

**ORLANDO POLICE DEPARTMENT POLICY AND PROCEDURE
1501.1, CRISIS INTERVENTION TEAM**

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POLICY: It is the policy of the Orlando Police Department to use, whenever possible, a specially trained group of sworn officers who will be first responders to the mentally ill in crisis. This policy establishes operational guidelines for the use of the Crisis Intervention Team (CIT).

PROCEDURES:

1. DEFINITIONS

Crisis Intervention Team: Volunteer specially-trained Patrol Services Bureau sworn officers designated to handle situations involving the mentally ill in crisis. However, Crisis Intervention Team members only handle those incidents that do not rise to a level of a high-risk incident, as outlined in the current issue of 1306, Guide for Hostage, Suicidal, and Barricaded Person Situations.

Mental Illness: A range of conditions, each with its own specific characteristics, including:

- a. Schizophrenia.
- b. Bipolar disorder (manic depression).
- c. Major depression.
- d. Schizo-affective disorder.
- e. Panic disorder.
- f. Obsessive-compulsive personality disorder.
- g. Borderline personality disorder, or
- h. Other mental illnesses as defined in the DSM-IV (Diagnostic and Statistical Manual of Mental Disorders as published by the American Psychiatric Association, most current edition) that can cause disturbances in thinking, feeling, and relating with others or the environment.

2. CRISIS INTERVENTION TEAM COMMANDER/COORDINATOR

The Crisis Intervention Team (CIT) Commander is a Captain , as designated by the Chief of Police. The team shall also have a CIT Coordinator, with the rank of Lieutenant, to assist with the administrative and operational directives.

3. TEAM MEMBER SELECTION

3.1 CONSIDERATION FOR ASSIGNMENT

Any member who has completed his/her probationary period, has at least two years of law enforcement experience and is in good standing may request consideration for assignment to the CIT Commander. The memorandum should include reasons the member desires to join the Crisis Intervention Team, educational background, and any specialized school or training the member has attended which may assist him/her in the duties of a CIT member. Prior to

submitting the request to the CIT Commander for review, the applicant must obtain written recommendation through the chain of command.

3.2 APPLICANT EVALUATION

Once all memorandums are submitted for consideration, the following steps will be taken by the CIT Commander to assist in evaluating the applicant.

- a. A review will be conducted of the memorandums from all applicants.
- b. The CIT Commander will review each applicant's personnel file and has final authority for selection to the team.
- c. Interviews will be scheduled with each applicant.
- d. The vacancy will be filled from available applicants.

The following traits may be considered when selecting an applicant to fill a vacancy on the Crisis Intervention Team:

- a. Communication skills.
- b. Active listening skills.
- c. Ability to work well under pressure.
- d. Ability to maintain a positive attitude under stressful situations.
- e. Ability to absorb verbal abuse without negative responses.
- f. Ability in exercising good judgment and decision-making skills.

4. TRAINING

The CIT Commander will maintain a log of all training conducted involving team members. The log will include a list of attendees; time, date, and type of instruction; instructor, and location.

The CIT training is mandatory. If a member is unable to attend training, he/she must notify the CIT Commander as soon as possible. Repeated absences from training shall result in the member's removal from the team.

5. UTILIZATION OF A CRISIS INTERVENTION TEAM MEMBER

5.1 INCIDENTS

CIT members only handle those incidents that do not rise to a level of a high-risk incident (refer to the current issue of 1306, Guide for Hostage, Suicidal and Barricaded Person Situations).

When possible, a CIT sworn patrol officer shall be dispatched to calls or incidents involving a confirmed or suspected mentally ill person in crisis. A crisis could consist of a person having delusions, refusing to take prescribed medications, erratic behavior, causing a disturbance, talking to themselves or other activity or behavior that causes alarm or concern to the average person. The CIT Commander will provide Communications with a list of all current CIT members. Communications may refer to the list for dispatch or may request a CIT patrol officer over the radio.

5.2 OFFICER ON SCENE

The first patrol officer on the scene shall be responsible for the entire call or incident, to include dialogue with the mentally ill person, determining appropriate action to be taken, and all necessary paperwork. Other officers on the scene shall provide backup as needed. The patrol officer shall maintain responsibility of the call or incident until completed or relieved by a CIT trained officer, or supervisor.

If a mentally ill person meets the criteria and is taken into custody for involuntary examination, the officer will refer to the current issue of 1114, Mental Health Cases (Baker Act), for further guidelines.

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A Mental Health Referral form shall be completed by a member and submitted to the booking officer, along with the arrest affidavit.

5.2.1 FOLLOW UP WITH INDIVIDUALS AFTER CNT CALLOUT

Within 24 hours after an incident involving an individual in which CNT has been initiated, a uniformed CIT trained member will conduct a 24 hour follow up to see if the person is still in a crisis or if they have calmed down. If they have calmed down and they are willing to listen, the CIT member will make the individual and/or a family member aware of the below referenced services and document such in a supplement report.

A. For individuals that are under 21:

1. Mobile Crisis Services (211) - they will respond within an hour and do an assessment of the juvenile and refer the family to a facility and/or services that are available.

B. For individuals over 21:

1. Law Enforcement can refer the individuals to Aspire for counseling if they do not have insurance

2. If the individual has insurance, have them contact their insurance company because many insurance companies offer mental health counseling

3. Refer the family members of the individual that is in a crisis to NAMI (National Alliance on Mental Illness Greater Orlando) located at 5059 North Lane Orlando, FL 32808. NAMI will explain to the family the different resources that are available to them in order to get the individual help

A supplemental report shall be completed by the responding CIT trained officer documenting the follow-up. The supplemental report should include which recommendation(s) were offered to the individual or family members.