

# ASHEVILLE POLICE DEPARTMENT POLICY MANUAL

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## INTRODUCTION

The Crisis Negotiation Team is a designated law enforcement team, whose members are selected, trained, equipped, and assigned to negotiate a peaceful resolution to critical incidents, often working in conjunction with other tactical teams.

## POLICY STATEMENT

It is the policy of the Asheville Police Department (APD) to establish professional standards and procedures that provide an organized and disciplined response of specially trained officers for the purpose of de-escalating and negotiating critical incidents to a peaceful resolution.

## DEFINITIONS

**Barricaded Subject:** any individual who has taken a position in a physical location, most often a structure or vehicle (fortified or not) that does not allow immediate police access and who is refusing police orders to exit. A barricaded subject may be considered a threat to commit serious bodily injury or death to hostages, innocent civilians, law enforcement, or themselves.

High-Risk Warrant Service: the service of search or arrest warrants where the warrant service threat assessment recommends the use of tactical teams.

Hostage Situation: the holding of any person(s) against their will by force or threat of force, expressed or implied.

## **RULES AND PROCEDURES**

### **1102.1 TEAM MISSION AND RESPONSIBILITIES**

- A. The Crisis Negotiation Team (CNT) will provide crisis intervention strategy and negotiation skills whenever possible to save the lives of all people involved in critical incidents.
- B. The Mission of the CNT is to provide de-escalation, crisis intervention, and negotiation techniques to critical incidents that consist of but are not limited to:
  - 1. Hostage incidents.
  - 2. Barricaded suspects.
  - 3. Suicidal persons (imminent danger situations).
  - 4. High-risk warrant executions.
  - 5. Emergency Response Team call-outs.
  - 6. Any call that has the potential to become violent or extraordinary in nature to protect human life, safeguard the community, its citizens, and officers.

### **1102.2 TEAM ORGANIZATION**

- A. The Crisis Negotiation Team (CNT) is led by the CNT Commander appointed by the Chief of Police. The CNT Commander is responsible for the daily operational and administrative duties of the team.
- B. In the absence of the CNT Commander, the senior CNT team leader will carry out the duties and responsibilities of the Commander.
- C. The CNT Commander reports to the Patrol Operations Division Commander. Team administrative reports or issues will be submitted through the [Patrol Executive Officer](#) or as directed by the Patrol Operations Division Commander.
- D. The CNT Commander is responsible for the following:
  - 1. Providing the Communications Section with an accurate on-call roster and contact information for all CNT members.

2. Ensuring mandatory and approved training is conducted for all team members.
3. Maintain a [twelve \(12\)](#) month training schedule to be distributed to all team members and their supervisors to minimize scheduling conflicts for other mandatory training.
4. [Monitoring and tracking equipment security, inventory, and accountability.](#)
5. Tracking and ensuring each team member has necessary and appropriate equipment. [46.2.3]
6. [Creating an agenda for monthly CNT training and maintaining a CNT training file containing completed training reports \(T-21 Specialty Team Training Report\).](#)

E. Removal from the Crisis Negotiation Team is at the discretion of the Chief of Police.

### **1102.3 MEMBER SELECTION PROCESS**

- A. To be considered eligible to participate in the Crisis Negotiation Team selection process, officers must meet, at a minimum, the following criteria: [46.2.2] [46.2.4]
  1. Possess effective verbal, listening, and problem-solving abilities;
  2. Not have any conflicting duties, to include current assignment to Hazardous Devices Team, Emergency Response Team, [Crowd Control Team](#), [Bike Response Team](#), or as a patrol canine handler; and
  3. [Receive a favorable endorsement by each supervisor in the officer's chain of command, including a review of the officer's personnel file.](#)
- B. Additional requirements may be outlined in the selection process announcement.
- C. Sergeants and above are not eligible for non-supervisory openings on the CNT.
- D. CNT selection processes will be announced to sworn officers by the Recruitment and Career Development Section.
- E. Once eligibility to participate is determined, the selection process will include, at a minimum: [46.2.4]
  1. A panel interview.
  2. A scenario-based exercise to evaluate verbal, listening, and problem-solving abilities.

- F. Once the selection process is complete, a banded list will be prepared by the Recruitment and Career Development Section and submitted to the Chief of Police for final selection(s).
- G. Selected candidates must submit to a psychological screening conducted by a psychologist or psychiatrist licensed in the state of North Carolina. The choice of psychologist or psychiatrist is at the discretion of the department. [46.2.2]

#### 1102.4 TRAINING

- A. Prior to being utilized as negotiators, selected candidates will attend and successfully complete a **forty (40) hour** basic hostage negotiation course or other applicable and approved courses as directed by the Chief of Police or designee. [33.6.1 a]
- B. The CNT Commander or designee will develop training consistent with national standards for submission to the Patrol Executive Officer and Patrol Operations Division Commander for approval. Training must incorporate current standards relating to best safety practices, safe-conduct, and the development of scenario-based exercises. This will include, but not be limited to, critical communication and active listening skills necessary to support the mission of the team. [33.6.1 b] [33.6.2]
- C. The CNT Commander or designee will coordinate monthly training for all CNT members unless due to extenuating circumstances such training is not feasible. [33.6.1 b] [33.6.2]
- D. Training sessions are considered a duty for CNT members who will be excused from their regularly assigned units whenever possible to attend mandatory training. Team members must attend a minimum of 80% of **scheduled** team training sessions.
- E. Team training will be documented on the **T-21 Specialty Team Training Report** and submitted to the Patrol Executive Officer. All training records will be maintained so as to be available for inspection by the **Patrol Operations Division Commander & Operations Bureau Commander**.

#### 1102.5 EQUIPMENT

- A. Each team member will be issued or have access to necessary equipment. [46.2.3]
- B. Team members will maintain their individual agency-issued equipment unless instructed otherwise.
- C. **Individual and** team equipment will be maintained in working condition. Shortages and malfunctioning **or unserviceable** equipment will be reported to the CNT Commander or Patrol Executive Officer immediately.

- D. Communications equipment will be checked, at a minimum, quarterly to ensure it is operational. [46.1.8]
- E. An equipment database will be maintained by the CNT Commander or designee and will include all team equipment (not individual or basic issue equipment).
- F. The CNT has a special purpose vehicle specifically assigned for team use for department-approved assignments. Use of the CNT vehicle will follow the guidelines below: [46.1.3 a]
  - 1. Only designated CNT members will be allowed to operate the response vehicle or have unrestricted access to the interiors. [46.1.3 b]
  - 2. CNT members will maintain the response vehicle in a state of readiness, fueled, and ready for immediate use. [46.1.3 c]

#### **1102.6 CNT ACTIVATION**

- A. CNT activations take precedence over all other assignments within the department.
- B. In a situation that requires immediate attention (e.g., hostage/barricaded subject), the Watch Commander has the authority to place the CNT on stand-by. Activations of the CNT must be approved by the Patrol Operations Division Commander. [46.2.1 c]
- C. Situations where there is sufficient time to make preparations for an event are considered planned deployments. These include high-risk search warrants, arrest warrant service, or special events. [46.2.1 b,c]
  - 1. Should a supervisor deem it necessary to request CNT support for such an operation, their request should be submitted to the Team Commander and Patrol Executive Officer for consideration.
  - 2. Activation of the CNT must be approved by the Patrol Operations Division Commander or designee.
  - 3. Where practical, the CNT Commander will be notified by the requesting supervisor at least twenty-four (24) hours before the planned deployment.
  - 4. Mutual aid requests involving the use of the CNT will follow [Policy 400 – Authority, Jurisdiction, & Mutual Aid](#).

#### **1102.7 TEAM OPERATIONS**

- A. Upon arrival, Crisis Negotiation Team members will comply with the established incident command structure. The Incident Commander will ensure coordination and cooperation

between all activated tactical teams and other operational components at the scene. [46.2.1 d,f]

- B. Whenever possible, CNT members will not negotiate with current or former department members or the immediate family of current or former department members in crisis. External local certified negotiators should be requested to respond (i.e., Buncombe County or locally available SBI/FBI negotiators).
- C. At the conclusion of an operation, team members will ensure that all equipment has been accounted for and properly stored.
- D. A debriefing will be conducted as soon as practical.
- E. After every activation, a department after-action report will be completed and submitted to the Patrol Executive Officer to be forwarded to the [Patrol Operations](#) Division and Bureau Commanders. See [SOP 3002 -Blue Team Reports](#).
- F. [The CNT Commander or designee will complete and maintain operations plans and after-action reports for all planned deployments to be utilized for training and assessment purposes.](#)
- G. After every team training exercise, a [T-21 Specialty Team Training Report](#) documenting the training will be completed and submitted to the Patrol Executive Officer via a shared Google folder, to be forwarded to the Division and Bureau Commanders.

BY ORDER OF:

A handwritten signature in black ink, appearing to read "David J. Zack". The signature is fluid and cursive, with the first name "David" and last name "Zack" clearly distinguishable.

David Zack  
Chief of Police