

# Carlsbad Police Department

**Crisis Management/De-Escalation Training**

**Incident Management Exercise**



# Crisis Management Philosophy

## San Diego Countywide Crisis Management Philosophy

### Considerations for De-Escalation

#### PURPOSE AND SCOPE

Law enforcement is guided by the overarching principle of reverence for human life in all investigative, enforcement, and other interactions between law enforcement and members of the community. San Diego County Law Enforcement Agencies are committed to providing peace officers with the training, equipment and resources necessary to encourage peaceful resolutions.

#### PHILOSOPHY

Every situation law enforcement responds to is unique. When law enforcement is called upon to respond to a crisis or criminal acts, they will if reasonable under the circumstances, use tactics and techniques to persuade the individual to voluntarily comply or mitigate the need to use increased physical tactics to resolve the situation safely. Some situations require an immediate response, while other situations may allow peace officers the opportunity to communicate with the individual, refine tactical plans, and, if necessary, call for additional resources. When reasonable opportunity exists, peace officers should consider the concepts of Pre-Engagement, De-Escalation and Disengagement, consistent with the definitions provided in this document.

#### DEFINITIONS

**Pre-Engagement Considerations:** Pre-Engagement considerations involve the process of gathering and assessing information prior to deploying the available personnel, tactics, equipment, and other appropriate and obtainable resources. Discretionary time, reactionary distance, communication, and barriers are key objectives to enhance the probability of a peaceful outcome. Self-regulation is a key component to the decision-making process.

**De-Escalation:** De-escalation is the use of strategies and/or techniques to gain voluntary compliance from an individual in order to gain or maintain control of an incident while reducing the need for physical coercion. These strategies and/or techniques are used to increase time and distance from the individual while attempting to establish effective communication.

**Disengagement (Tactical Withdrawal):** Disengagement is a tactic designed to avoid potentially violent outcomes. Disengagement may be a viable option for individuals in crisis who pose no additional threats to others, or resistant offenders who may later be apprehended under safer conditions.

Anytime peace officers intend to disengage from an incident, they should attempt to advise involved individuals of the withdrawal from the incident. Peace officers should attempt to ensure those involved have had the opportunity to establish a position of relative safety with respect to the incident, and they are aware that officers will no longer be present to protect the safety of the involved persons.

## San Diego Countywide Crisis Management Philosophy

### Considerations for De-Escalation

**Special Relationship Considerations:** Under the law, peace officers have no duty to come to the aid of another unless the officers have created a peril or a special relationship exists. However, individual department policies may require an officer to take action under specific circumstances. A special relationship between law enforcement and a person may be created one of two ways. First, a special relationship may be created where the officer makes a representation, either express or implied, that is detrimentally relied upon and causes a foreseeable harm to another person. (For example, no warning was given after an officer promised to warn a person if a prisoner, who had threatened her life, was released and the prisoner murdered that individual.) Second, a special relationship may be created where the officer engages in an affirmative act that increases the foreseeable risk of harm to the individual. (For example, an officer investigating an accident directs an individual to follow him/her to the middle of the intersection. The individual complies, and the individual is hit by a car.) In other words, a special relationship has (1) an aspect of dependency, where one party relies to some degree on an officer for protection, and, (2) the officer has superior control over the means of protection.

Officers should consider special relationship concerns with respect to the handling of an incident, and subsequent decisions to disengage.

#### TRAINING

Agencies should include the principles of this Philosophy and the crisis management considerations handout, in regular training evolutions.

Following any significant incident, field supervisors are encouraged to debrief and evaluate the event within the context of this Philosophy and its considerations. The objective of debriefs are for individual and agency development and may serve to augment the capacities of peace officers with the objective of protecting the lives and safety of all persons.



# Crisis Management Pamphlet

## CONSIDERATIONS

### Pre-Engagement:

Pre-Engagement considerations involve the process of gathering and assessing information prior to deploying the available personnel, tactics, equipment, and other appropriate and obtainable resources. Discretionary time, reactionary distance, communication, and barriers are key objectives to enhance the probability of a peaceful outcome. Self-regulation is a key component to the decision-making process.

### Resources:

Consider appropriate, available or obtainable resources that may assist in de-escalation, and to establish control of an incident. Resource considerations may include, but are not limited to, additional personnel, specially trained resources, and specialized equipment which may assist in resolving the incident.

### Disengagement (Tactical Withdraw):

Disengagement is a tactic designed to avoid potentially violent outcomes. Disengagement may be a viable option for individuals in crisis who pose no additional threats to others, or resistant offenders who may later be apprehended under safer conditions.

~ Anytime peace officers intend to disengage from an incident, they should attempt to advise involved individuals of the withdrawal from the incident. Peace officers should attempt to ensure those involved have had the opportunity to establish a position of relative safety with respect to the incident, and they are aware that officers will no longer be present to protect the safety of the involved persons.

\*\*\* Consider an ONS entry and/or BOLO for situational awareness and officer safety.\*\*\*

### DEBRIEF

Following any significant incident, field supervisors are encouraged to debrief and evaluate the event within the context of this policy and its considerations. Debriefs should be informal in nature with an objective of individual and agency development. Each incident can serve to augment the capacities of peace officers with a focus/goal of protecting the lives and safety of all persons.

## CONSIDERATIONS

### DEFINE THE MISSION:

It is critical to identify and define the mission and the duty of the officers involved. Identify causes of risk, and who is at risk. Utilize discretionary pre-engagement time to develop a proper plan of action.

The primary goal in potentially violent situations is to protect the person who needs assistance, the community, and responding officers.

Nothing in this guideline shall preclude the use of reasonable force, deadly or otherwise, by law enforcement officials in protecting themselves or others from death or serious injury.

### CRIME OR CRISIS?

Consider if the incident is criminal or crisis in nature and determine the appropriate response.

### SPECIAL RELATIONSHIP:

A "special relationship" can create a legal duty to protect an individual. It is generally created between an individual and an agency when

- (1) An aspect of dependency exists, where one party relies to some degree on an officer for protection, and,
- (2) The officer has assumed control over the means of protection.

Whenever disengagement/tactical withdraw is determined to be the most appropriate course of action, accomplish the following:

- (1) Provide the individual notice of your plan to disengage/withdraw from the situation,
- (2) Provide a reasonable opportunity for the individual(s) to seek a safe location, and,
- (3) Advise them that police protection will cease.

## San Diego County Law Enforcement

### Crisis Management Considerations

#### PURPOSE AND SCOPE

Law enforcement is guided by the overarching principle of reverence for human life in all investigative, enforcement, and other contacts between law enforcement and members of the public. San Diego County Law Enforcement Agencies are committed to providing officers and deputies with the training, equipment and resources necessary to encourage peaceful resolutions.

#### CRISIS MANAGEMENT PHILOSOPHY

Every situation law enforcement responds to is unique. When law enforcement is called upon to respond to a crisis or criminal acts, they will if reasonable under the circumstances, use tactics and techniques to persuade the individual to voluntarily comply or mitigate the need to use increased physical tactics to resolve the situation safely. Some situations require an immediate response, while other situations may allow peace officers the opportunity to communicate with the individual, refine tactical plans, and, if necessary, call for additional resources. When reasonable opportunity exists, peace officers should consider the principles of Pre-Engagement, De-Escalation and Disengagement, consistent with the definitions provided in this policy.

#### DE-ESCALATION

De-escalation is the use of strategies and/or techniques to gain voluntary compliance from an individual in order to gain or maintain control of an incident while reducing the need for physical coercion. These strategies and/or techniques are used to increase time and distance from the individual while attempting to establish effective communication.



# Crisis Management Pamphlet

## Pre-Engagement Considerations

<b>COMMAND</b>	
Case Agent/Incident Commander	
Defined and Briefed Mission	
Containment/Perimeter	
Evacuations	
Intelligence	
Contact/Apprehension/React Team	
Rescue Task Force	
Command Post/Vehicle	
Staging Area	
FD staged	
Unified Command	
Other	
<b>AUTHORITY</b>	
<b>PROPER JURISDICTION</b>	
<i>Is This a Law Enforcement matter?</i>	
<b>CRIMINAL</b>	
Violence or Threats of Violence	
Felony	
Misdemeanor	
Other	
<b>CRISIS</b>	
Violence or Threats of Violence	
Danger to others	
Danger to self	
Other Mental Health	
Medical	
<b>INFORMATION CREDIBILITY</b>	
<i>Is the reporting party (RP) anonymous?</i>	
<i>Is an officer in direct contact with RP?</i>	
<i>Is an officer in contact by phone?</i>	
<i>Are there multiple RPs?</i>	
<i>Does the RP have direct knowledge?</i>	
<i>Is the RP reporting for someone else?</i>	
<i>Can details be otherwise corroborated?</i>	
<i>Can ID or descriptions of the suspect(s) be confirmed by others?</i>	
<i>Premise history/Nature of prior calls/Contacts?</i>	
<i>Is there an anti-swatting registry to consult?</i>	
<i>Is the resident a celebrity or a likely hoax victim?</i>	
Other	
Other	

## RISK/THREAT DETERMINATION

Does the suspect have access to potential victims?
Can you safely evacuate potential victims?
Is the suspect armed?
Is the suspect threatening to harm others?
Is the suspect threatening to harm self?

## Resource Considerations

<b>RESOURCES</b>	
<b>PERSONNEL</b>	
Additional Personnel	
Mutual Aid needed	
Containment/Perimeter	
Evacuations/Reunification Area	
Intelligence	
React Team	
Rescue Task Force	
Staged FD	
SWAT/Tactical Team	
CNT	
PERT Clinician	
Red Cross/Support Services	
Emergency Public Notification (SIG, Amber, etc.)	
APS/CPS/PERT Referral	
<b>EQUIPMENT</b>	
Lighting	
Public Address (PA) System/Bull Horn	
Taser	
K9	
Pepper Ball	
Beanbag Shotgun	
.40 mm	
Air Support	
Drone	
IFAK/Trauma Bags	
Soft Ballistic Shield	
Hobble - Spit Sock - Wrap	
Helmets/Plate Carriers	
Hard Ballistic Shield	
Bearcat	
Ballistic Shotgun/Patrol Rifle	
Other	
Other	

## Disengagement Considerations

<b>EVALUATION</b>	
<i>Is this a Police Matter?</i>	
<i>Is the Mission Defined?</i>	
<i>Has the Mission Changed?</i>	
<b>CRIMINAL</b>	
<i>Is this a CRIMINAL matter?</i>	
<i>If yes, is there VIOLENCE?</i>	
<i>Is it a FELONY?</i>	
<i>Is it a MISDEMEANOR?</i>	
<i>Is there a VICTIM(S)?</i>	
<i>Is there a DANGER to OTHERS?</i>	
<i>Is the suspect's identity known?</i>	
<i>Is an arrest warrant an appropriate option?</i>	
<i>Is walking away an appropriate option?</i>	
<b>CRISIS</b>	
<i>Is this a CRISIS?</i>	
<i>Medical?</i>	
<i>Mental Health?</i>	
<i>Suicidal?</i>	
<i>Substance Abuse?</i>	
<i>Is this a POLICE Matter?</i>	
<i>Is the Subject a DANGER to SELF?</i>	
<i>Is the Subject a DANGER to OTHERS?</i>	
<i>Is the Subject's IDENTITY KNOWN?</i>	
<i>Is walking away an appropriate option?</i>	
<b>SPECIAL RELATIONSHIP</b>	
<i>Did we promise to do something for an individual?</i>	
<i>Did we guide the individual into a potentially harmful situation?</i>	
<b>DISENGAGEMENT ACTION</b>	
When disengagement has been decided, (1) provide the individual(s) notice of your plan to disengage/withdraw from the situation, (2) provide a reasonable opportunity for the individual(s) to seek a safe location, and (3) advise them that police protection will cease.	
<b>FOLLOW UP</b>	
<i>Agency NOTIFICATIONS made?</i>	
<i>EPO/GVRO</i>	
<i>Family/Neighbors notified?</i>	
<i>Doctor/Psych notification?</i>	
<i>ONS entry or BOL for officer safety</i>	



# Call for Service (Review from Video)

**Priority:2 Type:PWPN - PERSON W/WEAPON**

**Location:CHEVRON 2500 ECR, CB at 2500 EL CAMINO REAL,**

**LocCross:btwn HAYMAR DR and PLAZA DR**

13:31:18 ENTRY Comment:BEHIND CHEVRON BUT ON HAYMAR .. MALE HITTING A VEH, BREAKING WINDOWS ON THE VEH -- RP THINKS HE HAD A **KNIFE** POINTED TO HIS NECK

13:32:09 INFO Comment:RP THINKS HE IS TRANSIENT AND THINKS HE IS ON DRUGS

13:32:17 INFO Comment:RP CANT SEE HIM ANYMORE SINCE SHES IN THE STORE NOW

13:32:25 INFO Comment:MALE HAD A BAT AND WAS HITTING VEH W/THAT

- What were your key learning points regarding the video?
- What changes would you make to the approach after considering the discussion?



# Location Considerations

How would you approach, or considerations change if the location was different?

- Middle of ECR/PAR at rush hour?
- Mall parking lot at 0200?
- Front entrance of Legoland on 4<sup>th</sup> of July Weekend?



# Weapon Considerations

How would you approach, or considerations change based on weapons?

- Bat instead of a knife?
- Pistol, Shotgun, Rifle?
- Suspect damaged vehicle with hands and no report or observed weapons?



# Other Considerations

How would you approach, or considerations change based on the following?

- Presence of an uncooperative 3<sup>rd</sup> party who is trying to help?
- Presence of a young child in the car?
- Suspect leaves the vehicle and begins walking away?

