



# DEPARTMENT NOTICE

20-157  
11/11/20

## **Crisis Intervention Team (CIT) Response to Person in Crisis Calls *Service Refresher***

The purpose of this notice is to remind members of the specific requirements listed in DGO 5.21, *Response to a Person in Crisis Calls for Service*.

DGO 5.21 Section III B. 2, states when non - CIT officers are dispatched or on-view a person in crisis incident, the non-CIT officer **SHALL** request a certified CIT member, as soon as feasible. If no certified CIT member is available in the district of occurrence, officers **SHALL** have the DEM broadcast a city-wide request for certified CIT member. Additionally, officers are reminded to adhere to the following CIT training concepts:

Responding Officers' Responsibilities:

- Determine whether the incident requires an exigent or non-exigent response. If non-exigent, slow down and create distance utilizing available cover.
- Request resources such as additional officers, certified CIT members, less-lethal and a supervisor; request medical resources as necessary.
- Set up a perimeter - utilize time, distance, and cover. Once containment is in place, officers are reminded to slow down.

Additionally, per DGO 5.21, Section III H, supervisors **SHALL** immediately respond and assume command of an incident when it is determined the person in crisis call involves a weapon.

Supervisors should consider:

- Developing arrest, crowd control, and traffic control teams.
- Evaluate the need for additional resources, such as H/CNT, Tactical Company and/or additional officers.
- Supervisors should consider and evaluate the need to contact and consult with the person's mental health professionals, family members or other individuals, if this may assist in resolving the incident.

Should the Department of Public Health be required as an on scene resource, the CIT Coordinator or a CIT Unit member will also respond in order to assist as the liaison between both agencies.

Supervisors' Responsibilities:

- Ensure officers have established proper containment.
- Ensure officers have requested appropriate resources.
- Establish a Crisis Intervention Team - Supervisor should delegate roles/responsibilities.
- Set up a Command Post. Consider a location away from the incident.
- Request H/CNT if the subject has not surrendered after approximately 15 minutes of attempted communication. Make a city-wide request over the radio or call the DOC.
- If appropriate, request Specialist Team and the TAC Unit.
- Notify the Platoon Commander, who shall make additional notifications, as necessary.

Related Policies:

DGO 5.21, The Crisis Intervention Team (CIT) Response to Person in Crisis Calls for Service.  
DGO 6.14, Psychological Evaluation of Adults  
DGO 7.02, Psychological Evaluation of Juveniles

  
WILLIAM SCOTT  
Chief of Police

*Per DN 20-150, all sworn & non-sworn members shall electronically acknowledge this Department Document in PowerDMS. Members whose duties are relevant to this Document shall be held responsible for compliance. Any questions regarding this policy should be made to [sfpd.writtendirectives@sfgov.org](mailto:sfpd.writtendirectives@sfgov.org) who will provide additional information.*