



San Diego Police Department Crisis Intervention
Operations Manual

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SECTION 1

GENERAL ORGANIZATION

1.0 – Statement of Intent

1. This manual is intended to constitute the policies and procedures of San Diego Police Department (SDPD) 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 reviewed annually and revised if necessary. Upon revision, each interventionist will be given a copy of the updated manual and held responsible for following the information.
3. Authorized department personnel may make verbal or written changes to these policies and procedures, which will be 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 that 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 the department's operational commitments.

1.2 - Job Descriptions

For information on 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 within the Volunteer Services Sergeant's scope of responsibility. The Volunteer Services Operations Manual provides details of those duties.

B. Program Administrator

The Program Administrator is a sworn officer designated by the Volunteer Services Sergeant. This position is responsible for selecting personnel and managing, coordinating, and approving all team operations and training.

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 Crisis Lead positions 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. Reviewing reports and statistics.
 - g. Procuring supplies.

C. Operations Lead (5-Year Term)

1. Qualifications –
 - a. Must have at least 4 years' experience as a Crisis Interventionist.
 - b. Must be endorsed by the Program Administrator with approval from the Sergeant of Volunteer Services.
2. Responsible for –
 - a. Following all established policies and procedures.
 - b. Supporting the daily operation and supervision of the interventionists.
 - c. Working with the Program Administrator to ensure a focused response to the unit's operations.
 - d. Works with the Dispatch Lead and understands the dispatcher's role, the Training Lead, and the Technology Lead.
 - e. Acts as a liaison between SDPD and other community groups.
 - f. Coordinates and facilitates the monthly crisis meetings to include room reservation, guest speakers, and agenda.
 - g. During the fourth year, creates and maintains a succession plan for a new Operations Lead.

D. Dispatch Lead (5-Year Term)

1. Qualifications –
 - a. Must have at least 2 years of experience as a Crisis Interventionist and 2 years as a dispatcher.
 - b. Must be endorsed by the Program Administrator and approved by the Sergeant of Volunteer Services.
2. Responsible for –
 - a. Following all established policies and procedures.

- b. Supervise and coordinate the 24/7 coverage of the dispatchers.
- c. Schedule dispatcher meetings and coordinate agenda items.
- d. Reviews and updates of dispatcher procedures.
- e. Ensuring Volunteer Services is immediately advised regarding any operational situation requiring assistance or attention.
- f. Reports statistics regarding types of calls at monthly meetings and reviews applicable calls for educational purposes.
- g. Coordinate with Training Lead and Operations Lead to train new dispatchers.
- h. During the fourth year, creates and maintains a succession plan for a new Dispatch Lead.

E. Training Lead (5-Year Term)

- 1. Qualifications –
 - a. The Training Lead must have 4 years of experience as a Crisis Interventionist.
 - b. Must be endorsed by the Program Administrator and approved by the Sergeant of Volunteer Services.
 - c. Experience training/facilitating adults in a classroom-based setting and on-the-job training.
 - d. Ability to manage small to large-scale training projects.
- 2. Responsible for –
 - a. Following all established policies and procedures.
 - b. Collaborates with Operations Lead, Dispatch Lead, and Technology Lead to identify skill gaps and training priorities.
 - c. Developing, reviewing, and updating training materials and curriculum.

- d. Prepare training materials and maintain accurate records for each Crisis Academy.
- e. Selecting and supervising training support staff.
- f. Manage mentor/trainee shift schedules and ensure dispatchers are aware of the schedule so that the mentor/trainee teams get priority on the schedule.
- g. Evaluating and tracking new interventionists.
- h. Ensuring the Program Administrator is advised regarding any training situations requiring additional assistance or attention.
- i. During the fourth year, create and maintain a succession plan for a new Training Lead.

F. Technology Lead (5-Year Term)

- 1. Qualifications –
 - a. Must have at least 1 year of experience as a Crisis Interventionist.
 - b. Must be endorsed by the Program Administrator and approved by the Sergeant of Volunteer Services.
 - c. Demonstrate proficiency with computer systems and applications with the ability to troubleshoot system issues.
- 2. Responsible for –
 - a. Following all established policies and procedures.
 - b. Maintaining the Volgistics scheduling system.
 - c. Troubleshooting all issues/problems related to Volgistics.
 - d. Providing technical support to the Crisis Interventionist Team for computer issues.
 - e. Scheduling and overseeing Zoom/Teams meetings for management.

- f. During the fourth year, creates and maintains a succession plan for a new Technology Lead.

G. Dispatcher

1. Qualifications
 - a. Must have at least one year of experience as an interventionist or completed approximately 15 calls in the field.
 - b. Must be endorsed by the Program Administrator and approved by the Sergeant of Volunteer Services.
 - c. Ability to work a minimum of 7-8 (8-hour) shifts per month. (0600-1400/ 1400-2200/ 2200-0600).
2. Responsible for –
 - a. Following all established policies and procedures.
 - b. Responding to requests for Crisis Intervention services within 5 minutes, including gathering all relevant information regarding the call.
 - c. Monitoring each interventionist while out on a call.
 - d. Debrief with the interventionist after the call.
 - e. Ensuring designated personnel are immediately advised regarding any operational situation requiring assistance or attention.
 - f. Write and submit a synopsis of the call within 24 hours after the end of shift.
 - g. Ability to go in the field once per quarter.

H. Crisis Mentor

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

- b. Must be available to respond to incidents in the field with trainees.
 - c. Must be endorsed by the Training Lead and approved by the Program Administrator.
2. Responsible for –
- a. Following all established policies and procedures.
 - b. Participating in scheduled unit development meetings.
 - c. Providing constructive feedback to trainees.
 - d. Advising the Training Lead of the trainee’s status within the training process.

I. Crisis Interventionist

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:
 - Must be able to walk up several flights of stairs.
 - Must be able to stand for several hours.
 - Must be available for 20 on-call hours per month.
 - Must be available to attend a minimum of 8 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. Shifts should be scheduled with a minimum of 4 hours and a maximum of 10 hours. There should be at least 12 hours between each scheduled shift.
 - c. When on call, respond to phone calls within 5 minutes.
 - d. Contact the crisis dispatcher regarding any operational situation requiring additional assistance or attention.
 - e. Submitting a completed report within 24 hours of the call.
 - f. Advise the Program Administrator, Operations Lead, and Technology Lead of any address, email, or phone number changes.
 - g. All Crisis Interventionists must enter hours in the Better Impact system every month.

1.3 - Monthly Meetings

1. All Crisis Interventionists must attend a 90-minute monthly meeting according to the schedule developed by the Operations Lead.
2. 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.
3. If the Interventionist cannot attend a meeting, they must contact another team member to take notes of the meeting.

1.4 - Leave of Absence

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

1. Contact the Program Administrator for approval.

2. If a LOA is for personal medical reasons (e.g., illness or injury) and the interventionist maintains regular contact with Volunteer Services, the Program Administrator may extend an LOA for up to 1 year. An SDPD medical release waiver will be required to return. This is to ensure the interventionist has no limitations in performing their duties. After a one-year LOA, a new background investigation must be completed.
3. The Operations Lead should contact the Program Administrator when an interventionist does not attend monthly meetings or sign up for their 20-hour monthly on-call commitment for three months. The Program Administrator will decide the interventionist's future.

1.5 - Awards

1. Recognition Awards -
Interventionists who consistently participate in the program will be presented with 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 -
The department may authorize additional forms of recognition in recognition of exceptional performance in a specific incident or other exceptional circumstances.

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SECTION 2

2.0 – Training

1. Training is designed to blend classroom instruction, individual training, and field responses by providing each trainee with the skills necessary to support the public and department safely and effectively in various incidents.
2. The SDPD Crisis Intervention Training Record contains details concerning the scope and sequence of training.
3. During the academy, the new Crisis Interventionist is required to attend all academy classes. (Make-up classes will be on a case-by-case basis.)

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SECTION 3

EQUIPMENT & UNIFORMS

3.0 – Equipment & Uniforms

A. The San Diego Police Department will supply all Crisis Interventionists with the following equipment:

1. SDPD Identification Card.
2. SDPD Security Access Card.
3. SDPD Parking Placard.
4. SDPD Crisis Intervention jacket.
5. SDPD Crisis Intervention shirt.
6. SDPD Black Cargo Pants.
7. SDPD Crisis Intervention hat.
8. SDPD Reflector Vest.
9. Black Athletic shoes (purchased separately by interventionist)

**** Note** All Crisis Interventionists are required to wear and maintain the above-listed items.**

B. When on a 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. SDPD Black Cargo pants.
4. SDPD Crisis Intervention hat (have available).
5. Black athletic shoes.
 - a. If an interventionist is not on call but is requested to respond to an incident, they should wear the SDPD Crisis Intervention attire.
 - b. 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 shirt. If damaged, the interventionist will be responsible for purchasing a replacement shirt or jacket.

- c. The only acceptable bag/briefcase to carry is the one issued to you by Crisis or a generic black backpack.
- d. Department-provided lanyards may be worn on duty.
- e. 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.
- f. The SDPD Identification Card shall not be worn with the uniform unless the interventionist is in a police facility or otherwise directed.
- g. Upon departure from the Crisis program, the Identification, Access card, Parking Permit, and Vest must be returned to Volunteer Services.

3.1- Identification

A. Identification shall always be worn in a police facility and on-scene during an incident.

1. Interventionists should carry or have their SDPD identification card and Security Access Card readily available in an emergency.
2. The Program Administrator must be contacted immediately if either item is lost or stolen.
 - a. The Program Administrator will contact Human Resources to deactivate the access card and issue a new identification card.
3. The SDPD identification card and access card are regulated by the California Law Enforcement Telecommunications (CLETS) standard and will expire annually. The interventionist is solely responsible for maintaining annual recertification. If the interventionist has not recertified, their access card will be deactivated upon expiration.

B. Vehicle Placards shall be displayed on the dashboard of the interventionist's personally owned vehicle during each incident.

This placard is intended for use during crisis incidents only and will not be displayed for personal use.

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SECTION 4

POLICIES & PROCEDURES

4.0 - Policies and Procedures

- 4.1 Chain of Command** – The Crisis Intervention Program operates under the umbrella of the San Diego Police Department, which is a paramilitary organization with a rank-and-file system adherent to the rules pertaining to the chain of command.
- 4.2 Confidentiality** – All information related to Crisis, whether operations, incidents, or meetings, will not be shared with anyone outside of the Crisis team. This includes past members.
- 4.3 Dispatchers** – When on a call, the Dispatcher is your direct point of contact. If there are questions or concerns while on a call, the interventionist will contact the dispatcher.
- 4.4 Transportation** – Interventionists will NOT be transported by anyone other than another interventionist or public safety personnel when working in any capacity as an interventionist.
- 4.5 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.
- 4.6 Vehicle Type**—Interventionists will not utilize transportation in the form of bicycles, rollerblades, skateboards, scooters, Segways, or any other such devices while working in any capacity as interventionists.
- All vehicles an Interventionist utilizes must be fully insured and reliable. The interventionist is responsible for any damages incurred while on duty.
- 4.7 Injury Notification**—Interventionists will immediately notify the Crisis Dispatcher upon the occurrence of any accident or injury to themselves or others while working in any capacity as interventionists. If an injury occurs, the appropriate injury paperwork must be completed as soon as possible.
- 4.8 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.
- 4.9 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 one of the Crisis Leads. The Leads member will contact the on-duty dispatcher to create an incident.

- 4.10 Worker's Compensation Claims** – If an interventionist is collecting (or has applied for) workers' compensation benefits under any circumstances with any organization, he or she may not perform the duties of an interventionist in any capacity until he or she is cleared by the assigned physician.
- 4.11 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.
- 4.12 Administering First Aid** – Interventionists will not provide first aid while working in any capacity except for performing CPR or other life-saving procedures (e.g., utilizing an AED or Narcan) that will not endanger the safety of the interventionist or the public.
- 4.13 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 the Program Administrator.

- 4.14 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 Administrator. There shall be no discussion about why the applicant or trainee was discharged or not selected.
- 4.15 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.
- 4.16 Training** – A personal residence or other non-public location (e.g., private office) may not be used for individual training without authorization by the Program Administrator.

4.17 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 need to split up.

4.18 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 Administrator. Utilization of the Crisis Intervention Placard while NOT on duty is prohibited.

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

4.20 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.

4.21 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.

4.22 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 when 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. Interventionists will be rotated in those cases so that no single person is responsible for 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.

- 4.23 Gratuities** – Interventionists shall not accept any form of gratuity from the public. Individuals wishing to make a donation should be referred to the Program Administrator. This does not exclude an interventionist from accepting food or drink offered at a home or business directly connected to an incident.
- 4.24 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.
- 4.25 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 their duties is subject to disclosure to officers, investigators, and supervisory personnel. Crisis Interventionists must keep specific incident details (e.g., names, personally identifying information) confidential from the public.
- 4.26 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**.
- 4.27 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.
- 4.28 Tattoos and Piercing** – Consistent with SDPD Procedure 5.10. Any questions or concerns may be discussed with the Program Administrator.
- 4.29 Media Policy** – Crisis Interventionists can speak with media members about the crisis intervention program and their general volunteer experience. 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 descriptors such as “the family,” “neighbors,” and “co-workers.”

- 4.30 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) is allowed, but it does not exempt this policy from being followed.

- 4.31 Lifting** – Crisis Interventionists do not assist with lifting or moving deceased individuals, regardless of whether that person is on a gurney or other device.
- 4.32 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, medical facility, or private residence unless an officer is present.
- 4.33 Change of Location** – The dispatcher will notify the interventionist of any request for a change of location 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 circumstances does an interventionist independently follow the civilian to another location.**
- 4.34 SDPD or City Affiliation** – If the victim or family member is a current or former law enforcement or fire department employee, notify your dispatcher.
- 4.35 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.
- 4.36 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.
- 4.37 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, as an Interventionist, you are strictly prohibited from using SDPD's resources, email, personnel, etc., to get additional information on any CRISIS incident.

- 4.38 Freeway Incidents** – Interventionists are prohibited from responding to collisions on the freeway. A safe location off the freeway must be designated prior to responding to the call.

4.39 City of San Diego Threat Policy – A.R. 97.10, Section 3.1

The City will not tolerate any threat of violence or bullying made toward anyone in the workplace at any time. Per Administrative Regulation (A.R.) 97.10 – This policy applies to all City employees, officers, elected officials, volunteers, and contractors of the City.

This behavior will not be tolerated and may result in removal from the program. For further information, please click on the link below.

<https://citynet.sandiego.gov/sites/default/files/threat-management-training.pdf>