



## The Criminal Justice Coordinating Center of Excellence



### **Crisis response policy, at a minimum, shall include the following:**

- How to recognize a person experiencing a crisis
- Strategies to use when responding to and engaging a person experiencing a crisis
- How to access community behavioral health resources
- A requirement to document contacts with a person experiencing a crisis
- A description of a process for reporting frequent contacts with a person experiencing a crisis to service providers so that the person can be located and engaged in services
- How to take someone into custody using emergency hospitalization as described in the Ohio Revised Code
- The diversion of people experiencing a crisis to treatment alternatives when possible
- Use of force considerations with people experiencing a crisis
- Use of restraints with people experiencing a crisis when taken into custody
- Notification of jail personnel that the person is in crisis when taken into custody
- The training to be provided to all agency personnel about interacting with a person in crisis, including initial and continuing training and how often it will be provided

### **CIT-focused crisis response policy, at a minimum, shall also include the following:**

- A statement that the agency is committed to sustaining a Crisis Intervention Team (CIT) and ongoing collaboration with stakeholders in a CIT program
- CIT role-based training for select patrol officers and all public safety telecommunicators
- CIT officers will be dispatched to calls involving persons experiencing a crisis when available and appropriate
- The identification of a CIT coordinator to manage the operations of the CIT and to act as the liaison with community partners, including those in the applicable CIT program
- The assignment of CIT officers within the agency so that they are available to be the primary responders at any time to people experiencing a crisis
- Use of a Crisis Intervention Contact Sheet or similar document/process to document interactions with persons in crisis
- Requirements that the agency must continually evaluate their CIT and make changes in response to collected data to improve outcomes and mitigate safety risks to agency personnel and the public

## What are policies?

- “The rules”
- General guidelines to identify discretionary decision-making constraints but not implementation methods
- Based on organizational core values, philosophy, and culture
- Thoughtfully, logically, and clearly written to communicate in three areas
  - Organizational expectations of its employees
  - What employees should expect from the organization
  - What the community should expect from the organization

## What are procedures?

- Instructions created for routine tasks that are sometimes step-by-step
- Identify task responsibilities, steps to be taken, and chain of command reporting
- Clearly explain how rules are implemented
- Accessible, logical, and recognizes user’s knowledge and training
- Can provide options when reasonable that are not in conflict with other options

Derived from *Writing effective policies and procedures in law enforcement* (PowerDMS)

## Ohio Crisis Intervention Team Law Enforcement Policy Guide (&) Public Safety Telecommunicators Addendum

<https://www.neomed.edu/cjccoe/cit/training-resources/#1620841404973-4ff8e080-4863>

## Ohio Collaborative Community-Police Advisory Board’s Standards for Law Enforcement – Crisis Intervention Standard

<https://ocjs.ohio.gov/law-enforcement-services/ohio-collaborative-community-police-advisory-board/state-of-ohio-standards-for-law-enforcement/>



For more information:

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<https://www.neomed.edu/cjccoe/cit/>