



San Diego Police Department Crisis Intervention
Operations Manual

August 2024

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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 Director of Operations-and the Crisis Management Group 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. Director of Operations (volunteer position)
Assistant Director of Operations (volunteer position)**

1. Qualifications –
 - a. Must have at least 1 year’s experience as a Crisis Intervention Dispatcher.
 - b. Must have at least 4 years' experience as a Crisis Interventionist.
 - c. Must be available to positively represent SDPD Crisis Intervention.
 - d. Must be endorsed by the Program Administrator.

2. Responsible for –
 - a. Supporting the daily operation and supervision of the unit.
 - b. Following all established policies and procedures.
 - c. Working with the Program Administrator to ensure a focused response to the unit’s operation and development.
 - d. Supervising the Training Manager and Assistant Training Manager
 - e. Supervising the Dispatch Manager and Assistant Dispatch Manager.
 - f. Supervising the Special Events Manager and Assistant Special Events Manager.
 - g. Supervising the Technology Manager and Assistant Technology Manager
 - h. Supervising the Recruiting Manager and Assistant Recruiting Manager.
 - i. Supervising the Uniform Manager and Assistant Uniform Manager.
 - j. Supervising the Referrals Manager and Assistant Referrals Manager.

- k. Supervising the Meeting Coordinator and Assistant Meeting Coordinator.
- l. Responding to selected incident call-outs to coordinate and supervise services provided by interventionists.
- m. Tracking the on-call hours, meeting attendance, and leave of absence status of all volunteer personnel. This includes conducting any necessary follow-up and implementing corrective action, as outlined in the unit's Operations Manual, to ensure all volunteers safely perform their duties.
- n. Maintain a professional leadership role within the Crisis Intervention program and provide guidance when necessary.
- o. Review daily call activity.
- p. Compiling and reviewing unit statistics.
- q. Maintaining the Interventionist Roster.
- r. Ensuring the SDPD Crisis Intervention Scheduling System is adequately maintained.

**D. Dispatch Manager (volunteer position)
Assistant Dispatch Manager (volunteer position)**

- 1. Qualifications –
 - a. Must have at least 1 year's experience as a Crisis Intervention Dispatcher.
 - b. Must be available to positively represent SDPD Crisis Intervention.
 - c. Must be endorsed by the Program Administrator and Director of Operations.
- 2. Responsible for –
 - a. Following all established policies and procedures.
 - b. Regularly scheduling and leading dispatcher meetings.

- c. Responsible for regular review and update for Dispatcher Procedures.
- d. Supervising and coordinating the 24/7 coverage of the unit's self-dispatching system, including the unit's dispatchers.
- e. Ensuring daily call-out information is submitted.
- f. Prepares and submits daily reports to the Program Administrator
- g. Ensuring designated personnel are immediately advised regarding any operational situation requiring assistance or attention.
- h. Responding to incidents or special events as designated by the Director of Operations to maintain operational efficiency.
- i. Reports statistics regarding types of calls at monthly meetings and reviews applicable calls for educational purposes.
- j. Responsible for training new dispatchers.
- k. Maintaining a professional leadership role within the Crisis Intervention program.

**E. Training Manager (volunteer position)
Assistant Training Manager (volunteer position)
Assistant Training Coordinator (volunteer position)**

- 1. Qualifications –
 - a. Training Manager must have at least 4 years' experience as a Crisis Interventionist and have experience training adults in professional settings.
 - b. Must be available to positively represent SDPD Crisis Intervention.
 - c. Must be available to respond to incidents in the field with trainees.
 - d. Must be endorsed by the Program Administrator and the Director of Operations.
- 2. Responsible for –
 - a. Following all established policies and procedures.

- b. Coordinating and conducting public information meetings for prospective Crisis interventionists.
- c. Developing, reviewing, and updating training materials.
- d. Selecting and supervising training support staff,
- e. Assigning trainees to appropriate mentors.
- f. Providing both 1:1 and small group instruction.
- g. Evaluating and tracking applicants and trainees.
- h. Ensuring the Director of Operations is advised regarding any training situations requiring additional assistance or attention.
- i. Maintaining a professional leadership role within the Crisis Intervention program.

**F. Technology Manager (volunteer position)
Assistant Technology Manager (volunteer position)**

- 1. Qualifications –
 - a. Must have demonstrated proficiency with computer systems and applications.
 - b. Must be endorsed by the Program Administrator and the Director of Operations.
- 2. Responsible for –
 - a. Maintaining the Volgistics scheduling system.
 - b. Troubleshooting all issues/problems related to Volgistics.
 - c. Providing technical support to Crisis team for computer issues related to Crisis.
 - d. Scheduling and overseeing Zoom meetings for management.
 - e. Maintaining the Dispatch Google calendar.

**G. Recruiting Manager (volunteer position)
Assistant Recruiting Managers (volunteer positions)**

1. Qualifications –
 - a. Must have demonstrated the ability to network and connect with community resources for recruiting purposes.
 - b. Must be endorsed by the Program Administrator and the Director of Operations.
2. Responsible for –
 - a. Liaising with SDPD for recruiting events.
 - b. Promoting recruiting events on social media.
 - c. Attending SDPD lineups to promote the use of Crisis Interventionists by officers at scenes.

**H. Uniform Manager (volunteer position)
Assistant Uniform Manager (volunteer position)**

1. Qualifications –
 - a. Must have organizational skills and commodity purchasing experience.
 - b. Must be endorsed by the Program Administrator and the Director of Operations.
2. Responsible for –
 - a. Overseeing uniform storage and inventory control at the identified storage location.
 - b. Coordinating with uniform suppliers to order new uniforms.

I. Dispatcher (volunteer positions)

1. Qualifications

- a. Must have at least 1 year's experience as an interventionist.
 - b. Must be endorsed by the Program Administrator, the Director of Operations and the Dispatch Manager after completing the selection process.
2. Responsible for –
- a. Following all established policies and procedures.
 - b. Responding to requests for Crisis Intervention services, including gathering all relevant information regarding the call.
 - c. Coordinating interventionist(s) responses (both in-person and telephonically) to calls, including applying the SPAR Active Incident Model as dispatch criteria for individuals being considered for a specific call.
 - d. Monitoring each interventionist out on a call and debriefing with him or her afterward.
 - e. Ensuring call-out information for calls they have dispatched is submitted as designated by the Dispatch Manager.
 - f. Maintaining online access via a computer to be immediately apprised of any scheduling or operational changes or to notify others.
 - g. Ensuring designated personnel are immediately advised regarding any operational situation requiring their assistance or attention.
 - h. Responding to incidents or special events designated by the Director of Operations to maintain operational efficiency.
 - i. Maintaining a professional leadership role within the Crisis Intervention program.

**J. Referrals Manager (volunteer position)
Assistant Referrals Manager (volunteer position)**

- 1. Qualifications –
 - a. Must be familiar with the procedures and requirements necessary to approve new referral documents.

- b. Must be endorsed by the Program Administrator and the Director of Operations.
- 2. Responsible for –
 - a. Managing and vetting referrals included in the Crisis Referral List.
 - b. Ensuring that the Crisis resource/referral bins are stocked and available at monthly Crisis meetings.

**K. Meeting Coordinator (volunteer position)
Assistant Meeting Coordinator (volunteer position)**

- 1. Qualifications –
 - a. Experience identifying topics and scheduling resources is required to enhance monthly meetings.
 - b. Must be endorsed by the Program Administrator and the Director of Operations.
- 2. Responsible for –
 - a. Assisting the Program Administrator and the Director of Operations in coordinating monthly meetings to make meetings relevant and efficient (not more than 1 hour).
 - b. Scheduling relevant speakers and field trips.
 - c. Taking minutes of each monthly meeting for posting on Volgistics

**L. Special Events Manager (volunteer position)
Assistant Special Events Manager (volunteer position)**

- 1. Qualifications –
 - a. Must be endorsed by the Program Administrator and the Director of Operations, and the Dispatch Manager.
 - b. Must be available to respond to incidents or Special Events designated by the Director of Operations to maintain operational efficiency.

2. Responsible for –
 - a. Following all established policies and procedures.
 - b. Ensuring all aspects of the Operations Manual dealing with Special Events are followed.
 - c. Developing specific protocols for Special Events or details and supervising their implementation.
 - d. Monitoring each Special Event and debriefing with the Interventionist in Charge afterward.
 - e. Ensuring designated personnel are immediately advised regarding any operational situation requiring assistance or attention.
 - f. Responding to incidents or Special Events as designated by the Director of Operations to maintain operational efficiency.
 - g. Maintaining a professional leadership role within the Crisis Intervention program.
 - h. Maintain 20 on-call hours during months with no Special Events.

M. Trainee Support Position (if required)

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 Program Administrator, the Director of Operations and the Training Manager.
2. Responsible for –
 - a. Following all established policies and procedures.
 - b. Participating in scheduled unit development meetings.
 - c. Responding to incidents in the field with trainees.
 - d. Providing constructive feedback to trainees.

- e. Advising the Training Manager of the trainee's status within the training process.
- f. Ensuring the Training Manager is advised regarding any training situations requiring additional assistance or attention.
- g. Maintaining a professional relationship with trainees.

N. Crisis Interventionist (volunteer positions)

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 before beginning the Background Investigation.
 - Must be 21 years of age or older.
 - Must not have any felony convictions.
 - Must not have any serious misdemeanor convictions.
 - Must not have any recent misdemeanor convictions.
 - Must not have any current substance abuse conditions.
 - Must live or work within (or near) the city of San Diego City limits.
 - Must have a valid driver's license and good driving record.
 - Must have appropriate (Refer to Section 4, Policy 4.4) and registered personal transportation and proof of insurance.
 - Must be able to walk up 4 flights of stairs without assistance.
 - Must be able to walk ¼ mile without assistance.
 - Must be able to stand for up to 2 hours without assistance.
 - Must be available for 20 on-call hours per month.

- Must be available to attend 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. Attend monthly meetings and be responsible for getting meeting information if not attended. A minimum of 8 meetings per year is required.
- c. Scheduling 20 on-call hours per month on days and shifts of his or her choosing, with the chosen shifts being a minimum of 4 hours and a maximum of 10 hours. There must be at least 12 hours between each scheduled shift.
- d. When on call, respond to phone calls within 5 minutes.
- e. Applying the SPAR Active Incident Model at all times when working as an interventionist.
- f. Contact the crisis dispatcher regarding any operational situation requiring additional assistance or attention.
- g. Submitting a completed report within 24 hours of the call.
- h. Advise the Program Administrator and Director of Operations of any address, email, or phone number changes.
- i. Maintaining the accuracy of the SDPD Crisis Intervention Scheduling System with changes in contact information: phone, email or residing SDPD Division.
- j. All Crisis Interventionists, including management, must enter hours in the Better Impact system every month.

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SECTION 2

TRAINING

2.0 – Training Process

A. Training conditions

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, both on-scene and telephonically.
2. The SDPD Crisis Intervention Training Record contains details concerning the scope and sequence of training.

2.2 - Monthly Meetings

B. Group Meetings –

1. All Crisis Interventionists must attend a 90-minute monthly meeting according to the schedule developed by the Director of Operations.
2. The Director of Operations will develop training and meeting content jointly with input from the Executive Management Team, the Meeting Coordinator, the Assistant Meeting Coordinator and the Program Administrator.
3. 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.
4. If the Interventionist cannot attend a meeting, they must contact another team member to take notes of the meeting.

2.3 - Leave of Absence

If on an official Leave of Absence (LOA), interventionists are excused from the 20-hour sign-up requirements and are strongly encouraged (but not required) to attend monthly meetings.

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

1. One (1) month: The Director of Operations may grant a one-time waiver (one waiver per interventionist, per calendar year).
2. For more than 1 month, a formal LOA is required.
3. The Director of Operations may request a LOA for a 3-month period. Except for special circumstances, such as medical or family death, only one LOA may be requested yearly.
4. If a LOA is for personal medical reasons (e.g., illness or injury) and the interventionist maintains regular attendance at meetings, the Director of Operations may extend a 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 to perform their duties.
5. The Director of Operations 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 future of the interventionist will be left up to the Program Administrator.

B. When returning from a LOA, the following reactivation criteria apply:

1. LOA without regular meeting attendance for less than 3 months.
No requirements.
2. LOA without regular meeting attendance for 3-6 months.
Policies and Procedures update training, including Training refresher.
3. LOA with or without regular meeting attendance for over 6 months to 1 year.
 - a. Policies and Procedures update training, including Training refresher.
 - b. Field responses for first 1-2 calls with an interventionist designated by the Operations or Training Manager.
4. If a former interventionist desires to return to the program after an absence of a year or more, they must undergo a full background check and complete the Crisis Intervention Training.
5. LOA and Equipment – If applicable, individuals taking more than a 30-day leave of absence must return any issued mobile phone or other

equipment to volunteer services. Upon returning to active status, the equipment will be reissued based on availability and program need.

6. Leave of Absence Duties – If an interventionist is on an approved leave of absence, he or she has the discretion to attend monthly meetings.
7. Adjustment of Service Time – Any official leave or service interruption that is over 6 months will adjust the yearly accrual of service time. (i.e., If an interventionist joined the program in January 2019, in January 2024, he or she would normally be listed at 5 years of service. However, if there was a leave for 6 months, the adjusted official time of service in January 2024 would be 4 years, 6 months)

2.4 - Awards

Award Types

1. Recognition Awards -
Interventionists who consistently participate in the program will be presented 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 as the result of performance for a specific incident or other exceptional circumstances.

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SECTION 3

EQUIPMENT & UNIFORMS

3.0 - Equipment

The San Diego Police Department, or the San Diego Police Crisis Intervention Resource Board, 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 Field Resource Manual
5. SDPD Crisis Intervention jacket.
6. SDPD Crisis Intervention shirt.
7. SDPD Crisis Intervention hat.
8. San Diego Police Department Crisis Intervention Resource Bag.
 - a. In addition to the above items, SDPD will supply the Director of Operations, Managers, and Dispatchers a mobile phone (if requested and available) with service by the current vendor for the City of San Diego.

3.1- Uniforms

A. All Crisis Interventionists are required to wear and maintain the following uniform items:

1. Approved uniform pants.
 - a. Approved uniform pants are black and constructed of any natural or synthetic fibers such as cotton, polyester, or wool (including blends of those materials). Denim and spandex-type fabrics are not authorized.
 - b. The pants must have full-length legs and can include plain or pleated fronts, with or without front and/or rear pockets. Sweatpants, leggings, Capri-style pants, baggy pants, or pants with reinforced knee panels are not authorized.
2. Black athletic shoes.

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. Approved uniform pants.
4. SDPD Crisis Intervention hat (have available).
5. Black athletic shoes.
6. SDPD Crisis Intervention Resource Bag
 - a. If an interventionist is not on call but is requested to respond to an incident, they must only wear the SDPD Crisis Intervention jacket with appropriate civilian 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 screen-printed shirt. If damaged, the interventionist will be responsible for purchasing a replacement shirt or jacket.
 - c. The only acceptable bag to carry is the one issued to you with your uniform. A backpack, a roller bag, a briefcase, or a clipboard are not acceptable.
 - 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, all uniform components, ID, and crisis bag must be returned to Volunteer Services.

3.2- 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 case of 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 will only be used during crisis incidents and will not be displayed for personal use.

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SECTION 4

POLICIES & PROCEDURES

4.0 - Policies and Procedures

- 4.1 SPAR** – Interventionists will apply the SPAR Active Incident Model (Safety, Policies and Procedures, Attend and Refer) at all times when working in any capacity as an interventionist.
- 4.2 Dispatchers** – When on a call, the Dispatcher is your supervisor. The dispatcher has the final authority over any situation that occurs. You may explain your position and then follow their directions.
- 4.3 Transportation** – Interventionists will NOT be transported by anyone other than another interventionist or public safety personnel when working in any capacity as an interventionist.
- 4.4 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.
- 4.5 Vehicle Type**—Interventionists will not utilize transportation in the form of two— or three-wheeled motorcycles, bicycles, rollerblades, skateboards, scooters, Segways, or any other such devices while working in any capacity as interventionists.
- All vehicles an Interventionist utilizes while on duty must be normal enclosed cars, light-duty trucks, sport utility vehicles, or vans. The vehicle must be fully insured and reliable. The interventionist is responsible for any damages incurred while on duty.
- 4.6 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.
- 4.7 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.
- 4.8 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 a Crisis Dispatcher, the Dispatch Manager, Assistant Dispatch Manager, or the Director of Operations and have a voice-to-voice conversation with him or her regarding the incident. The Interventionist is required to have at least the Crisis Intervention jacket with them.

The crisis dispatcher will provide the interventionist with the information and authority necessary to continue at the scene.

Suppose the interventionist does not have voice-to-voice contact with a crisis dispatcher or above-defined manager. In that case, he or she will immediately depart the scene regardless of the severity of the incident.

- 4.9 Worker’s Compensation Claims** – If an interventionist is collecting (or has applied for) worker’s 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 from the assigned physician.
- 4.10 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.
- 4.11 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.
- 4.12 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 their immediate supervisor.
- 4.13 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 except by the Program Administrator.
- 4.14 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.
- 4.15 Training** – A personal residence or other non-public location (e.g., private office) may not be used for individual training without authorization by the Director of Operations.

4.16 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 would need to split up.

4.17 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.

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

4.19 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.

4.20 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.

4.21 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 one person must carry out 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.

- 4.22 Gratuities** – Interventionists shall not accept any form of gratuity from the public. Individuals wishing to provide some form of donation shall 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.
- 4.23 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.
- 4.24 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 his or her 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.
- 4.25 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**.
- 4.26 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.
- 4.27 Tattoos and Piercing** – Consistent with SDPD Procedure 5.10, Crisis Interventionists shall not display scarifications, brands, or piercings (other than a single earring in each ear) while on duty. Multiple visible tattoos must be discussed with the Program Administrator.
- 4.28 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.”

- 4.29 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), while allowed, does not absolve this policy from being followed.

- 4.30 Lifting** – Crisis Interventionists do not assist with lifting or moving deceased individuals regardless of whether that person is on a gurney or other device.
- 4.31 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.
- 4.32 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 circumstance does an interventionist independently follow the civilian to another location.**
- 4.33 SDPD or City Affiliation** – If the victim or family member is a current or former law enforcement or fire department employee, notify your dispatcher.
- 4.34 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.
- 4.35 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.
- 4.36 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.

4.37 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 will be grounds for removal from the program. For further information, please click on the below link.

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

San Diego Police Department

Crisis Intervention

- Operations Manual -

SECTION 5

SPECIAL EVENTS

5.0 - Special Events

For the purposes of this manual, a Special Event is any planned situation where Crisis Interventionists will be assisting with non-crisis events, such as Comic-Con, concerts, sporting events, or any other event planned in the City of San Diego.

1. The Director of Operations will approve requests for special events, working with the Special Events Manager to ensure adequate interventionists are scheduled for the event.
2. Every interventionist will follow all special instructions regarding an event, including any protocols for checking in or leaving the event.
3. The Special Events Manager may designate an interventionist as “Interventionist in Charge” for an event if the Special Events Manager is not participating in that specific event or at that time.
4. All interventionists are responsible for following applicable policies and procedures, including using the SPAR Active Incident Model.
5. If applicable, the Special Events Manager or Interventionist in Charge will contact the Crisis Dispatcher if assistance is needed with managing the event (especially if there are safety concerns), applying policies and procedures or if additional people are needed in the event of a major incident at the venue.
6. At the beginning of each event, the Special Events Manager or Interventionist in Charge will contact the Director of Operations and provide him or her with the location, type, personnel, and estimated duration of the event.
7. After his or her participation in an event, each interventionist shall clear with the Crisis Dispatcher unless otherwise directed.
8. Multi-day Special Events such as Comic-Con will be eligible to receive a once monthly six (6) hour credit towards the 20-hour monthly commitment for hours worked within the Crisis Intervention Program.
9. Participation in Special Events is contingent on the Interventionist being in good standing, meeting monthly on-call commitments, and attending monthly meetings on a regular basis.