

Law Enforcement

TIPS FOR ENGAGING



BACKGROUND

- Listening Sessions from Provider Engagement Project indicated that providers were wanting more support around engaging with Law Enforcement and Emergency Response
- Providers were not always getting consistent support when reaching out from emergency services
- We reached out to Milwaukie Police Department and interviewed one of their Captain



TIPS WHEN CALLING 911

When in doubt, call dispatch
and they will determine if
someone needs to come out.
The more information the
better.



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The officer we interviewed mentioned that many people feel unsure on whether to call 911. He let us know that when in doubt, call, and the 911 operator will help determine if someone needs to come out. Better to be safe and call.

Next we will be providing tips for when calling the 911 Operator

TIPS WHEN CALLING 911

- Provide your information
 - Name
 - Address of incident
 - Information about your role
- Incident and reason for calling 911
- Your resident's information including:
 - Name
 - Relevant behaviors
 - History of calling 911 if it is related to similar issues
 - Any information that will assist emergency personnel with engaging with the resident
- You can request for Mental Health support or specialist if you believe it will be beneficial



For relevant client behaviors or mannerism: The police captain let us know that police officers never know what to expect when arriving on the scene, and any relevant information may help the engagement with law enforcement go more smoothly. Examples of helpful relevant information when calling the 911 operator is to let them know that the client likes to take shiny objects, your resident is sensitive to loud noises, and may get loud as a way to regulate. By telling dispatch the relevant information: police may provide a plastic badge, turn off sirens, or know that they client is not being violent if they are loud etc.

Previous History: if you have called in recent days for the resident related to similar concerns or issues, letting 911 know the history may help them determine if further action is needed for your resident if they are hurting themselves, others or breaking the law.

Many police departments now have **mental health** specialists working with them. You may request for that support when calling dispatch if you believe it will be helpful. If they are unavailable to come because they're on another call, they will follow up with you afterwards.

ONCE THE EMERGENCY RESPONSE APPEARS

- **Expect a lot of questions. Do not take it personally!**
- Let emergency response know why you called
- Provide relevant information for your resident including:
 - Name
 - Relevant behaviors (ex. dislikes or preferences)
 - History of calling 911 if it is related to similar issues
 - Any information that will assist emergency personnel with engaging with the resident
- Please note: in case of emergencies, you are allowed to provide the minimum necessary PHI if the information helps prevent or lessens serious harm to self or others
- Emergency response may ask who the individual's support team is including SCs, guardians, doctors, mental health specialists etc.



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Expect a lot of questions. Do not take it personally! Police will ask a lot of questions to determine what occurred and what the best support for the situation..

They will ask for the support team in order to help problem solve solutions for the resident.

ADDITIONAL TIPS



Provide any information **Around Behaviors**

Any information for police or emergency responders to interact with your resident will be helpful. For example: are they sensitive to loud noises, physical touch, do they like to touch items, do they get excited and become loud etc.



Prepare before an **Emergency Occurs**

You may be in a trauma response when calling for emergency response. Having a document with relevant individual information for the emergency response will be helpful. You or your caregiver could even provide the document to emergency response once they arrive.



Additional supports **To Ask For If needed**

- Mental health specialists to assist
- Request to speak with a supervisor for a police officer if the interaction is not going well
- You can request language line for interpretation services

Be prepared: we have a document you can download, fill out, and have it prepared before an emergency.

The police is open to any feedback (both negative and positive). The captain said that they take it very seriously, and they're not always in the field with the officers so they don't know unless feedback is provided.

PRACTICE



Resident in Crisis

Joe Smith

Joe has recently switched his medication so his behaviors have been escalating. Something really upset Joe while at his foster home, so he started damaging property and hitting other residents. As a provider, you're unable to safely support Joe and your other residents are at risk. You decide to call 911. Joe does not like being touched, and responds well with being given options.

What important information will be helpful when calling 911, and once police arrive on the scene?

PRACTICE



Missing Resident

Jane

Jane likes to wander from her home regularly. When Jane leaves the house unaccompanied, she places herself in danger. She is very trusting of strangers, and is at risk of being exploited. She has eloped from the home two other times in the past month, and she will often disappear for hours.

What important information will be helpful when calling 911, and if police arrive on the scene?

ADDITIONAL QUESTIONS ANSWERED

What are client rights vs provider rights?

Police will not violate individual rights unless they are hurting themselves, others or breaking the law.

Why don't the police arrest individuals that are clearly breaking the law?

Police officers try not to arrest individuals that are in a mental health crisis, but instead attempt to get them the support they need.



For Milwaukie Police Only:

- They have a Behavioral Health Specialist that you can reach out to. His name is Glen Suchanek, and his email is suchanekg@milwaukiepolice.gov and his phone number is 503-247-3411
- If caretakers have a concern or complaint, they can call non-emergency and ask for a supervisor 503-786-7500. They can also call the police department at 503-786-7400 or email at police@milwaukieoregon.gov

*After police is called, don't forget to follow the incident report guidelines, and notify the guardian and service coordinator.

Any Questions?

Thank you!
