



SAN ANTONIO POLICE DEPARTMENT GENERAL MANUAL



Procedure 611 – Mentally Ill Persons

5. Thinks people are watching or talking to him;
 6. Exhibits an extreme degree of panic or fright;
 7. Behaves in a way dangerous to himself or others (i.e., hostile, suicidal, makes threats towards others, etc.);
 8. Poor personal hygiene or appearance; or
 9. Demonstrates an unusual thought process or verbal expressions or is catatonic.
- C. Upon recognition of a mental health crisis situation the officer's responsibilities include:
1. Maintaining a high degree of caution in dealing with the potentially unpredictable nature of persons with mental illness;
 2. Protecting the general public from the actions of the persons with mental illness;
 3. Protecting the persons with mental illness from his/her own actions; and
 4. Providing the most effective remedy available at the time to resolve the crisis situation.

.05 CRISIS INTERVENTION TEAM (CIT) OFFICERS

- A. A Crisis Intervention Team (CIT) officer is defined as any officer on the Department who has successfully completed the 40 hours Crisis Intervention Team training.
- B. CIT Officers are assigned to regular patrol duties and when available respond to situations involving persons who are experiencing a mental health crisis.
- C. The CIT Officer at the scene of a call involving a mental health crisis situation has the responsibility for handling the situation unless otherwise directed by a supervisor. The CIT Officer should ask for additional support, if necessary.
- D. CIT Officers may only take the same courses of action as other patrol officers when handling a mental health crisis. The courses of action are listed in Section .08 of this procedure.

.06 INITIAL RESPONSE

- A. Communications Unit - Dispatchers responsibilities include:
 1. Attempt to determine if a service call is a mental health crisis;
 2. Determine if weapons or any violent acts have been committed which may create an Escalated Mental Health Crisis Call.
 - a. An Escalated Mental Health Crisis Call is a two-pronged approach where weapons are involved, or violence has occurred or is occurring, and corroborating factors exist that establish a mental health nexus.
 - b. If the call meets the listed criteria for an Escalated Mental Health Crisis Call, a supervisor will be assigned and dispatched to the scene.
 3. Identify mental health crisis calls by using appropriate code; (Escalated Mental Health Crisis Call, Mental Health in Progress, Mental Health Disturbance, Mental Health Routine);
 4. Assign and dispatch a CIT Officer when available, along with a cover officer, to mental health crisis situations;