

## Crisis Management




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## Crisis Management Goals

- try to ensure safety for yourself, other officers, subjects, and other citizens
- establish and maintain control
- resolve the situation positively
- when appropriate, help arrange follow-up care for people undergoing crises

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## Emotionally Disturbed Persons

- Long-term EDPs
- Short-term EDPs
- Chemical Abusers
- People who are emotionally disturbed do not think clearly and rationally, making it difficult to use reasoning and logic to gain compliance from them.



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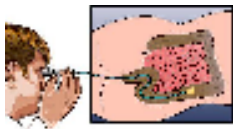
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Remember, It is not your job to provide diagnosis, only to observe behavior and make reasonable inferences about the causes of behavior.




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### Identifying Crisis

- Appears very upset or angry
- Is crying
- Seems very confused and/or disoriented
- Is withdrawn; is not interacting with or responding to other people
- Acts depressed
- Seems to be out-of-touch with reality

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### The Crisis Cycle

- Normal state
- Stimulation
- Escalation
- Crisis State
- De-escalation
- Stabilization (return to normalcy)
- Post-Crisis Drain, or Depletion



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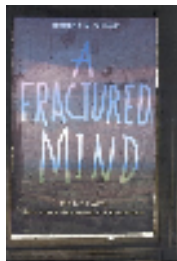
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## Serious & Persistent Disorders

- Depression
- Bipolar Disorder
- Schizophrenia
- Anxiety Disorders



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## Depression

Depression is often compared the psychiatric symptom depression or the commonly experienced depressed mood in reaction to sadness or grief due to a loss. True depression yields a persistent *loss of interest* in life activities.

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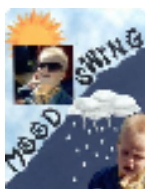
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## Bipolar Disorder

The key characteristic of this form of serious and persistent mental illness is mood swings, from depression to mania—from a “low” to a “high.”



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## Schizophrenia

A persistent, often chronic and usually serious mental disorder affecting a variety of aspects of behavior, thinking, and emotion. Patients with delusions or hallucinations may be described as psychotic. Thinking may be disconnected and illogical. Peculiar behaviors may be associated with social withdrawal and disinterest.

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## Delusions

Commonly defined in behavioral health care as a *fixed false belief* (excluding beliefs that are part of a religious movement) this psychotic symptom is present in a variety of serious mental disorders.

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## Hallucinations

This psychotic symptom found in a variety of serious mental disorders involves sensory perceptual distortions, for example seeing (visual), hearing (auditory), smelling (olfactory), feeling (haptic, tactile), or tasting (gustatory) sensations that others would not sense and do not exist outside one's perception.

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## Anxiety Disorders

A grouping of disorders including generalized anxiety disorder, panic attacks, phobias, obsessive compulsive disorder and post traumatic stress disorder in which affected persons experience near constant and excessive anxiety and feelings of tension and worry.



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## Pre-Intervention Preparation

- Calm yourself
- Center yourself and get focused
- Develop a strategy for the intervention



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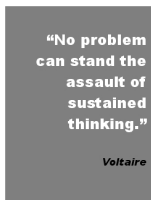
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## Crisis Intervention Format

- Try to get the person's attention
- Check on the person's perception of reality
- Try to establish rapport with the person
- Explain your perception of reality
- Move toward resolution of the situation



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### Possible Resolutions

- Release the person and refer him or her to a helping agency.
- Release the person to the custody of family or friends.
- Consult with a mental health professional in your community.
- Contact a crisis intervention team, if such a unit is available in your community.

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### Possible Resolutions

- Contact a local mental health crisis center.
- Arrest the person for a statutory violation.
- If warranted, conduct an emergency detention or an emergency protective placement of a person.

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### WI Stat. 55.06

If a sheriff or police believes that an individual will suffer irreparable injury or death or will present a substantial risk of serious physical harm to others as a result of developmental disabilities, infirmities of aging, chronic mental illness or other like incapacities if not immediately placed, he/she may take into custody and transport the individual to an appropriate medical or protective placement facility.

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## Intoxicated Persons

- "...a person whose mental or physical functioning is substantially impaired as a result of the use of alcohol."
- Any law enforcement officer, or designated person upon the request of a law enforcement officer, may assist a person who appears to be intoxicated in a public place and to be in need of help to his or her home, an approved treatment facility or other health facility, if such person consents to the proffered help.

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## Incapacitated by Alcohol

*'Incapacitated by alcohol' means that a person, as a result of the use of or withdrawal from alcohol, is unconscious or has his or her judgment otherwise so impaired that he or she is incapable of making a rational decision, as evidenced objectively by such indicators as extreme physical debilitation, physical harm or threats of harm to himself or herself or to any other person, or to property.*

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## WI Stat. 51.45

### Alcohol Commitment

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## WI Stat. 51.15

### Chapter 51 Detention

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## Probable Cause to Believe

1. The person is mentally ill, drug dependent or developmentally disabled

AND

2. Is a danger to himself and/or others




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## RESPOND to Crisis

- Report – Call comes in
- Evaluate – History, Witnesses, Predict
- Stabilize – Scene, Subject
- Preserve – Life, Property, Evidence
- Organize – Coordinate, Communicate
- Normalize – Placement Issues
- Document/Debrief – Oral and Written

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## Characteristics & Guidelines

- Autism
- Dementia
- Alzheimer's
- Mental Retardation
- Page 84
- Page 89
- Page 90
- Page 80

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## General Guidelines

- Be careful
- Treat people with respect
- Be patient
- Keep things simple
- Check for injuries and medical history
- Minimize distractions
- Deal with violations appropriately

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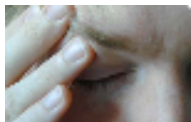
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## Why People Attempt Suicide

- Emotional pain
- Mental illness
- Alcohol and drug use
- Rational decision
- Manipulation of others



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## Dealing with Suicide Attempts

1. Conduct a continuing threat assessment.
2. Try to get the person to talk.
3. Show empathy.
4. Negotiate solutions.
5. Determine what action to take.

02000599  
CAROL,  
I AM SO SORRY FOR THIS. I FEEL I JUST  
CAN'T GO ON. I HAVE ALWAYS TRIED TO  
DO THE RIGHT THING BUT WHERE THERE  
WAS DARK, GREYNESS, NOW IT'S GONE.  
I LOVE YOU AND THE CHILDREN SO MUCH.  
I JUST CAN'T BE ANY GOOD TO YOU OR  
MYSELF. THE PAIN IS OVERWHELMING.  
PLEASE TRY TO FORGIVE ME.  
CLIFF

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## Procedure for Emergency Detention

- Take person into custody.
- Complete and sign a Statement of Emergency Detention.
- Transport to approved facility for evaluation.
- Turn in your SED and complete a detailed narrative report.

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