

# RRRDC LAW ENFORCEMENT CALL HANDLING GUIDE

## MENTAL HEALTH CRISIS

**Description of Activity:** Activity pertaining to people who are emotionally unstable, chemically dependant, mentally challenged, or psychotic, etc. needing law enforcement or emergency medical assistance. It is considered a medical emergency if it cannot be determined what specific cause or reason why this person is acting out.

Call Type: **Mentally Impaired**

Ten Code: **10-96**

MANDATORY QUESTIONS	DISPATCH INFORMATION
<ol style="list-style-type: none"> <li>1. What is the address/location of the incident? Verify. If the caller is in a rural area, obtain common sense directions to address/location.</li> <li>2. Caller's name and phone number. Verify.</li> <li>3. Tell me exactly what happened? *</li> <li>4. When did this occur?</li> <li style="background-color: yellow;">5. Are there weapons involved?</li> <li>6. Is the subject under the influence of drugs or alcohol?</li> <li>7. Does the subject have a history of mental illness? Type?</li> <li>8. Subject's name and phone number. Who is the subject in relation to the caller? Description of subject?</li> <li style="background-color: yellow;">9. Is the subject violent or threatening to others now?</li> <li style="background-color: yellow;">10. Does the subject have a history of violent behavior?</li> <li>11. Is the subject still at the scene?</li> <li>12. If the subject has left, get mode of travel, direction, description of person, vehicle/bike, and time delay.</li> </ol> <p>If all highlighted questions are NO.</p> <ol style="list-style-type: none"> <li>13. Would caller like to be transferred to mental health crisis line in lieu of LE, EMS or fire response?</li> </ol> <p><b>YES:</b> If the caller would like to be transferred, transfer to FirstLink.</p> <p><b>NO:</b> If the caller would not like to be transferred, send response as indicated under dispatch information. Document in call for service that the caller declined the referral.</p> <p>Chronic calls from mentally ill person:</p> <ol style="list-style-type: none"> <li>1. Be brief, but courteous.</li> <li>2. Do not harass caller.</li> </ol> <p>* If this is a suicidal person, see SUICIDAL PERSON call guide.</p>	<p style="color: blue; font-weight: bold;">LAW ENFORCEMENT METRO/RURAL VIOLENT</p> <p><b>Priority 1</b></p> <ol style="list-style-type: none"> <li>1. Dispatch 2 law enforcement units.</li> </ol> <p><b>NON-VIOLENT</b></p> <p><b>Priority 3</b></p> <ol style="list-style-type: none"> <li>1. Dispatch 2 law enforcement units.</li> </ol> <p><b>TRANSPORT CALLS</b></p> <p>Law enforcement agencies do not transport patients to or from hospitals but will escort or follow an ambulance that is transporting, if requested.</p> <p style="background-color: green; color: black; font-weight: bold; margin-top: 10px;">NO IMMEDIATE THREAT - REFERRAL</p> <p>Callers who are having a mental health crisis and answer NO to all of the highlighted questions, may be candidates to be transferred to a mental health crisis line as an alternate response.</p> <ol style="list-style-type: none"> <li>1. Create Call for service</li> <li>2. Transfer to First link Dispatch Line. Stay on line and give name, number, and nature of call.</li> <li>3. Assign call for service to unit # 988 and clear with AC.</li> <li>4. First link may transfer back for public safety response and will advise if call originated with RRRDC. Reactivate original call for service to be dispatched on and document further information.</li> </ol>

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<p><b>FREQUENT/REPEAT CALLER</b></p> <p>Confirm the caller does not need police, fire, or ems response or the caller has already spoken with a responder and it's determined there is no immediate threat and a mental health referral is appropriate</p>	<p><b>LAW ENFORCEMENT METRO/RURAL</b></p> <p><b>FREQUENT/REPEAT CALLER</b></p> <ol style="list-style-type: none"><li>1. Create Call for service</li><li>2. Transfer to First link Dispatch Line. Stay on line and give name, number, nature of call and advise public safety response was already provided and nature of outcome.</li><li>3. Assign call for service to unit # 988 and clear with AC.</li><li>4. First link may transfer back for public safety response and will advise if call originated with RRRDC. Reactivate original call for service to be dispatched on and document further information.</li></ol>