



BROOKLINE POLICE DEPARTMENT

Brookline, Massachusetts

DANIEL C. O'LEARY
CHIEF OF POLICE

Special Order # 2015-13

SUBJECT: Brookline Community Crisis Intervention Team

The Brookline Community Crisis Intervention Team (BCCIT) is a true community partnership, whose primary objective is to promote communication and enhance the response of public and private agencies when summoned to intervene with individuals who are mentally ill, developmentally disabled or experiencing trauma in their lives. The purpose of this Special Order is to establish policy, procedure and operational guidelines for the Members of the Brookline Police Department who have voluntarily agreed to participate in the BCCIT initiative.

I. Policy

It is the policy of this department that:

- A. All officers should accord all persons, including those with mental illness, with all the individual rights to which they are entitled.
- B. All officers shall attempt to protect mentally ill persons from harm and shall refer them to agencies or persons able to provide services where appropriate.
- C. Whenever possible, sworn officers who have been specially trained to be part of the Brookline Community Crisis Intervention Team (BCCIT) will respond to calls for service involving the individuals in crisis. They will remain the primary reporting officer for incidents that do not rise to the level of "high risk", that is, calls that require tactical responses from the Crisis Negotiation Team and/or the Special Response Team (SRT). For such incidents, the BCCIT member may provide support services as requested by the Incident Commander.



II. Procedures

A. Criteria for BCCIT Member Selection: Consideration will be given to sworn, non-probationary members of the Department who identify with the following skills;

1. A volunteer
2. Ability to remain calm under stress
3. Excellent interpersonal communication skills
4. Calm and confident demeanor
5. Good listener and interviewer
6. Works well in a team concept
7. Works well with other agencies, particularly mental health and social service agencies.
8. Excellent report writing skills
9. Ability to show patience in high pressure situations

The goal of the BCCIT is to select officers in such a way that there is coverage during all shifts, and so that each division is represented. Whereas the work involved will be performed by members of all divisions, the BCCIT Coordinator will be the Sergeant assigned to the Administrative Division. The BCCIT Coordinator will report directly to the Superintendent.

B. BCCIT Training

1. BCCIT members will be required to attend a basic 40-hour CIT training class. The BCCIT coordinator will be responsible for scheduling all training sessions. Copies of all training will be forwarded to the Training Division Lieutenant.
2. The BCCIT coordinator will maintain a log of all training conducted involving BCCIT members. The log will include a list of attendees, time, date, type of instruction, instructor and location.
3. If a member is unable to attend a training session, he/she MUST notify the BCCIT coordinator as soon as possible. Repeated absences from training will result in the member's removal from the team. Refresher training will be offered to each member bi-annually.

C. Utilization of BCCIT Members

1. BCCIT officers will be assigned to their normal police duties, in addition to mental health crisis events.
2. The Communications Center shall maintain a current roster of BCCIT officers and whenever possible, a BCCIT officer will be dispatched to calls or



incidents involving a confirmed or suspected mentally ill person in crisis. A crisis could consist of a person having delusions, refusing to take prescribed medications, erratic behaviors, causing a disturbance or any other activity or behavior that causes alarm to the average person. The BCCIT coordinator will provide the Emergency Dispatch Center with a list of all current BCCIT members.

3. The first BCCIT officer on scene will be responsible for the entire call or incident, to include dialog with the person in crisis, determining appropriate action to be taken and all necessary paperwork or until he/she is relieved by a superior officer. Additional officers on scene will provide backup as needed. The BCCIT Officer will make an evaluation and, in conjunction with a supervisor, determine if an individual is in need of immediate hospitalization, an on-sight assessment by another agency or referral for future assistance.
4. The BCCIT Officer will be responsible for documenting the incident in the BCCIT case management system, forwarding a request for a referral/ referrals to the proper agencies and for conducting follow ups as needed to ensure that the individual is receiving assistance. All incidents involving juveniles or students of the Brookline Public Schools should be forwarded to the Juvenile Unit, Detective Division for review. The BCCIT Officer will also be responsible for notifying the BCCIT coordinator of the incident via department email.
5. If the person meets the criteria for an involuntary admission under MGL c. 123 S12 ("Pink Slip"), the BCCIT officer on-scene should complete the involuntary admission form as well as the on-line referral form if available. The BCCIT officer is responsible for making sure that Emergency Room and/or in-take staff has details that resulted in the transport or request for admission. For additional information, refer to Brookline Police Department General Order 10.1, *Handling Mentally Ill or Deficient Persons*.
6. When a BCCIT officer encounters an individual who desires a voluntary admission and is in need of transportation, the BCCIT member may provide this service if, for some reason, an ambulance is not the best method of transportation and the situation is tactically appropriate. Transportation will be provided by no less than two officers, one of whom will be a BCCIT member. When providing transportation for a voluntary admission to a designated facility, BCCIT officers will use discretion with regard to restraints.
7. In all cases, BCCIT officers shall inform the receiving facility staff of the circumstances under which the individual was taken into custody. **Under NO circumstances** will a BCCIT member leave an individual at a receiving facility without notifying the staff.



8. Should an encounter with an individual suffering from mental illness result in an arrest or court action, the BPD CIT Officer will be responsible for working with the Police Prosecutor, Probation Department and/or additional court personnel to share any pertinent information regarding the case. Any pertinent information regarding underlying mental health issues should be clearly documented in the report. The appropriate referral codes should be utilized, in addition to the proper criminal codes.
9. Post arrest, BCCIT members should consult with on on-duty Commanding Officer to decide if a BEST Team response or transportation for evaluation with a summons is a viable option, instead of processing and placement into a holding cell.
10. For all incidents, BCCIT officers will notify the BCCIT Coordinator electronically. The Team coordinator will make an entry into the BCCIT tracking module.
11. BCCIT officers will be responsible for checking the BCCIT module each shift and for documenting all casework in a timely fashion using this module. The BCCIT Coordinator will oversee this process and will be responsible for supervising the work of Officers functioning in a BCCIT capacity.
12. Representatives of the BPD CIT team will meet regularly with our community partners to address on-going issues with individual case studies as well as discuss ways in which interdepartmental approaches to these situations may be improved. Individual BPD CIT Officer may be required attend these meetings, if they are involved with a particular case that will be addressed. Brookline Community Partners include, but are not limited to, the following;
 - The Brookline Community Mental Health Center
 - BEST (Boston Emergency Services Team)
 - Brookline District Court
 - The Brookline Council on Aging
 - Brookline School Department
 - NAMI (National Alliance on mental Illness)
 - The Health Department
 - The Building Department
 - The Housing Authority
 - The Veterans Affairs Officer
 - Bournewood Hospital
 - Arbor-HRI
 - Ivy St. School
13. In addition to regularly scheduled monthly meetings, individual “case study” meetings may be called with specific community partners if an individual requires



immediate attention. This can be done by conference call or using other remote teleconferencing technology when appropriate.

14. Written BCCIT updates will be provided periodically to all BCCIT members. In addition, the BCCIT Coordinator will complete an annual report and forward it to the Chief of Police for his/her review. The report will contain information on the number and resolution of those incidents the BCCIT members were involved in as well as information regarding training and the status of the Team.

III. Accessing Community Mental Health Resources

1. The Communications Supervisor shall maintain a current directory of mental health resources to make available to the public. This directory will be provided by the BCCIT supervisor.

IV. Referrals to BCCIT

During the course of their duties, an officer may encounter situations where they believe that an individual or family would benefit from a referral to an outside agency. If an officer feels that a person or individual is in need of assistance due to substance abuse issues, age related issues, mental health issues, or living conditions they should request that a follow up for possible services be conducted by the BCCIT.

It is important that these requests include proper documentation so that they may be entered and tracked within the BCCIT System. This will help ensure that the proper agencies are provided with the information needed to effectively deliver services.

Requests for referrals should be done in the following manner:

1. Obtain a case number
2. The report should be entered using one the following Larimore Offense Codes:
 - a. **Code #1960 - Request Referral/ Mental Health**
 - b. **Code #1961 - Request Referral/ Elder Services**
 - c. **Code #1962 - Request Referral/ Substance Abuse**
 - d. **Code #1963 - Request Referral/ Health Department**
 - e. **Code# 1964- Request Referral/ BCCIT Other**
 - f. **Code#1965- Request Referral/Juvenile Division**
3. If a report is being generated for another offense, the appropriate Request Referral code should also be listed in the report writing system.
4. The narrative of the report should contain the officer's observations and all information relevant to the referral being requested. These should be listed at the end of each Larimore report, in a manner similar to high risk indicators for domestic violence. High risk indicators include:



- a. Criminal History**
- b. Perpetrator threatens homicide/suicide**
- c. Perpetrator threatens/harms victim's children**
- d. Strangulation/attempted strangulation**
- e. Access to/ownership of weapons**
- f. Extreme violence to victim**
- g. Victim believes perpetrator will kill him/her**
- h. Increase in severity or frequency of violence**
- i. Hostage taking**
- j. Drug/alcohol abuse**
- k. Perpetrator is unemployed**
- l. Violence to animals**
- m. Stalking behaviors**

Additionally, the narrative should include the following information when appropriate:

- a. The physical health of the individual**
 - b. The mental/emotional state of the individual**
 - c. Any strange statements made or behaviors observed**
 - d. Any known medical/ psychological diagnosis**
 - e. The individual's living conditions (Is the home clean? Is there food in the home? Does it appear that the individual may be a hoarder? Etc.)**
 - f. The name and contact information for any family members that were contacted**
 - g. The name and contact information for the landlord or management company**
 - h. Any relevant statements made by the family, neighbors, or landlord/management company**
 - i. Whether the officer or the Department has had dealings with this individual in the past**
5. An e-mail referencing the Case # should be sent to the BCCIT Coordinator. The BCCIT Coordinator will then contact the appropriate BCCIT partners. Alternatively, BCCIT members can contact service providers directly, but should cc the CCIT coordinator for informational and tracking purposes. By working with other agencies, the Department can assist in providing help to individuals or families that may need assistance and reduce the frequency of repeat calls for service.

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Chief of Police

