



SAN ANTONIO POLICE DEPARTMENT GENERAL MANUAL



Procedure 611 – Mentally Ill Persons

2. Officers should be prepared to take the appropriate tactical measures to protect themselves and others. Officers should remain aware of the location of their cover officer, along with others involved in the situation.
3. Upon arrival at the scene, officers shall approach persons with mental illness with caution. Officers should keep these persons under close observation and speak to them in an unhurried, patient and calm manner, which is maintained throughout the incident.
4. A frisk of the individual and a search of the immediate surrounding area are conducted, in accordance with GM Procedure 502, *Warrantless Arrests, Searches, and Seizures*, to ensure the absence of any potential weapons. Frisking and handcuffing the individual may be necessary to satisfy safety requirements.
5. The person with mental illness should be guided to a safe and quiet area, if possible. This area should be away from other persons or things that may further incite the situation.
6. Officers shall not force individuals to take any medications. If the individual is taken into custody, any medication being taken by the individual should be transported with the individual and released to the appropriate medical or detention personnel (this shall be documented in the report).
7. Officers attempting to resolve a mental health crisis should rely on:
 - a. Close and constant visual observation of the person experiencing a mental health crisis situation;
 - b. Interviews of the person experiencing a mental health crisis situation. If possible, officers should interview relatives, friends, neighbors, or others associated with the situation;
 - c. Information provided by medical and mental health professionals regarding the physical and mental health condition of the person experiencing a mental health crisis situation;
 - d. Other available information sources and personnel, such as Center for Health Care Services, a CIT Officer, a field supervisor and other officers or data files; and
 - e. Personal experience, training, and sound judgment.

.08 COURSES OF ACTION

- A. In evaluating the person with mental illness and the crisis situation, all officers may take any of the following courses of action to resolve the situation:
 1. For Mental Health Crisis calls contact the Mental Health Unit during their duty hours, Monday - Friday 0700 - 1700 through the dispatcher, or by attempting to reach them directly on 2-O.
 2. Contact the Mobile Crisis Outreach Team from the Center for Health Care Services through the Crisis Line at (210) 223-7233.
 3. Complete a Warrantless Emergency Detention of the person:
 - a. If the patient has no medical issues and is medically stable, the officer will contact MEDCOM (24/7) at 210-233-5933 for navigation to the appropriate psychiatric facility:
 - (1) Provide person's name and DOB
 - (2) Provide location
 - (3) MEDCOM will ask a series of questions to ensure the best level of care for the person and to determine the closest, most appropriate facility for the officer to transport to.