

NEW CANAAN POLICE DEPARTMENT

SUBJECT: CRISIS INTERVENTION TEAM

Divisional Order Number: 13-01-08

File:

I PURPOSE

The purpose of this Divisional Order is to establish guidelines and procedures under which the Crisis Intervention Team (CIT) shall operate, thereby ensuring an effective and coordinated response when providing services to an individual involved in a crisis.

II POLICY

It is the policy of the New Canaan Police Department to respond to incidents involving individuals with mental or behavioral health problems with professionalism, compassion and concern for the safety of all involved. During these incidents, officers shall use the Crisis Intervention Team as a resource for identifying and providing services for the individual(s) in crisis.

During the initial response to a crisis incident, the senior CIT officer on the scene shall, in the absence of supervisory personnel, have authority to direct police activities. The CIT officer shall relinquish such authority when relieved by or at the direction of a supervisor. Non-CIT trained supervisors shall confer with CIT officers, when possible, in a unified effort to obtain a positive outcome in a crisis incident.

III RESPONSIBILITY

It is the responsibility of all Department personnel to adhere to this Divisional Order. It is the additional responsibility of the Supervisory and Command Staff to ensure its compliance.

IV PROCEDURES

A. Definitions

- 1. Crisis Intervention Team (CIT)** - A partnership between the community, mental health professionals and members of the Police Department that seeks to achieve the common goals of safety, understanding and service to persons in crisis, the mentally ill and their families.
- 2. Crisis Intervention Team Officer** - A police officer trained and certified in first response crisis intervention.
- 3. Crisis Incident** - Any call in which an individual would benefit from the specialized training and knowledge of the CIT member. Crisis incidents include but are not limited to calls involving: persons known to have mental illness who are experiencing a crisis; persons displaying behavior indicative of mental illness; attempted or threatened suicides; calls involving gravely disabled individuals or calls in which individuals may be experiencing emotional trauma.

4. **Gravely Disabled** - A condition in which a person, as a result of mental and/or physical impairment, is in danger of serious physical harm resulting from an inability or unwillingness to provide their basic human needs coupled with the fact that such person is mentally incapable of determining whether or not to accept the necessary treatment.
5. **Incapacitated Person** - A condition in which a person, as a result of alcohol and/or drug use, has their judgment impaired, so that they are incapable of realizing and making a rational decision regarding the need for medical treatment.
6. **Mentally Ill** - A person who has a mental or emotional condition, which has substantial adverse effects on their ability to function and who requires care and treatment. Persons who are alcohol and/or drug dependent are excluded from this category because they would unlikely be receptive to intervention efforts.

V PROCEDURES (IDENTIFYING CIT CALLS FOR SERVICE)

- A. Desk Officers/Dispatchers are the primary source for identifying Crisis Intervention Team calls for service. Additionally, police officers investigating an incident may classify the incident as a CIT situation.
- B. Types of calls for service that may require a CIT officer response shall include, but are not limited to:
 1. Mental health disorders
 2. Traumatic incidents
 3. Sudden deaths
 4. Attempted suicides
 5. Medical assists/well-being checks
 6. Breach of peace/disorderly conduct complaints
 7. Trespassing/refusing to leave the property

VI PROCEDURES (POLICE DISPATCHER RESPONSIBILITIES)

- A. When a supervisor and/or Desk Officer/Dispatcher makes a determination that an incident may be a Crisis Incident, the dispatcher will access the list of trained CIT Officers, which will be kept in the Emergency Dispatch Book in the Communications Center and dispatch a CIT Officer. If a CIT Officer assigned to the shift is unavailable due to their being on another call for service, a non-CIT Officer shall be dispatched to the call for service. Once the CIT Officer clears his/her call for service, he/she shall be dispatched to the Crisis Incident.
- B. Only on-duty CIT Officers will be dispatched to Crisis Incidents. CIT Officers who are off-duty may only be called in from home or from an extra-duty job with prior approval from the Chief of Police or designee.
- C. When a CIT Officer is dispatched to a Crisis Incident, the dispatcher will add to the CAD Comments Section of the incident that a CIT Officer was present at the call for service.

VII PROCEDURES (CIT OFFICER RESPONSIBILITIES)

- A. Upon arriving at a Crisis Incident, the responding CIT Officer shall determine if the incident is an actual Crisis Incident. If the CIT Officer makes a determination that the incident is a Crisis Incident, the CIT Officer will be responsible for ensuring that the incident is handled as such and that all available resources are accessed. The CIT Officer will then consult with the shift supervisor and determine whether the gravely disabled/incapacitated and/or mentally ill person should be taken to an emergency room for treatment and/or emergency committal.

VIII PROCEDURES (SUPERVISOR RESPONSIBILITIES)

- A. The supervisor/shift commander will ensure that a CIT Officer, if available, is dispatched to Crisis Incident, without delay.
- B. Upon becoming aware of the Crisis Incident, the shift supervisor/shift commander shall monitor the actions of the CIT Officer as well as those of a non-CIT Officer to determine if all of the necessary resources are being utilized.

IX DISTRIBUTION

This division order will be reproduced in electronic and traditional media. All sworn personnel shall have access to the general orders through a read-only file on their individual domain of the department's computer network. Printed copies will also be placed in locations throughout headquarters so that they are accessible to all personnel.

X EFFECTIVE DATE

This division order was approved by the New Canaan Police Commission on May 15, 2013 and was effective on May 31, 2013.

Per Order,

Edward J. Nadriczny
Chief of Police