic or impulsive behavior, hyperactivity or inactivity, extreme agitation or lack of control
- (i) Lack of fear
- (j) Anxiety, aggression, rigidity, inflexibility or paranoia
- (k) Inability to perceive changes in one's own feelings, behavior, or personality
- (l) Extreme changes in mood (highs and lows)
- (m) Deterioration in personal hygiene or appearance. Change in appetite, weight loss or gain
- (n) Excessive fatigue or the inability to sleep
- (o) Withdrawing from activities such as occupations or hobbies
- (p) Inability to concentrate or cope with minor problems

Members should be aware that this list is not exhaustive. The presence or absence of any of these signs should not be treated as proof of the presence or absence of a mental health issue or crisis.

409.4 COORDINATION WITH MENTAL HEALTH PROFESSIONALS

Best Practice **MODIFIED** NY_CALEA6.13 - 41.2.7 (b)

The Chief of Police should designate an appropriate supervisor or command officer to collaborate with mental health professionals to develop an education and response protocol. It should include a list of community resources to guide department interaction with those who may be suffering from mental illness or who appear to be in a mental health crisis.

409.5 FIRST RESPONDERS

Best Practice **MODIFIED**

Safety is a priority for first responders. It is important to recognize that individuals under the influence of alcohol, drugs or both may exhibit symptoms that are similar to those of a person in a mental health crisis. These individuals may still present a serious threat to officers; such a threat should be addressed with reasonable tactics. Nothing in this policy shall be construed to limit an officer's authority to use reasonable force when interacting with a person in crisis.

Officers are reminded that mental health issues, mental health crises and unusual behavior are not criminal offenses. Individuals may benefit from treatment as opposed to incarceration.

An officer responding to a call involving a person in crisis should:

- (a) Promptly assess the situation independent of reported information and make a preliminary determination regarding whether a mental health crisis may be a factor.
- (b) Request available backup officers and specialized resources, to include members trained in crisis intervention, as deemed necessary and, if it is reasonably believed that the person is in a crisis situation, use conflict resolution and de-escalation techniques to stabilize the incident as appropriate.

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- (c) If feasible, and without compromising safety, turn off flashing lights, bright lights or sirens.
- (d) Attempt to determine if weapons are present or available.
- (e) Take into account the person's mental and emotional state and potential inability to understand commands or to appreciate the consequences of their actions or inaction, as perceived by the officer.
- (f) Secure the scene and clear the immediate area as necessary.
- (g) Employ tactics to preserve the safety of all participants.
- (h) Determine the nature of any crime.
- (i) Request a supervisor, as warranted.
- (j) Evaluate any available information that might assist in determining cause or motivation for the person's actions or stated intentions.
- (k) If circumstances reasonably permit, consider and employ alternatives to force.
- (l) Members shall utilize the appropriate training and techniques to assist the individual in crisis.
- (m) Members shall complete all relevant documentation.

409.6 DE-ESCALATION

Best Practice NY_CALEA6.13 - 41.2.7 (c)

Officers should consider that taking no action or passively monitoring the situation may be the most reasonable response to a mental health crisis.

Once it is determined that a situation is a mental health crisis and immediate safety concerns have been addressed, responding members should be aware of the following considerations and should generally:

- Evaluate safety conditions.
- Introduce themselves and attempt to obtain the person's name.
- Be patient, polite, calm and courteous and avoid overreacting.
- Speak and move slowly and in a non-threatening manner.
- Moderate the level of direct eye contact.
- Remove distractions or disruptive people from the area.
- Demonstrate active listening skills (i.e., summarize the person's verbal communication).
- Provide for sufficient avenues of retreat or escape should the situation become volatile.

Responding officers generally should not:

- Use stances or tactics that can be interpreted as aggressive.

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- Allow others to interrupt or engage the person.
- Corner a person who is not believed to be armed, violent or suicidal.
- Argue, speak with a raised voice or use threats to obtain compliance.

409.7 INCIDENT ORIENTATION

Best Practice **MODIFIED**

When responding to an incident that may involve mental illness or a mental health crisis, the officer should request that the 911 center dispatchers provide critical information as it becomes available. This includes:

- (a) Whether the person relies on drugs or medication, or may have failed to take their medication.
- (b) Whether there have been prior incidents or suicide threats/attempts, and whether there has been previous police response.
- (c) Contact information for a treating physician or mental health professional.

Additional resources and a supervisor should be requested as warranted.

409.8 NON-VIOLENT PERSONS

Agency Content

In cases of emotionally disturbed persons whose actions are not likely to cause harm to themselves or others, thereby precluding the use of the provisions of Section 9.41 of the Mental Health Law, the person will not be taken into custody. Investigating officer(s) will then offer the individual appropriate mental health contacts to include 2-1-1 CNY (mental health number).

In the event that a member of the Department is dispatched to a medical facility regarding a mentally ill person and it is determined that the patient is non-violent, the officer will remain at the facility only long enough to advise appropriate personnel that police presence is not required.

Patients may voluntarily admit themselves to CPEP. If a person wishes to be voluntarily admitted to CPEP, two officers should provide transport to the person. If the person is of the opposite sex, two officers shall transport the person.

409.9 SUPERVISOR RESPONSIBILITIES

Best Practice **MODIFIED** **NYSLEAP- 8.7 - 40.2**

When appropriate based on the circumstances, a supervisor shall respond to the scene of any interaction with a person in crisis. Responding supervisors should:

- (a) Attempt to secure appropriate and sufficient resources.
- (b) Closely monitor any use of force, including the use of restraints, and ensure that those subjected to the use of force are provided with timely access to medical care (see the Handcuffing and Restraints Policy).

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- (c) Consider strategic disengagement. Absent an imminent threat to the public and, as circumstances dictate, this may include removing or reducing law enforcement resources or engaging in passive monitoring.
- (d) Ensure that an incident report is completed along with all necessary reports and ensure that incident documentation uses appropriate terminology and language.
- (e) Evaluate whether a critical incident stress management debriefing for involved members is warranted.

409.10 PRIVACY CONSIDERATIONS

Best Practice **MODIFIED**

Members engaging in any oral or written communication associated with a mental health crisis should be mindful of the sensitive nature of such communications and should exercise appropriate discretion when referring to or describing persons and circumstances.

Members having contact with a person in crisis should keep related information confidential, except to the extent that revealing information is necessary to conform to department reporting procedures or other official mental health or medical proceedings.

409.10.1 DIVERSION

Best Practice **NY_CALEA6.13 - 1.1.3, 1.2.6**

Individuals who are not being arrested should be processed in accordance with the Emergency Admissions Policy.

409.11 NON-SWORN INTERACTION WITH PEOPLE IN CRISIS

Best Practice **MODIFIED**

Non-sworn or clerical members may be required to interact with persons in crisis in an administrative capacity, including but not limited to dispatching, records request and animal control issues.

- (a) Members should treat all individuals equally and with dignity and respect.
- (b) If a member believes that they are interacting with a person in crisis, the member should proceed patiently and in a calm manner.
- (c) Members should be aware and understand that the person may make unusual or bizarre claims or requests.

If a person's behavior makes the non-sworn member feel unsafe, if the person is or becomes disruptive or violent, or if the person acts in such a manner as to cause the non-sworn member to believe that the person may be harmful to themselves or others, an officer should be promptly summoned to provide assistance.

409.12 EVALUATION

Best Practice **MODIFIED**

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The supervisor or command officer designated to coordinate the crisis intervention strategy for this department should ensure that a thorough review and analysis of the department response to these incidents is conducted annually. The report shall not include identifying information pertaining to any involved individuals, officers or incidents and shall be submitted to the Chief of Police through the chain of command.

409.13 TRAINING

Best Practice **MODIFIED** NY_CALEA6.13 - 41.2.7 (d), 41.2.7 (e)

In coordination with the mental health community and appropriate stakeholders, the Department shall develop comprehensive mental health education and training. The Department shall provide all new members with entry-level mental health awareness and recognition training during academy instruction. The Department shall provide annual refresher training to enable them to effectively interact with persons in crisis. All trainings shall be documented and records shall be maintained by the Training and Education Division.