

CIT Newsletter



Portland Police Bureau's Crisis Intervention Team

www.portlandpolicebureau.com

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Partnership reached in mental health facility response plan

The Portland Police Bureau and Multnomah County have reached an agreement that sets protocols if and when officers are called upon to restore order at locked mental health facilities.

The agreement, which went into effect August 2005, outlines responsibilities for mental health facility staff – as well as the Bureau of Emergency Communications – in the event police are called.

Tips on responding to locked psychiatric facilities

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Police Bureau officers have policies and procedures to follow when responding to these calls, “but our response is still based on the officers making sound tactical decisions,” said Lt. Mark Kruger of the Traffic Division.

Lt. Kruger helped write the Bureau's directive on police response because of the experiences East Precinct had with Faulkner Place, a secured facility in Southeast Portland. He also participated in drafting the agreement between the Bureau, BOEC and Multnomah County.

The Bureau's directive, which is still in draft form, outlines responsibilities by the CIT coordinator, Bureau supervisors, precinct commanders, Multnomah County Mental Health and Addiction Services management, and mental health facility staff.

Prior to the agreement, when order needed to be restored at a locked mental health facility, staff were not following the county's triage system, which was to call a mental health call center, Kruger said. Instead, staff called police first.

According to the Bureau directive, routine and urgent calls are to be directed to the county call center. Emergency calls, which include armed individuals on the premises or serious assaults on staff or residents, will be directed to 9-1-1.

The partnership agreement also sets in place guidelines that facility staff must follow in case of emergencies.

“If police ultimately must respond,” Lt. Kruger said,

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Outstanding CIT work

By Ofc. Paul Ware, CIT Coordinator

Part of my job as the CIT coordinator is make sure that officers who do a great job of dealing with the mentally ill get recognized for their efforts. It can be a frustrating experience when we encounter someone in a crisis, and sometimes it may feel like we don't make any headway.

But call after call, we consistently do an excellent job. Here are some the officers and situations that deserve recognition:

August 22, 2005: A busy day for CIT calls

Suicidal attempt ends on good note despite bridge traffic

Ofcs. Tim Manzella, Dan Peterson, John Blair, Tom Powell, Angel Ocasio, Mike Frome (CIT) and Sgt. Stephanie Lourenco

10:40 a.m.: Officers from Northeast Precinct were dispatched to check on a man who called KOIN news, and had threatened to kill himself by jumping off of the I-205/Glenn Jackson Bridge. Ofcs. Manzella and Peterson arrived first and found the man on the southbound side of I-205, on the north end of the bridge. Ofc. Mike Frome was dispatched as a CIT officer, and upon arrival found that Ofcs. Blair, Powell and Ocasio were already shutting down the southbound traffic lanes. Ofc. Frome was also informed that BOEC had been talking to the distraught man.

Ofc. Frome initiated a plan to begin talking to the man who was now standing next to the three-foot barricade on the western edge of the road. Ofc. Blair approached the man in his squad car and used his public address system to tell him what they were going to do, so as not to alarm him.

The man allowed Ofc. Frome to approach close enough so they could have a face-to-face conversation. The man told Ofc. Frome that he was upset with an insurance company, and that

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Responding to psychiatric facilities

The following are tips officers should consider before responding to calls to locked psychiatric facilities:

- Know the location and layout of these facilities. Precinct commanders received floor plans and should have them available to you.
- If any of these facilities are in your district and you have the time, ask for a short tour.
- If a call is received, decide how many cover officers, as well as Taser, beanbag, or CIT officers you will need.
- Evaluate the necessity for action before entering any locked psychiatric facility.
- Obtain information on the location and status of other patients in the facility. Get the staff to put the other patients in other rooms away from the incident.
- Stage outside and ask staff members for more information. One should be coming out to give you more information.

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“the agreement lays out what information and assistance police must have before entering a facility. And our directives will provide a uniform tactical guide for officers and supervisors when responding to a facility.”

Officer Paul Ware, CIT coordinator for the Portland Police Bureau, says the partnership agreement works as a prevention tool.

“We don’t expect things to be perfect, since the staff turnover at these facilities is high,” he said. “We need to emphasize that we are trying to get ahead of any potential problems before they start.”

Included in this partnership are: Portland Police Bureau, Bureau of Emergency Communications, Multnomah County, National Alliance for the Mentally Ill, Project Respond and the CIT Advisory Committee.

The facilities that fall under this agreement are:

- Faulkner Place, 13317 SE Powell Blvd.
Phone: 503-760-9606
- 72nd Avenue Recovery, 7759 SE 72nd. Ave.
Phone: 503-788-4500
- Arbor Place, 2330 NE Siskiyou
Phone: 503-528-0757
- Barbara Roberts East, 5023 NE Killingsworth
Phone: 503-402-8117
- Barbara Roberts West, 5009 NE Killingsworth
Phone: 503-402-8116

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the details were on a note that was inside his car. After talking for several minutes the man then sat on the barricade with his legs hanging over the side.

Ofc. Manzella then asked if he could assist Ofc. Frome, and the man consented. Ofc. Manzella passed on some information that the man had a wife

Ofcs. Frome and Manzella talked to the suspect as a team and kept him talking. Finally, after 40 minutes of talking and listening to him, the man surrendered.

and child, and had a prior suicide attempt last year. With this information, both Ofcs. Frome and Manzella talked to the suspect as a team and kept him talking.

Finally, after 40 minutes of talking and listening to him, the man surrendered. The skills that Ofc. Frome uses as a CIT officer no doubt had an affect on the man, and saved his life. Ofcs. Frome and Manzella should be commended for using patience and skill to get the man to realize that suicide was not going to solve his problem. The responding officers all did their part in keeping the situation calm, which aided in the resolution to a tense situation.

Officers’ hospital visit defuses suicidal attempt

Ofcs. Patrick Nagy and Joe Young

8:55 p.m.: Ofcs. Nagy and Young brought a person to the Providence Hospital emergency room, and were helping the person check in when they were approached by a nurse. The nurse told them that a male in an adjacent exam room had a box

The man immediately put the knife to his throat, and refused to comply. Ofc. Nagy realized that behind the man was a lobby full of other patients.

cutter and was making her nervous. The man had become angry with her and refused to drop the knife. The nurse asked for police assistance in getting the knife away from the irate patient. Ofc. Nagy stepped into the exam room and asked the male to put down the box cutter, which he had in his right hand with the blade out.

The man immediately put the knife to his throat, and refused to comply. Ofc. Nagy realized that behind the man was a lobby full of other patients. He pulled out his Taser and gave the man another chance to drop the knife, and he was warned that

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CIT Mission

The mission of the Crisis Intervention Team is to use understanding and skills gained through specific training to identify and provide the most effective and compassionate response possible to police situations involving people in a mental health crisis.

OUTSTANDING2 (Con't. from Page 2) _____

he would be tased if he refused to comply.

The man did not cooperate and Ofc. Nagy fired his Taser, and the man dropped the knife and fell to the ground. Ofc. Young stepped in and handcuffed him. He later told the officers that he was bipolar and his medication was not working. If quick and decisive action had not been taken by Ofc. Nagy, a mentally ill person or bystanders could have been hurt. Ofcs. Nagy and Young should be thanked for their dedication to duty, and their quick decision-making skills.

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Officers' quick, decisive actions save a life

Ofcs. John Sedra, Kurt Nelson, Scott Vaughn and Darren Posey

August 25, 2005, 12:07 p.m.: East Precinct officers were dispatched to call 170 SE Division on a call of a woman who was suicidal, and had already cut her wrists. The officers gathered a few blocks away and made a tactical plan and went to the location. Ofc. Sedra was the designated Taser officer, and Ofcs. Vaughn, Nelson and Posey were immediate cover. When they approached the front door, they knocked and announced their presence. There was no answer. They tried the front door and it was unlocked.

Just a few seconds later the door pulled open from the inside, and the female was standing behind the door with a knife to her neck. Ofc. Vaughn was the first to tell her to drop the knife, and she did not comply.

Ofc. Sedra then fired his Taser and it took a few seconds for her to fall to the ground. The knife was taken away and she was handcuffed and taken to Portland Adventist Hospital on a mental hold. This incident could have been a lethal shooting. But the quick and decisive actions of the officers involved exhibited a commitment to saving lives. All should be congratulated for saving a life that day.

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Patience pays off

Ofcs. Gail Alexander and John Hurlman

September 26, 2005: 12:16 p.m.: Northeast Pre-

cinct officers were dispatched to a call from the crisisline, saying a man told them that he wanted to kill himself. Ofcs. Alexander and Hurlman were sent to the man's house in the 5700 block of N Kerby.

He moved around the living room yelling and screaming at them, but both Ofcs. Alexander and Hurlman used de-escalation techniques, and kept him from harming himself.

When they arrived they found that the man who called was intoxicated and very evasive when asked about his intentions. His emotions went up and down, and he alternated between being cooperative and being verbally abusive.

They called for Project Respond to come out, and in the time it took for them to respond, the officers used patience and skill to keep him focused on getting help. He moved around the living room yelling and screaming at them, but both Ofcs. Alexander and Hurlman used de-escalation techniques, and kept him from harming himself.

After Project Respond arrived, they determined that he did not meet the hold criteria, and he was taken to Multnomah County Detention Center on misdemeanor charges. This was a good outcome to a difficult situation, and ultimately the man was handled with his safety as the top priority. Kudos to Ofcs. Alexander and Hurlman.

Next issue of the CIT Newsletter

The next issue of the CIT Newsletter will be distributed in February (Feb./March issue). Please contact Ofc. Paul Ware (503-823-0183) in the Training Division with suggestions for articles.

The newsletter is published six times a year by the Portland Police Bureau's Training and Planning and Support Divisions, Chief Derrick Foxworth and Mayor Tom Potter. Our address is: 1111 SW 2nd Ave., Room 1180, Portland, OR 97204. FAX: 503-823-0399. Web address: www.portlandpolicebureau.com.

Chief's Forum honors CIT coordinator

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Officer Paul Ware's intervention with a man wielding a butcher knife in the state Senate Chambers earns him the group's highest award

Portland Police Bureau Officer Paul Ware was awarded the Chief's Forum's Nathan Thomas Memorial Award last month for preventing a distraught man from harming himself or others at the State Capitol.

Ofc. Ware, the Police Bureau's Crisis Intervention Team coordinator, was in Salem in January 2005 advocating for the National Alliance for the Mentally Ill when he was approached by an acquaintance who told him of a suicidal man in the state Senate chambers. This person was waving a butcher knife and threatening anyone who came near him.

Ofc. Ware, a seven-year veteran of the Portland Police Bureau, responded immediately to the Senate chambers and was given permission to talk to the individual.

Over the next 45 minutes, Ofc. Ware used his crisis intervention skills to calm the man down. The distraught man, who previously threatened to stab himself in the chest if he didn't get to speak to the governor, realized it was a futile act, and surrendered to an Oregon State Police SWAT team.

"Ofc. Ware exemplified the Police Bureau's values of compassion and respect when dealing with those in a mental health crisis," said Louise Grant, co-chair of the Chief's Forum, when presenting the Nathan Thomas Memorial Award. "The community is well served to have Ofc. Ware and other crisis intervention trained officers to answer these calls for help."

Nathan Thomas was a 12-year-old boy who was accidentally shot and killed in 1992 by Portland Police officers while being held hostage by a burglar in his Northeast Portland home. Nathan's parents, Dr. Gregory Thomas and Martha McMurry, and



Officer Paul Ware (left), CIT coordinator at the Portland Police Bureau, is congratulated by Dr. Gregory Thomas after receiving the Nathan Thomas Memorial Award.

Chief Derrick Foxworth presented the award to Ofc. Ware.

The award is given to any individual for an act of outstanding performance by demonstrating exceptional communicative accomplishments that further the goals of the community policing philosophy, and/or shows acts of selflessness, personal courage and devotion to the community.

Also for his efforts, Ofc. Ware was awarded Multnomah County's Meritorious Service Award, and a letter of appreciation from the Oregon State Police.

Crisis Intervention Team update

Congratulations to the 27 Portland Police Bureau officers for graduating from the recent 40-hour Crisis Intervention Team (CIT) training.

Officers have been trained since 1995, and there currently are 124 active CIT officers at the Bureau. An additional 100 officers from other jurisdictions have also been trained through the Port-

land Police Bureau.

The Bureau is planning two additional trainings in 2006, with the goal of having 60 to 70 officers trained in crisis intervention.

In 2004, CIT officers responded to about 2,000 CIT-related incidents and the number of requests continues to increase each year.