

Crisis Intervention Skill Steps

1. RADIO PROCEDURES:

- Obtain all vital information from radio:
 - Who, What, Where, When, and if possible How (prior history, weapons involved, if there is any RP to make contact with, etc.)
 - Ask about RP. Is there a description of the RP? Is the RP available for contact?
 - Write down all information in your notebook.
- Notify radio when you're en route, on scene, making contact with reporting party, and making contact with subject /at the location.

2. CONTACTING THE RP:

- If making contact with RP, ask about the Who, What, Where, When, and How of the situation.
- Write all information in your notebook (include the RP's contact info).

3. PLAN YOUR APPROACH:

- Don't rush into the scene. Take a tactical position at the door and listen. (This will either confirm what was being reported, or it will add to story.)

4. MAKE CONTACT:

- Knock and announce yourself.
- If anyone from within the residence invites you in, *ENTER!*
- Have good officer presence.

5. IMMEDIATELY SCAN FOR THREATS:

- Look for weapons close by, other people, or animals.
- Ask about weapons, people at the location (how many, where at), and animals.

6. SEPARATE PARTIES INVOLVED:

- Position parties so that they can not see or get at one another.
- Position yourself so that you can *see, hear, & get to* your partner.
- DO A SECURITY SCAN! (Weapons, pets, other people, or anything that could hurt you or your partner).
- Check the immediate area where you position your subject (under seat cushions, etc.).
- Conduct your interview and obtain personal info along with a statement as to what happened.
- Make use of inter-personal skills (letting person vent, calming them down, showing understanding for the situation, etc.).

7. RUN THE NAMES:

- Once the subjects' names and dates of birth are obtained, run their names with radio.

8. STRATEGY SESSION WITH PARTNER:

- Talk to your partner *without* looking at them.
- Keep your eyes on the subjects. Maintain surveillance on your party while talking with your partner.
- Share information you've learned.
- Question the subjects again and hold another strategy session if needed.

9. ENFORCEMENT / SOLUTION

- If not an arrest situation, recommend a peaceful resolution to the subjects.
- Make an arrest if mandated or necessary.
 - Cover officer should keep an eye out for engagement by other involved party while your partner is making the arrest. (This is common in DV situations!)
 - Proper application of handcuffs, search, and advise of rights.
 - As appropriate: photos, other evidence collection, statements, medical record release waiver, DV packets, business cards, referrals.

10. PAPERWORK:

- For an arrest or DV situation, complete a case report and other necessary paperwork.