
CHAMPAIGN POLICE DEPARTMENT

POLICY and PROCEDURE

POLICY NUMBER: 41.14

SUBJECT: CONFLICT MANAGEMENT AND
CRISIS INTERVENTION

EFFECTIVE DATE: 10/01/09
REVISED DATE: 07/03/14

REFERENCE ILEAP:

disability because it substantially limits one or more major life activity.

REFERENCE CALEA:

POLICY:

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- A. The police order maintenance function involves the responsibility to protect life and property and keep the peace. This responsibility requires a unique authority to investigate and, if need be, the authority to take a person into custody even though there is no authority to arrest.
- B. Peace officers have statutory non-arrest authority to take custody of persons involving alcohol incapacitation, mental illness, and addiction to controlled substances.

PURPOSE:

41.14.2 OBJECTIVES

The Champaign Police Department recognizes the need to provide continuous access to crisis intervention services. It is also the policy of this Department to afford persons in crisis the same rights, dignity, and access to police services as are afforded to all citizens. To that end, the Champaign Police Department has established a Crisis Intervention Team (C.I.T.) and relevant training.

- A. The objectives of this policy are as follows:

The purpose of this policy is to establish parameters and provide guidance to Champaign police officers responding to order maintenance situations involving conflict between two or more people, alcohol incapacitation, mental illness, or an addiction to controlled substances. Department personnel responding to such order maintenance situations shall consider the full range of available options, assess their effectiveness, and work to improve the links between local agencies who provide such care and service.

- 1. To provide officers with awareness of the potential for danger, injury, or death often associated with conflict situations.
- 2. To provide officers with awareness of the basic precautions that should be taken to ensure officer and citizen safety and survival during police response to various conflict situations.

DEFINITIONS:

- B. Conflict management and crisis intervention objectives are as follows:

Mental Illness: The term mental illness covers a wide range of conditions and is therefore difficult to define with precision. There are many types of mental illness, each with its own specific characteristics. The Americans with Disabilities Act (ADA) applies to:

- 1. To provide officer intervention as a calm third party, to reduce tension and hostility, and to restore order without unnecessary force.
- 2. To reduce the emotional level of the dispute to pre-conflict levels and to obtain control of the situation without having to resort to the use of physical force.
- 3. To provide an initial effort for information gathering and to objectively determine the underlying issues of the dispute or conflict.
- 4. To provide an initial approach that will enhance negotiation or conflict resolution, and to reduce the potential for repeat calls for service to the same location.

- 1. People who have mental impairment that substantially limits one or more of their major life activities, including but not limited to the ability to communicate, hold a job, or care for themselves;
- 2. People who have a record of such impairment; or
- 3. People who are regarded as having such impairment.

41.14.3 INTERVENTION RISKS

The term "substantially limits" is a practical term to distinguish between people who have a mild physical or mental impairment and people whose impairment is a

- A. People with behavioral health issues can experience intense psychotic crises that pose significant risk to themselves and others.

- B. When called to intervene in such situations, officers have an obligation to protect from harm not only the person suffering from the behavioral health issues but also others who may be potentially harmed by the person suffering from the behavioral health issue.

41.14.4 TACTICAL CONSIDERATIONS

- A. An officer approaching a potentially violent conflict should ensure that a back-up officer has been dispatched, seek clarification from METCAD regarding any information which is vague or unclear, and make a tactical approach which enhances officer safety and minimizes the potential for officer or citizen injury to the extent possible.
- B. When officers are attempting to defuse a hostile situation, the involved parties should typically be separated.
- C. Officers should present themselves in a calm, authoritative manner so as not to contribute to the conflict.
- D. The initial approach to conflict resolution should typically include determining precipitating causes, determining underlying causes, bringing separated disputants back into calm discussion, and the use of negotiation skills.

41.14.5 UTILIZATION OF C.I.T. OFFICERS

- A. The Champaign Police Department has established a Crisis Intervention Team (C.I.T.) which is comprised of specially trained officers who are part of the East Central Illinois Crisis Intervention Team.
- B. The Champaign Police Department is also a participating member of the Champaign County Crisis Intervention Team Steering Committee.
- C. When practical, METCAD will dispatch an available C.I.T. officer to every report involving a suicidal subject and to any incident where it is reasonably believed that an individual is in a behavioral health crisis.
 - 1. If a Champaign Police Department C.I.T. officer is not available, then a responding officer or supervisor may request the response of a C.I.T. officer from a neighboring agency.
 - a. In such cases, the primary agency will retain control of the incident and responsibility for making related decisions, documenting the incident, and transporting the individual involved.
- D. Champaign Police Department C.I.T. officers may respond, at a supervisor's discretion, to any call for assistance from any officer within Champaign County who is dealing with a conflict management and/or crisis intervention situation.
- E. Responding officers and supervisors are strongly encouraged to seek C.I.T. assistance and guidance when engaged with an individual who is believed to be in a behavioral health crisis, even if the individual's

mental state is not believed to be the primary impetus of the incident.

- a. C.I.T. members should look beyond the immediate incident that prompted a call for service and consider the underlying conditions that prompted the call for service. This will allow for a more tailored response and, hopefully, lead to a more lasting solution.

41.14.6 INVESTIGATIVE STEPS

- A. To aid in the decision making process and to best resolve the situation, officers should ensure that the following actions are taken:
 - 1. Attempt to identify current or previous behavioral health treatments and/or medications.
 - 2. Attempt to identify and interview family members of the involved individual, any direct witnesses to the event, and others who may be able to provide relevant information.
- B. If the incident involves a criminal offense, the investigation should account for the individual's behavioral health status.
 - 1. Attempts should also be made to determine whether or not the individual is a Justice Involved Client and/or has a Wellness Recovery Action Plan (W.R.A.P.) in place. Both determinations can be made by correctional staff at the Champaign County Jail.

41.14.7 RESPONSE AND DISPOSITIONAL OPTIONS

- A. Voluntary Assistance.
 - 1. An officer may transport an individual, or cause an individual to be transported, to any local resource facility which may provide services or guide the individual to necessary services.
 - 2. An officer may also contact an on-call clinician to seek advice or request that the clinician respond to the scene.
 - a. If a clinician responds to the scene then the officer should remain on scene until the clinician indicates that the officer is no longer needed.
 - 3. An officer shall transport, or cause to be transported, an individual who requests to be medically or psychologically treated if the individual does not qualify for involuntary admission.
 - 4. An officer may release the individual into the care of a suitable family member or friend.
- B. Petition for Involuntary Admission.
 - 1. An officer shall transport, or cause to be transported, any individual who meets the criteria for Involuntary Admission. This includes mentally

incompetent individuals who have committed criminal offenses.

- a. The individual should be transported to the facility of their choice, but if the individual is not capable of making a choice then the officer may choose an appropriate facility.
2. The transporting officer shall complete a Petition for Involuntary Admission and any and all other necessary paperwork prior to leaving the hospital and shall attach the petition to the corresponding police report.
3. The officer should also discuss the petition with medical staff and/or an assigned hospital crisis worker.

C. Arrest when Probable Cause Exists.

1. Many calls for service do not warrant the use of police authority or enforcement. Officers should avoid arresting individuals for behavioral manifestations of mental illness that are not criminal in nature and investigate other available options.
2. As with any arrest situation, some unique circumstances may require physical arrest even when the arrest is not warranted by events outlined in this policy. On those occasions supervisory approval is required prior to transport to the Champaign County Correctional Center.
3. If an individual commits a criminal offense and is transported to an appropriate facility for treatment but released by medical personnel, then that individual may be transported to the appropriate correctional facility.
 - a. If the person is to be incarcerated, then the arresting officer shall obtain a signed medical release from the doctor releasing the person.
 - b. The issuance of a Notice to Appear (NTA) may be a suitable option if the person is not committed to a mental health facility but has a condition that would prevent him/her from being incarcerated. In such cases supervisory approval shall be sought prior to the issuance of a Notice to Appear (NTA).
4. If a Warrant of Apprehension has been issued for the individual, then the individual should be arrested and transported to the appropriate correctional facility.

41.14.8 LOCAL RESOURCES

- A. The Front Desk maintains a current list of local resources which can be utilized during such situations, including but not limited to:
 1. Detoxification facilities for the emergency treatment of alcohol incapacitation.

2. Behavioral health facilities for the treatment of behavioral health issues.
3. Facilities for the treatment of addiction to controlled substances.

B. Community Elements provides 24 hour mental health services and support and, with supervisory approval, may be called upon to provide support and/or service in the following types of situations:

1. A domestic violence situation where counseling of an urgent nature is necessary;
2. A case involving an actual or attempted suicide;
3. A case involving a person with a substance abuse problem;
4. A case involving a victim or other person who is obviously and urgently in need of trained counseling.

C. Community Elements clinicians are trained to provide emergency counseling and effective assistance to persons meeting the above criteria. The assistance of a Community Elements clinician is intended to provide the person in need with the most effective assistance and also free the officer in a timely fashion.

1. Officers should not leave a Community Elements clinician alone in a situation where an obvious potential danger exists.
2. Officers also should not leave a Community Elements clinician without first fully briefing them on all of the facts and circumstances known to the officer.
3. When necessary and/or appropriate, officers should periodically check to determine the status of the Community Elements clinician.

41.14.9 REPORTING

- A. Whenever an officer utilizes a Community Elements clinician a report shall be completed.
- B. Whenever an officer completes a Petition for Involuntary Admission a report shall be completed.
- C. Officers are responsible for ensuring that the disposition of dispatch tickets properly reflects the nature of the call. For example, if a "proowler" call turns out to be a subject experiencing a behavioral health issue then that information shall be included on the dispatch ticket.
- D. Regardless of the disposition (field interview, report, etc.) of a call for service, if a Crisis Intervention Team (C.I.T.) member handles or assists with the call then the disposition field shall be entered as "CIT" (not "RPT," for example).
- E. Any officer who performs any crisis intervention task, such as completing a report or a field interview card

on a report of suicidal threats, will complete a Crisis Intervention Tracking Form.

- F. In cases involving a minor (age 17 and under) with diminished mental capacities, the response time of the Screening Assessment and Support Services (S.A.S.S.) worker shall be noted in the accompanying documentation.

ISSUING AUTHORITY

A handwritten signature in black ink, appearing to read 'Anthony D. Cobb', written in a cursive style.

Anthony D. Cobb
Chief of Police
Champaign Police Department