



San Diego Police Department Crisis Intervention  
**Operations Manual**

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# San Diego Police Department

## Crisis Intervention

### - Operations Manual -

## SECTION 1

# GENERAL ORGANIZATION

## **1.0 – Statement of Intent**

1. It is intended this manual constitute the policies and procedures of San Diego Police Department Crisis Intervention. Applicable SDPD and City of San Diego policies and procedures will also be utilized in the operation of SDPD Crisis Intervention.
2. This manual will be annually reviewed and revised if necessary. Upon revision, each interventionist will be given a copy of the updated manual and held responsible for abiding by the information contained herein.
3. Verbal or written changes to these policies and procedures may be made by authorized department personnel and incorporated into updated versions of this manual.

## **1.1 - Mission Statement**

The mission of San Diego Police Department Crisis Intervention is to provide short-term emotional and logistical support to individuals in the City of San Diego who have experienced traumatic incidents, or potentially traumatic incidents, which fall under the jurisdiction of the San Diego Police Department.

This mission includes assisting SDPD employee support personnel as an additional resource during unique or critical incidents involving department members.

SDPD Crisis Intervention will also offer, or agree to provide, planned or emergency assistance to other local, county, state and federal agencies when the resulting support will not hamper operational commitments to the department.

## 1.2 - Job Descriptions

For information related to the relationships between these and other positions within SDPD Crisis Intervention, see Section 1.2 Unit Organization Chart.

### A. **Sergeant, Volunteer Services**

SDPD Crisis Intervention is one of the programs falling under the Volunteer Services Sergeant's scope of responsibilities. For details of those duties, see the Volunteer Services Operations Manual.

### B. **Program Coordinator**

Responsible for –

1. Daily operation and supervision of the unit, including, but not limited to:
  - a. Following all established policies and procedures.
  - b. Working with the Director of Operations-and the Crisis Management Group to ensure a focused response to the unit's operation and development.
  - c. Conducting interviews (see Section 2 of this manual).
  - d. Conducting the background investigation as required.
  - e. Interfacing with other department units on behalf of Crisis Intervention.
  - f. Serving on committees and advisory boards applicable to the unit's mission.
  - g. Reviewing reports and statistics.
  - h. Procuring supplies.

### C. **Director of Operations (volunteer position) Assistant Director of Operations (volunteer position)**

1. Qualifications –
  - a. Must have at least 1 year's experience as a Crisis Intervention Dispatcher.

- b. Must have at least 4 years' experience as a Crisis Interventionist.
  - c. Must have consistently met monthly on-call hours and monthly meeting attendance requirements.
  - d. Must be available to positively represent SDPD Crisis Intervention.
  - e. Must be endorsed by the Program Coordinator.
2. Responsible for –
- a. Supporting the daily operation and supervision of the unit.
  - b. Following all established policies and procedures.
  - c. Working with the Program Coordinator to ensure a focused response to the unit's operation and development.
  - d. Supervising the Training Manager and Assistant Training Manager
  - e. Supervising the Dispatch Manager and Assistant Dispatch Manager.
  - f. Supervising the Special Events Manager and Assistant Special Events Manager.
  - g. Supervising the Technology Manager and Assistant Technology Manager
  - h. Supervising the Recruiting Manager and Assistant Recruiting Manager.
  - i. Supervising the Uniform Manager and Assistant Uniform Manager.
  - j. Supervising the Referrals Manager and Assistant Referrals Manager.
  - k. Supervising the Meeting Coordinator and Assistant Meeting Coordinator.
  - l. Responding to selected incident call-outs to coordinate and supervise services provided by interventionists.

- m. Tracking the on-call hours, meeting attendance, and leave of absence status of all volunteer personnel. This includes conducting any necessary follow-up and implementing corrective action, as outlined in the unit's Operations Manual, to ensure all volunteers safely perform their duties.
- n. Maintaining a professional leadership role within the Crisis Intervention program and providing guidance when necessary.
- o. Reviewing daily call activity.
- p. Compiling and reviewing unit statistics.
- q. Maintaining the Interventionist Roster.
- r. Ensuring the SDPD Crisis Intervention Scheduling System is adequately maintained.

**D. Dispatch Manager (volunteer position)  
Assistant Dispatch Manager (volunteer position)**

- 1. Qualifications –
  - a. Must have at least 1 year's experience as a Crisis Intervention Dispatcher.
  - b. Must have consistently met monthly on-call hours and monthly meeting attendance requirements.
  - c. Must be available to positively represent SDPD Crisis Intervention.
  - d. Must be endorsed by the Director of Operations.
- 2. Responsible for –
  - a. Following all established policies and procedures.
  - b. Regularly scheduling and leading dispatcher meetings.
  - c. Responsible for regular review and update for Dispatcher Procedures.
  - d. Supervising and coordinating the 24/7 coverage of the unit's self-dispatching system, including the unit's dispatchers.



- e. Ensuring daily call-out information is submitted.
- f. Prepares and submits daily reports to the Program Coordinator
- g. Ensuring designated personnel are immediately advised regarding any operational situation requiring assistance or attention.
- h. Responding to incidents or special events as designated by the Director of Operations to maintain operational efficiency.
- i. Reports statistics regarding types of calls at monthly meetings and reviews applicable calls for educational purposes.
- j. Responsible for training new dispatchers.
- k. Maintaining a professional leadership role within the Crisis Intervention program.

**E. Training Manager (volunteer position)  
Assistant Training Manager (volunteer position)  
Assistant Training Coordinator (volunteer position)**

- 1. Qualifications –
  - a. Training Manager must have at least 4 years’ experience as a Crisis Interventionist and have experience training adults in professional settings.
  - e. Must have consistently met monthly on-call hours and monthly meeting attendance requirements.
  - b. Must be available to positively represent SDPD Crisis Intervention.
  - c. Must be available to respond to incidents in the field with trainees.
  - d. Must be endorsed by the Director of Operations.
- 2. Responsible for –
  - a. Following all established policies and procedures.
  - b. Coordinating and conducting public information meetings for prospective Crisis interventionists.

- c. Developing, reviewing, and updating training materials.
- d. Selecting and supervising training support staff
- e. Assigning trainees to appropriate mentors.
- f. Providing both 1:1 and small group instruction.
- g. Evaluating and tracking applicants and trainees.
- h. Ensuring the Director of Operations is advised regarding any training situations requiring additional assistance or attention.
- i. Maintaining a professional leadership role within the Crisis Intervention program.

**F. Technology Manager (volunteer position)  
Assistant Technology Manager (volunteer position)**

- 1. Qualifications –
  - a. Must have consistently met monthly on-call hours and monthly meeting attendance requirements.
  - b. Must have demonstrated proficiency with computer systems and applications.
  - c. Must be endorsed by the Director of Operations.
- 2. Responsible for –
  - a. Maintaining the Volgistics scheduling system.
  - b. Troubleshooting all issues/problems related to Volgistics.
  - c. Providing technical support to Crisis team for computer issues related to Crisis.
  - d. Scheduling and overseeing Zoom meetings for management.
  - e. Maintaining the Dispatch Google calendar.

**G. Recruiting Manager (volunteer position)  
Assistant Recruiting Managers (volunteer positions)**

1. Qualifications –
  - a. Must have consistently met monthly on-call hours and monthly meeting attendance requirements.
  - b. Must have demonstrated ability to network and connect with community resources for recruiting purposes.
  - c. Must be endorsed by the Director of Operations.
2. Responsible for –
  - a. Liaising with SDPD for recruiting events.
  - b. Promoting recruiting events on social media.
  - c. Attending SDPD lineups to promote the use of Crisis Interventionists by officers at scenes.

**H. Uniform Manager (volunteer position)  
Assistant Uniform Manager (volunteer position)**

1. Qualifications –
  - a. Must have consistently met monthly on-call hours and monthly meeting attendance requirements
  - b. Must have organizational skills and commodity purchasing experience.
  - c. Must be endorsed by the Director of Operations.
2. Responsible for –
  - a. Overseeing uniform storage and inventory control at the identified storage location.
  - b. Coordinating with uniform suppliers for ordering new uniforms.

## **I. Dispatcher (volunteer positions)**

1. Qualifications –
  - a. Must have consistently met monthly on-call hours and monthly meeting attendance requirements.
  - b. Must have at least 1 year's experience as an interventionist.
  - c. Must be endorsed by the Director of Operations and the Dispatch Manager after completing the selection process.
2. Responsible for –
  - a. Following all established policies and procedures.
  - b. Responding to requests for Crisis Intervention services, including gathering all relevant information regarding the call.
  - c. Coordinating interventionist(s) responses (both in-person and telephonically) to calls including applying the SPAR Active Incident Model as dispatch criteria for individuals being considered for a specific call.
  - d. Monitoring each interventionist out on a call and debriefing with him or her afterwards.
  - e. Ensuring call-out information for calls they have dispatched is submitted as designated by the Dispatch Manager.
  - f. Maintaining on-line access via a computer in order to be immediately apprised, or to notify others, of any scheduling or operational changes.
  - g. Ensuring designated personnel are immediately advised regarding any operational situation requiring their assistance or attention.
  - h. Responding to incidents or special events as designated by the Director of Operations in order to maintain operational efficiency.
  - i. Maintaining a professional leadership role within the Crisis Intervention program.

**J. Referrals Manager (volunteer position)  
Assistant Referrals Manager (volunteer position)**

1. Qualifications –
  - a. Must have consistently met monthly on-call hours and monthly meeting attendance requirements
  - b. Must be familiar with procedures and requirements necessary to approve new referral documents.
  - c. Must be endorsed by the Director of Operations.
2. Responsible for –
  - a. Managing and vetting referrals included in Crisis Referral List.
  - b. Ensuring that the Crisis resource/referral bins are stocked and available at monthly Crisis meetings.

**K. Meeting Coordinator (volunteer position)  
Assistant Meeting Coordinator (volunteer position)**

1. Qualifications –
  - a. Must have consistently met monthly on-call hours and monthly meeting attendance requirements
  - b. Must have experience with identifying topics and scheduling resources to enhance monthly meetings.
  - c. Must be endorsed by the Director of Operations.
2. Responsible for –
  - a. Assisting Director of Operations in coordinating monthly meetings with goal of making meetings relevant and efficient (not more than 1 hour).
  - b. Scheduling relevant speakers and field trips.
  - c. Taking minutes of each monthly meeting for posting on Volgistics

**L. Special Events Manager (volunteer position)  
Assistant Special Events Manager (volunteer position)**

1. Qualifications –
  - a. Must have consistently met monthly on-call hours and monthly meeting attendance requirements.
  - b. Must be endorsed by the Director of Operations and the Dispatch Manager.
  - c. Must be available to respond to incidents or Special Events as designated by the Director of Operations in order to maintain operational efficiency.
  
2. Responsible for –
  - a. Following all established policies and procedures.
  - b. Ensuring all aspects of the Operations Manual dealing with Special Events are followed.
  - c. Developing specific protocols for Special Events or details and supervising their implementation.
  - d. Monitoring each Special Event and debriefing with the Interventionist in Charge afterward.
  - e. Ensuring designated personnel are immediately advised regarding any operational situation requiring assistance or attention.
  - f. Responding to incidents or Special Events as designated by the Director of Operations to maintain operational efficiency.
  - g. Maintaining a professional leadership role within the Crisis Intervention program.
  - h. Maintain 20 on-call hours during months with no Special Events.

**M. Trainee Support Position (if required)**

1. Qualifications –
  - a. Must have at least one year's experience as a Crisis Interventionist.

- b. Must have consistently met monthly on-call hours and monthly meeting attendance requirements.
  - c. Must be available to respond to incidents in the field with trainees.
  - d. Must be endorsed by the Director of Operations and Training Manager.
2. Responsible for –
- a. Following all established policies and procedures.
  - b. Participating in scheduled unit development meetings.
  - c. Responding to incidents in the field with trainees.
  - d. Providing constructive feedback to trainees.
  - e. Advising the Training Manager of the trainee’s status within the training process.
  - f. Ensuring the Training Manager is advised regarding any training situations requiring additional assistance or attention.
  - g. Maintaining a professional relationship with trainees.

## **N. Crisis Interventionist (volunteer positions)**

1. Qualifications –
  - a. All Crisis Interventionists will be initially interviewed and screened using current SDPD Volunteer Services procedures and must complete an SDPD Background Investigation before beginning training.
  - b. The following additional qualifications must be met before beginning the Background Investigation.
    - Must be 21 years of age or older.
    - Must not have any felony convictions.
    - Must not have any serious misdemeanor convictions.
    - Must not have any recent misdemeanor convictions.
    - Must not have any current substance abuse conditions.

- Must live or work within (or near) the city of San Diego City limits.
- Must have a valid driver's license and good driving record.
- Must have appropriate (Refer to Section 4, Policy 4.4) and registered personal transportation and proof of insurance.
- Must be able to walk up 4 flights of stairs without assistance.
- Must be able to walk ¼ mile without assistance.
- Must be able to stand for up to 2 hours without assistance.
- Must be available for 20 on-call hours per month.
- Must be available to attend monthly meetings.
- Must have a mobile telephone.
- Must have email and internet access.
- Must be willing to make a non-binding, 1-year commitment.

2. Responsible for –

- a. Following all established policies and procedures.
- b. Attending monthly meetings and responsible for getting meeting information if not attended. A minimum of 8 meetings per year is required.
- c. Scheduling 20 on-call hours per month on days and shifts of his or her choosing, with the chosen shifts being a minimum of 4 hours and a maximum of 10 hours. There must be at least 12 hours between each scheduled shift.
- d. When on call, respond to phone calls within 5 minutes.
- e. Applying the SPAR Active Incident Model at all times when working as an interventionist.
- f. Contact the crisis dispatcher regarding any operational situation requiring additional assistance or attention.



- g. Submitting a completed report within 24 hours of the call.
- h. Advise the Program Coordinator and Director of Operations of any address, email, or phone number changes.
- i. Maintaining the accuracy of the SDPD Crisis Intervention Scheduling System with changes in contact information: phone, email or residing SDPD Division.
- j. All Volunteer Employees are required to enter hours in the Better Impact system every month.

# San Diego Police Department

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## SECTION 2

# PERSONNEL SELECTION & TRAINING

## 2.0 - Application Process

### A. The application process intends to –

1. Create a straightforward and predictable means to bring qualified and trainable individuals into the program.
2. Provide the Program Coordinator flexibility regarding the interviewing and the background process.
3. Ensure unknown individuals are not invited to monthly meetings without prior approval from management.

### B. Individuals who are not currently paid by or volunteer with SDPD, shall apply to the crisis intervention program by –

1. Arranging an interview with the Program Coordinator.
2. Arranging an interview with the Director of Operations and/or Training Manager.
3. Complete a warrant check (local and NCIC) conducted by the Program Coordinator.
4. Complete the interview process and supplemental application.

#### *Then...*

5. Complete a background investigation.
6. Attending a monthly meeting where they are observed, debriefed, and still express an interest in the program.

### C. Individuals who are currently paid by or volunteer with SDPD shall apply to the crisis intervention program by –

1. Arranging an interview with the Program Coordinator.
2. Arranging an interview with the Director of Operations and/or Training Manager.
3. Complete the interview process and supplemental application.

## 2.1 – Training Process

### A. Training conditions

1. Under very limited conditions, an applicant may begin training if he or she has provisionally cleared the background investigation. This can occur when –
  - a. The background investigation reached a favorable conclusion and intends to recommend inclusion in the program.
  - b. The only item(s) needing completion in the background process is the receipt of external verification (e.g., fingerprints, military history) to confirm the favorable conclusion already reached by the background investigation.
2. If the above occurs, the applicant and applicable staff will be notified once the applicant has cleared the background investigation.
3. This provisional clearance only applies to the classroom training. Applicants who have not cleared backgrounds may not begin field training.
4. After the decision to move the applicant to a trainee status, the Program Coordinator will have the SDPD Identification and Security Access cards issued during the classroom training.
5. Before graduation and receiving an appointment by the Chief of Police as a Crisis Interventionist, all trainees are required to complete SDPD Crisis Intervention Training.
6. Training is designed to blend classroom instruction, individual training, and field responses by providing each trainee the skills necessary to safely and effectively support the public and department in various incidents both on-scene and telephonically.
7. Details concerning the scope and sequence of training are contained within the document: *SDPD Crisis Intervention Training Record*.

## 2.2 - Monthly Meetings

### A. Group Meetings –

1. All Crisis Interventionists are required to attend a 90-minute monthly meeting according to the schedule developed by the Director of Operations.
2. Training and meeting content will be developed jointly by the Director of Operations with input from the Executive Management Team the Meeting Coordinator, the Assistant Meeting Coordinator and the Program Coordinator.
3. Attendance is required for at least 8 meetings per year. Interventionists who develop a pattern of unauthorized absences from meetings will be excused from the program.
4. If the Interventionist is unable to attend a meeting, they must contact another team member to take notes of the meeting.

## 2.3 - Leave of Absence

If on an official Leave of Absence (LOA), interventionists are excused from the 20-hour sign-up requirements and are strongly encouraged (but not required) to attend monthly meetings.

### **A. Interventionists who are unable to sign-up for their 20 hours per month may be excused from that obligation as follows:**

1. One (1) month: The Director of Operations may grant a one-time waiver (one waiver per interventionist, per calendar year).
2. More than 1 month: a formal LOA is required.
3. A LOA may be requested, through the Director of Operations, for a 3-month period. Except for special circumstances, such as medical or family death, only one LOA may be requested per year.
4. If a LOA is for personal medical reasons (e.g., illness or injury) and the interventionist maintains regular meeting attendance, the Director of Operations may extend a LOA for up to 1 year. A medical release will be required to return. Any LOA not concluded within one year will be considered a termination from the program.
5. An interventionist who does not attend monthly meetings or sign up for their 20-hour monthly on-call commitment for three months without contacting the Director of Operations shall be classified as self-terminated from the program.

### **B. When returning from a LOA, the following reactivation criteria apply:**

1. LOA without regular meeting attendance for less than 3 months.
  - a. No requirements.
2. LOA without regular meeting attendance for 3-6 months.
  - b. Policies and Procedures update training, including Training refresher.

3. LOA with or without regular meeting attendance for over 6 months to 1 year.
  - c. Policies and Procedures update training, including Training refresher.
  - d. Field responses for first 1-2 calls with an interventionist designated by the Operations or Training Manager.
4. If a former interventionist desires to return to the program after an absence of a year or more, they must go through backgrounding and complete the SDPD Crisis Intervention Training.
5. LOA and Equipment – If applicable, individuals taking more than a 30-day leave of absence must return any issued mobile phone or other equipment to volunteer services. Upon returning to active status, the equipment will be reissued based upon availability and program need.
6. Leave of Absence Duties – If an interventionist is on an approved leave of absence, he or she may not perform the duties of an interventionist in any capacity, including Special Events, with the exception of attending monthly meetings.
7. Adjustment of Service Time – Any official leave or interruption of service that is over 6 months will adjust the yearly accrual of time of service. (i.e. If an interventionist joined the program in January 2007, at January 2012 he or she would normally be listed at 5 years of service. However, if there was a leave for 6 months, the adjusted official time of service at January 2012 would be 4 years, 6 months)

## 2.4 - Awards

### A. Award Types

1. Recognition Awards -

Interventionists who consistently participate in the program will be presented an award after two and five years of service and every five years thereafter.

2. The Dan Petro Exceptional Mission Support Award -

To be selected for this special recognition, the recipient must have consistently taken action that has enhanced SDPD Crisis Intervention and its mission.

3. Other Awards -

Additional forms of recognition may be authorized by the department as the result of performance for a specific incident or other exceptional circumstances.



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## SECTION 3

### EQUIPMENT & UNIFORMS

### 3.0 - Equipment

**A. The San Diego Police Department, or the San Diego Police Crisis Intervention Resource Board, will supply all Crisis Interventionists with the following equipment:**

1. DPD Identification Card.
  2. DPD Security Access Card.
  3. Parking Placard.
  4. DPD Crisis Intervention Field Resource Manual, containing –
  5. SDPD Crisis Intervention jacket.
  6. SDPD Crisis Intervention shirt.
  7. SDPD Crisis Intervention hat.
  8. SPDP Crisis Intervention Resource Bag
- a. In addition to the above items, SDPD will supply the Director of Operations, Managers, and Dispatchers a mobile phone (if requested and available) with service by the current vendor for the City of San Diego.

### 3.1- Uniforms

**A. All Crisis Interventionists are required to supply the following uniform items and maintain the items in good repair:**

1. Approved uniform pants.
  - a. Approved uniform pants are black and constructed of any natural or synthetic fibers such as cotton, polyester, or wool (including blends of those materials). Denim and spandex-type fabrics are not authorized.
  - b. The pants must have full-length legs and can include plain or pleated fronts, with or without front and/or rear pockets. Sweatpants, leggings, Capri-style pants, baggy pants, or pants with reinforced knee panels are not authorized.
2. White or black athletic shoes.

**B. When on call, all Crisis Interventionists are required to wear or have available the following uniform items to all incidents they respond to:**

1. SDPD Crisis Intervention jacket (have available).
2. SDPD Crisis Intervention shirt.
3. Approved uniform pants.
4. SDPD Crisis Intervention hat (have available).
5. White or black athletic shoes.
6. SPDP Crisis Intervention Resource Bag
  - a. If an interventionist is not on call but is requested to respond to an incident, they are only required to wear the SDPD Crisis Intervention jacket with appropriate civilian attire suitable for that particular incident upon approval from the Dispatcher.
  - b. Occasionally, other uniform items may be approved for special circumstances or events.

- c. SDPD Crisis Intervention jackets and shirts must be washed according to the manufacturer's directions. However, only non-chlorinated bleach should be used as a whitener. Using chlorinated bleach will severely degrade the logos on the embroidered jacket and screen-printed shirt. If damaged, the interventionist will be responsible for purchasing a replacement shirt or jacket.
- d. The only acceptable Bag to carry is your Field Resource Manual, and approved handouts or any material required for a call will be issued to you with your uniform. It is not acceptable to carry a backpack, a roller bag, a briefcase, or a clipboard.
- e. Department-provided lanyards, with first name only, may be worn on duty.
- f. Lapel pins, social-awareness ribbons or any such items are not approved for display on any part of the uniform or SDPD Identification Card except for the SDPD Crisis Intervention 2-year lapel pin award.
- g. The SDPD Identification Card shall not be worn with the uniform unless the interventionist is in a police facility or otherwise directed.
- h. Interventionists are always required to carry or have reasonably available their SDPD Identification Card and Security Access Card. If either item is lost, the Program Coordinator or Director of Operations must be contacted immediately.
- i. Upon departure from the Crisis program, all uniform components, ID, and crisis bag must be returned to Volunteer Services. This includes any shirts purchased by the interventionist to supplement the one provided by the program.

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### SECTION 4

## SPECIALIZED POLICIES & PROCEDURES

## 4.0 - Specialized Policies and Procedures

- 4.1 **SPAR** – Interventionists will apply the SPAR Active Incident Model (Safety, Policies and Procedures, Attend and Refer) at all times when working in any capacity as an interventionist.
- 4.2 **Dispatchers** – When on a call, the Dispatcher is your Supervisor. The Dispatcher has the final authority on any situation that occurs. You may explain your position and then follow their directions.
- 4.3 **Transportation** – Interventionists will NOT be transported by anyone other than another interventionist or public safety personnel when working in any capacity as an interventionist.
- 4.4 **Transporting Others** – Interventionists will **NOT transport anyone** in any vehicle when working in any capacity as an interventionist except for another interventionist or public safety personnel.
- 4.5 **Vehicle Type** – Interventionists will not utilize transportation in the form of two or three-wheeled motorcycles, bicycles, rollerblades, skateboards, scooters, Segways, or any other such devices while working in any capacity as an interventionist.

All vehicles an Interventionist utilizes while on duty must be a normal enclosed car or light-duty truck. The vehicle must be fully insured and reliable. Any damages incurred as a result of an accident while on duty will be the responsibility of the interventionist.

- 4.6 **Injury Notification** – Interventionists will immediately notify the Crisis Dispatcher upon the occurrence of any accident or injury to him or herself when working in any capacity as an interventionist.
- 4.7 **Firearm Policy** – Interventionists will **NOT CARRY**, in their vehicle or on their person, any firearm when working in any capacity as an interventionist, even if the interventionist has a permit to carry a firearm. Additionally, no tasers can be carried when working in any capacity as an interventionist.
- 4.8 **Off-Duty Incidents** – If an interventionist stops at an incident to offer his or her assistance, and an official at the scene accepts the assistance, the interventionist will immediately contact a Crisis Dispatcher, the Dispatch Manager, Assistant Dispatch Manager, or the Director of Operations and have a voice-to-voice conversation with him or her regarding the incident. The Interventionist is required to have at least the Crisis Intervention jacket with them.

The crisis dispatcher will provide the interventionist with the information and authority necessary to continue at the scene.

Suppose the interventionist does not have voice-to-voice contact with a crisis dispatcher or above-defined manager. In that case, he or she will immediately depart the scene regardless of the severity of the incident.

- 4.9 Worker's Compensation Claims** – If an interventionist is collecting (or has applied for) worker's compensation benefits under any circumstances with any organization, he or she may not perform the duties of an interventionist in any capacity, except for attending monthly meetings.
- 4.10 Animals/Pets** – Crisis Interventionists will **not** bring any pet or animal to any incident or event, even if the animal stays in the interventionist's vehicle.
- 4.11 Administering First Aid** – Interventionists will not provide first aid while working in any capacity as an interventionist except for performing CPR or other life-saving procedures (e.g., utilizing an AED or Narcan) that will not endanger the interventionist or the public.
- 4.12 Fraternalization** – Program supervisory personnel (e.g., managers, dispatchers, trainers, etc.) are prohibited from engaging in outside social activities with applicants or trainees. This does not preclude events such as having a cup of coffee or a meal after a call. Still, it does preclude the giving or exchanging of gifts or engaging in any activity where the appearance of favoritism could be construed.

Individuals who may have a conflict with this policy due to an existing relationship shall bring that issue to the attention of his or her immediate supervisor.

- 4.13 Contact by former Applicant or Trainee** – Any applicant or trainee who is discharged (or not selected) from the program and contacts his or her fellow teammate or other supervisor shall be referred to the Program Coordinator. There shall be no discussion about why the applicant or trainee was discharged or not selected except by the Program Coordinator.
- 4.14 Medication Disposal** – Interventionists are expressly prohibited from handling, dispensing, or disposing of prescriptions and other medications. If a family member or other individual requests assistance in disposing of unwanted medications, the interventionist may assist that person by providing referral information to local pharmacies, hospitals or SDPD Division Stations for the proper disposition of these items.
- 4.15 Training** – A personal residence or other non-public location (e.g., private office) may not be used for individual training without authorization by the Director of Operations.

**4.16 Working with Others** – Having more than one Crisis Interventionist at an incident increases the effectiveness of the support and provides additional resources to ensure everyone’s safety. When an additional interventionist arrives on the scene, the initial interventionist shall thoroughly brief the arriving person, and cell phone numbers should be exchanged. Always advise other interventionists at the scene when they need to leave the primary location, even if they are stepping outside.

If you are teaming up with another interventionist, advise the dispatcher before going on the call. When partnering on a call, each interventionist is required to drive separately in the event they would need to split up.

**4.17 Driving** – Interventionists driving to and from incident scenes shall adhere to the Vehicle Code and any instructions given to them by public safety personnel. Interventionists who receive parking or moving citations shall notify the Program Coordinator. Utilization of the Crisis Intervention Placard while NOT on duty is prohibited.

**4.18 Hidden Agendas** – Interventionists are **prohibited** from making referrals to organizations with direct or indirect involvement, for example, as an employee, volunteers, or members.

**4.19 Dual Relationships** – Interventionists shall not become involved in an incident where one of the parties (e.g., survivor) is known to the interventionist to the degree that both will likely have future contact. If this situation develops, the interventionist shall contact the crisis dispatcher.

**4.20 Religion or Belief System** – The subject of religion or any belief system shall only be discussed by the interventionist when the person being supported directly or indirectly brings up the subject. Then the discussion will be limited to listening and contacting (if requested) someone from their religion/belief system. Discussion of personal beliefs is prohibited.

**4.21 Re-contacting People** – Interventionists shall not contact individuals after an incident without specific permission from the Director of Operations. The interventionist never gives personal contact information. The exception to this rule is in conducting telephonic responses and following Telephonic Response guidelines.

In some cases an Incident can stretch over several days and can be emotionally and physically exhausting. In those cases, Interventionists will be rotated so that not one person needs to carry the entire incident. You are not authorized to return to the scene or re-contact the participants under ANY circumstances unless directed by the Dispatcher covering the Incident.



- 4.22 Gratuities** – Interventionists shall not accept any form of gratuity from the public. Individuals wishing to provide some form of donation shall be referred to the Program Coordinator. This does not exclude an interventionist from accepting offered food or drink at a home or business directly connected to an incident.
- 4.23 Getting Lost** – Interventionists who get lost when responding in person to a call shall spend no more than 5 minutes attempting to determine their route. At that point, the Crisis Dispatcher shall be called for assistance.
- 4.24 Privileged Communication and Confidentiality** – Crisis Interventionists do not have privileged communication with any person or organization. When required, all information an interventionist is exposed to during his or her duties is subject to disclosure to officers, investigators, and supervisory personnel. Crisis Interventionists are required to keep specific incident details (e.g., names, personally identifying information) confidential from the public.
- 4.25 Mandated Reporting** – Crisis Interventionists are required to report all instances of child abuse, elder abuse and dependent adult abuse they suspect within the course of their duties as a Crisis Interventionist **while on duty only**.
- 4.26 Drugs and Alcohol** – Crisis Interventionists are prohibited from responding to calls or performing any other duties while under the influence of alcohol or other drugs that can affect physical performance or judgment, regardless of whether the medication was prescribed or not.
- 4.27 Tattoos and Piercing** – Consistent with SDPD Procedure 5.10, Crisis Interventionists shall not display scarifications, brands, or piercings (other than a single earring in each ear) while on duty. Multiple visible tattoos must be discussed with the Program Coordinator.
- 4.28 Media Policy** – Crisis Interventionists are authorized to speak with members of the media related to the crisis intervention program itself and their own general experience as a volunteer with the program. The discussion of any specific incident is limited to this response:

This is a difficult situation for everyone involved. Right now, we are providing support to \* \_\_\_\_\_ and making arrangements for follow-up assistance.

\* brief descriptor such as “the family”, “neighbors”, “co-workers”.

- 4.29 Cleaning** – Crisis Interventionists are not to provide cleaning assistance under conditions where that help will likely expose the interventionist to contact with any blood, urine, vomit, feces, or other bodily fluids or matter, whether human or animal. The use of Personal Protective Equipment (PPE) while allowed, does not absolve this policy from being followed.

- 4.30 Lifting** – Crisis Interventionists are not to provide assistance lifting or moving deceased individuals regardless of whether that person is on a gurney or other device.
- 4.31 Domestic Violence Incidents** – Crisis Interventionists are not to stay at a domestic violence incident for more than one hour unless the suspect is in custody or they are inside an area station or medical facility. If the suspect is not in custody, Crisis Interventionists are not to remain outside an area station or medical facility or in a private residence unless an officer is present.
- 4.32 Change of Location** – The dispatcher will notify the interventionist of any change of location request from Communications. Any other change of location must be cleared with the dispatcher before leaving the current location. If the civilian requests a change of location, the interventionist must have the complete address and give this information to the dispatcher. Communications will be contacted, and an officer must be at the new location. The dispatcher must be contacted if the civilian needs help leaving the area. Officer assistance will be requested through Communications. Under NO circumstance does an interventionist independently follow the civilian to another location.
- 4.33 SDPD or City Affiliation** – If the victim or family member is a current or former employee of any law enforcement or fire department, notify your dispatcher.
- 4.34 Suspected Hazardous Substances** – The Dispatcher or the officer on scene will advise the Interventionist if the suspected cause of death might be related to a hazardous substance. If so, the interventionist will follow the Hazardous Substance Protocol.
- 4.35 COVID-19** – The Dispatcher or the officer will advise the Interventionist if the death is COVID-related or if a COVID-positive person is on scene. If so, the interventionist will follow the Covid-19 Protocol.
- 4.36 Contacting Officers or SDPD Directly** – Unless directed by your Dispatcher, you are **NOT** authorized to call an officer, SDPD Communications or any SDPD Department relevant to your incident even if, you are in possession of their information through another association within the PD.

Additionally you, as an Interventionist, are strictly prohibited from using SDPD's resources, email, personnel, etc. to get additional information on any CRISIS incident.

# San Diego Police Department

## Crisis Intervention

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## SECTION 5

## SPECIAL EVENTS

## 5.0 - Special Events

- A. For the purposes of this manual, a Special Event is any planned situation where Crisis Interventionists will be assisting with non-crisis events, such as Comic-Con, concerts, sporting events, or any other event planned in the City of San Diego.**
1. Requests for Special Events will be approved by the Director of Operations, who will work with the Special Events Manager to ensure an adequate number of interventionists are scheduled for the event.
  2. Every interventionist will follow all special instructions provided to him or her regarding an event, including any protocols for checking in or leaving the event.
  3. An event may have an interventionist designated as “Interventionist in Charge” by the Special Events Manager if the Special Events Manager is not participating in that specific event or at that time.
  4. All interventionists are responsible for following applicable policies and procedures, including using the SPAR Active Incident Model.
  5. If applicable, the Special Events Manager or Interventionist in Charge will contact the Crisis Dispatcher if assistance is needed with the management of the event (especially if there are concerns regarding safety), the application of policies and procedures or additional people are needed in the event of a major incident at the venue.
  6. At the beginning of each event, the Special Events Manager or Interventionist in Charge will contact the Director of Operations and provide him or her with the location, type, personnel, and estimated duration of the event.
  7. After his or her participation with an event, each interventionist shall clear with the Crisis Dispatcher unless otherwise directed.
  8. Multi-day Special Events such as Comic-Con will be eligible to receive a once monthly six (6) hour credit against the 20-hour monthly commitment for hours worked within the Crisis Intervention Program.
  9. Participation in Special Events is contingent on the Interventionist being in good standing, meeting monthly on-call commitments, and attending monthly meetings on a regular basis.