

GREATER SUDBURY POLICE SERVICES BOARD



**Crisis Intervention and De-escalation Training
November 23, 2016**



Agenda

Vision and Mission



Key Dates and Statistics



Training, Research and Best Practices



Collaborative Efforts



Road to Mental Readiness



Persons in Crisis



De-escalation Model Strategies and Techniques



RICH VALUES



Questions and Answers



Vision and Mission

VISION

Our Shared Commitment is founded in our proud traditions to provide exemplary service. As inclusive leaders we ensure community safety and well-being through collaborative partnerships, innovation and community engagement.

MISSION

Invested in *Our Shared Commitment*, our members are ambassadors for a team-based approach to safety, security and wellness as champions for effective and efficient risk-focused policing.



Key Dates

- ✓ **1993: Ontario implements first use-of-force model**
- ✓ **1994: Ontario Police College manual takes into account recommendations from inquest in 1988 death of Lester Donaldson**
- ✓ **1999: National Use of Force Framework developed**
- ✓ **1999: Inquest in 1997 death of Edmond Yu recommends *Police Services Act* be amended to require at least one-day's training for Ontario police in crisis resolution**
- ✓ **1999: Ministry introduces regulation restricting high-speed police chases province wide**
- ✓ **2004: New Ontario use-of-force guideline and model developed**
- ✓ **2009: B.C. implements recommendation from inquiry in 2007 death of Robert Dziekanski, requiring all officers to undergo crisis intervention and de-escalation training and refresh skills every three years**



Key Dates

- ✓ **2012:** Inquest in 2010 death of Evan Jones recommends review of Ontario Police College training and Ontario's use of force model
- ✓ **2012:** Ministry announces review of police interactions with persons with mental illness
- ✓ **2012:** Ministry creates Future of Policing Advisory Committee, with target to review *Police Services Act*
- ✓ **2013:** Ministry extends use of Tasers to all officers, not just frontline
- ✓ **July 2014:** Toronto Police release report by former judge Frank Iacobucci, *Police Encounters With People in Crisis*, calling for more de-escalation training
- ✓ **2015:** Ministry announces plan to implement regulation on carding (in effect 2017)
- ✓ **2015:** Ministry announces plan for "Strategy for a Safer Ontario," including review of *Police Services Act* and consultation



Statistics

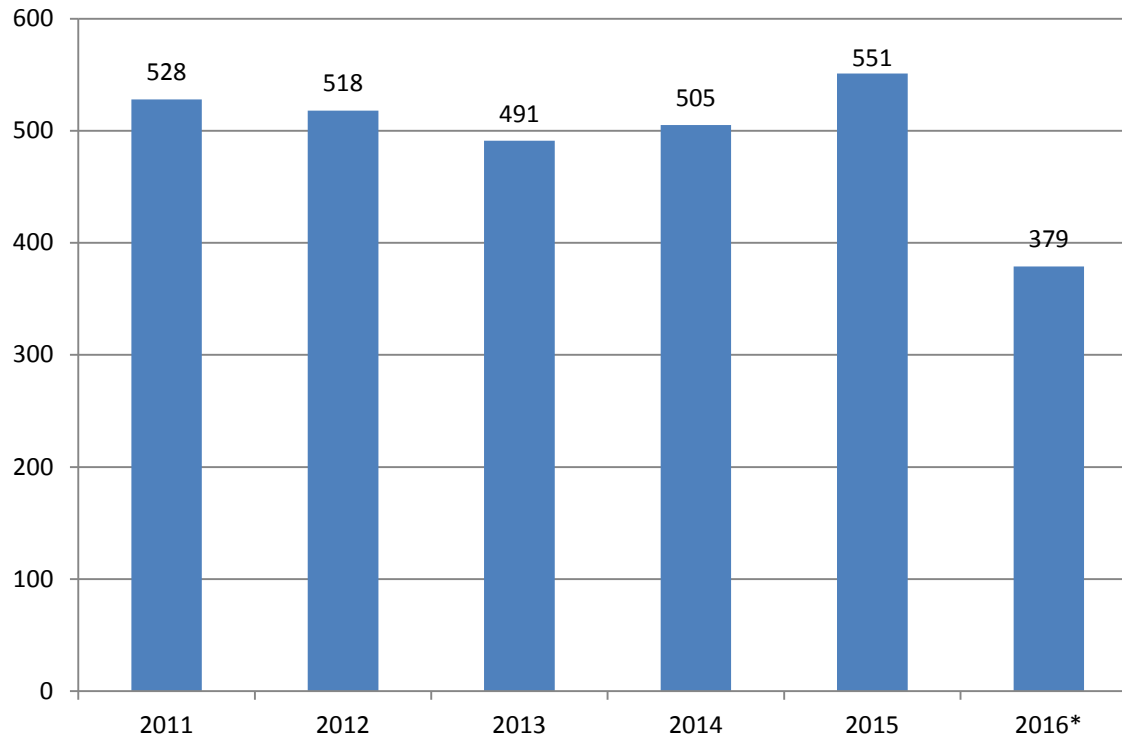
Police shootings and inquests

- Fatal police-involved shootings involving persons with mental illness since 2000: 40+
- Recommendations by coroner's juries between 1989 and 2011 relating to fatal police interactions with persons with mental illness: 474
- Number calling for better police training, including de-escalation techniques: 109
- Fatal Ontario police shootings since start of the Ombudsman's review: 19
- 1 in 3 suffer with mental illness



GSPS Statistics

Mental Health Related Occurrences by Year



*2016 represents January to June data



GSPS Training

Ontario Use of Force Model
(2004)



The officer continuously assesses the situation and selects the most reasonable option relative to those circumstances as perceived at that point in time.

Annually Use of Force Requalification

August and September 2016

8 hours de-escalation and crisis intervention training, all officers

Focus on mental illness, developmental disability, or other condition

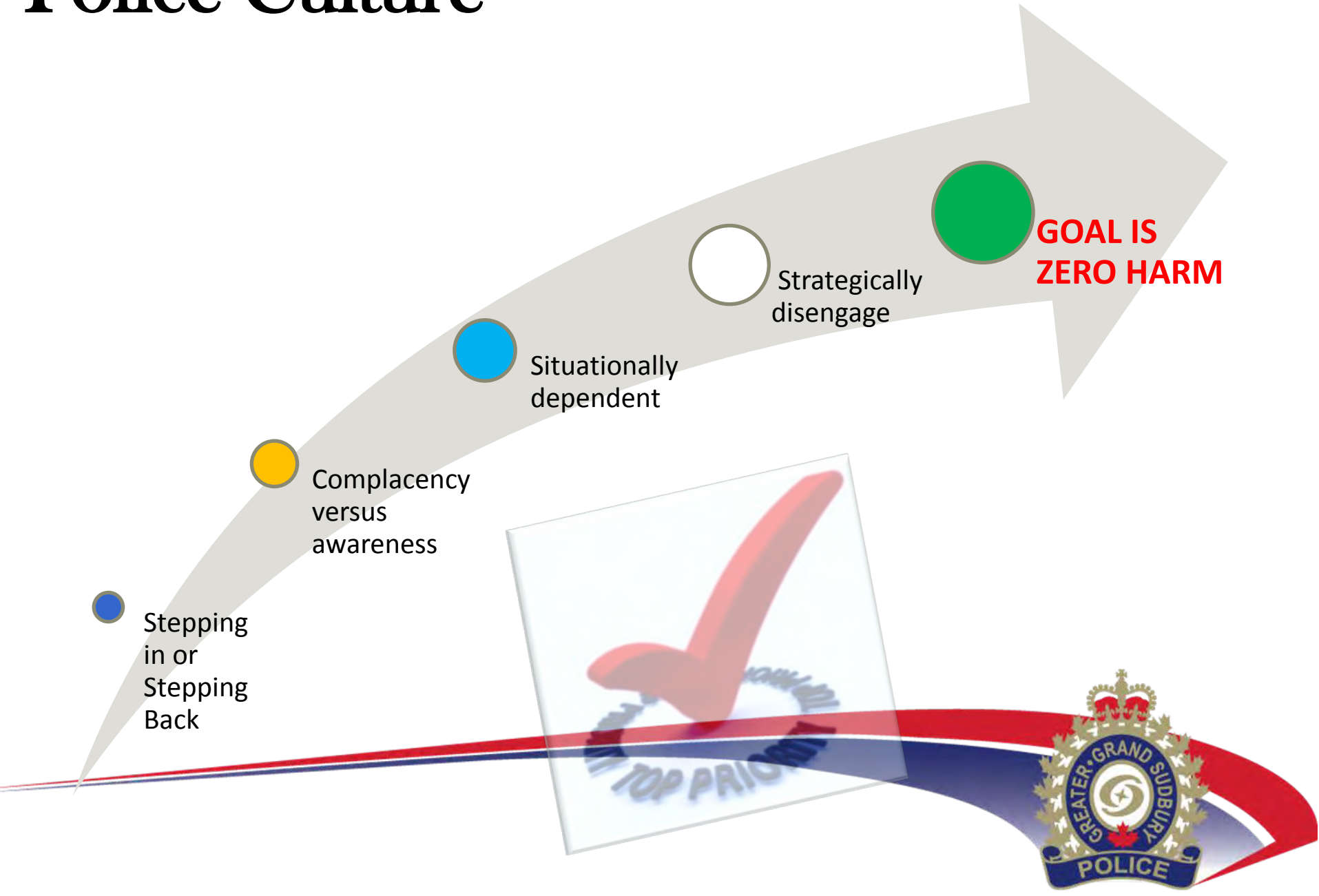
Cause someone to react in erratic or threatening manner

Equip officers with skills to resolve difficult situations safely

Using good judgement, tactics, and empathy

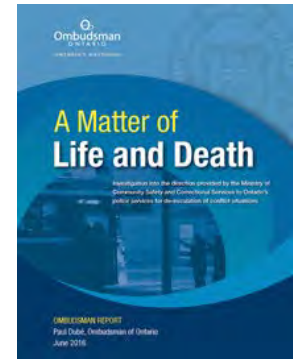


Police Culture



Research & Best Practices

- ✓ Reviewing recent incidents in Canada and US
- ✓ Collaborative approach with Community Partners
 - ✓ CMHA/School Boards/Hospital
- ✓ Previous inquest dating back to 1988
- ✓ Ombudsman Report • Highlighted Sudbury's training
- ✓ "Understanding Mental Illness: A Review and Recommendations for Police Education/Training in Canada", published by Canadian Alliance on Mental Illness and Mental Health, July 2010 Prepared by Dr. Dorothy Cotton and Terry Coleman
- ✓ Iacobucci Independent Review
- ✓ Other publications (critical issues in policing series)
- ✓ Road to Mental Readiness



Road to Mental Readiness

All Members receive Road to Mental Readiness Training

Equip members with the insight to understand normal reactions to stress and how to manage these reactions, providing the ability to recover from stress, traumatic events, and adverse situations.

To improve short-term performance and long-term mental health outcomes

To reduce barriers to care and encourage early access to care

Gives great insight into personal and professional emotions and reactions



Teaching Strategies

VARIETY OF TEACHING TOOLS EMPLOYED

Lecture classroom component based on research and experiences



Sharing real life experiences

Scenario based and simulator training

Scenarios are evaluated and de-briefed



When Police Are Called

Police are called when public safety is at risk

Called when other systems have failed

We can't and don't diagnose



We do look for signs and symptoms

9-1-1:
GETTING
HELP is
EASY



What to Look For

Signs and Symptoms that a person is in crisis

- Signs are observations of an individual
- Symptoms are what the individual is experiencing



Persons in Crisis



De-escalation – What is it?

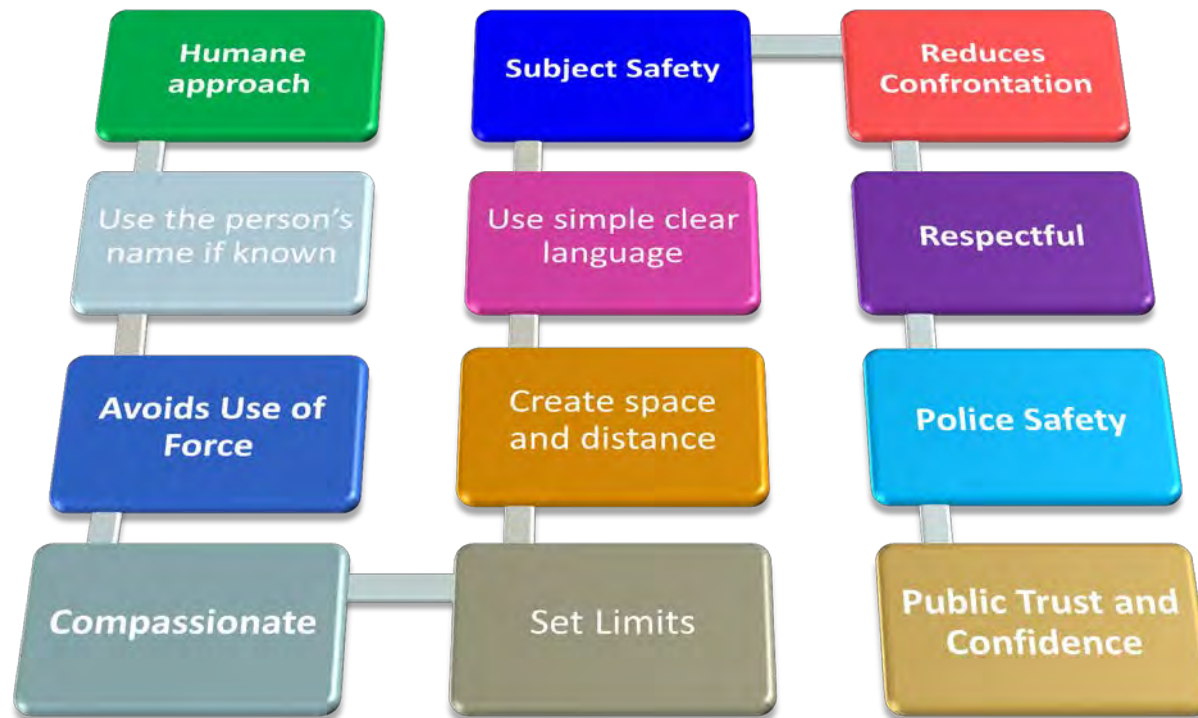
- The act of moving from a state of high tension to a state of reduced tension to ensure the safety of all
- First and most important reduce the level of arousal so discussion can become possible
 - Teaching focuses officers on keeping their emotions in check
 - Provides tactics for calm approach and response

Police have been called to intervene

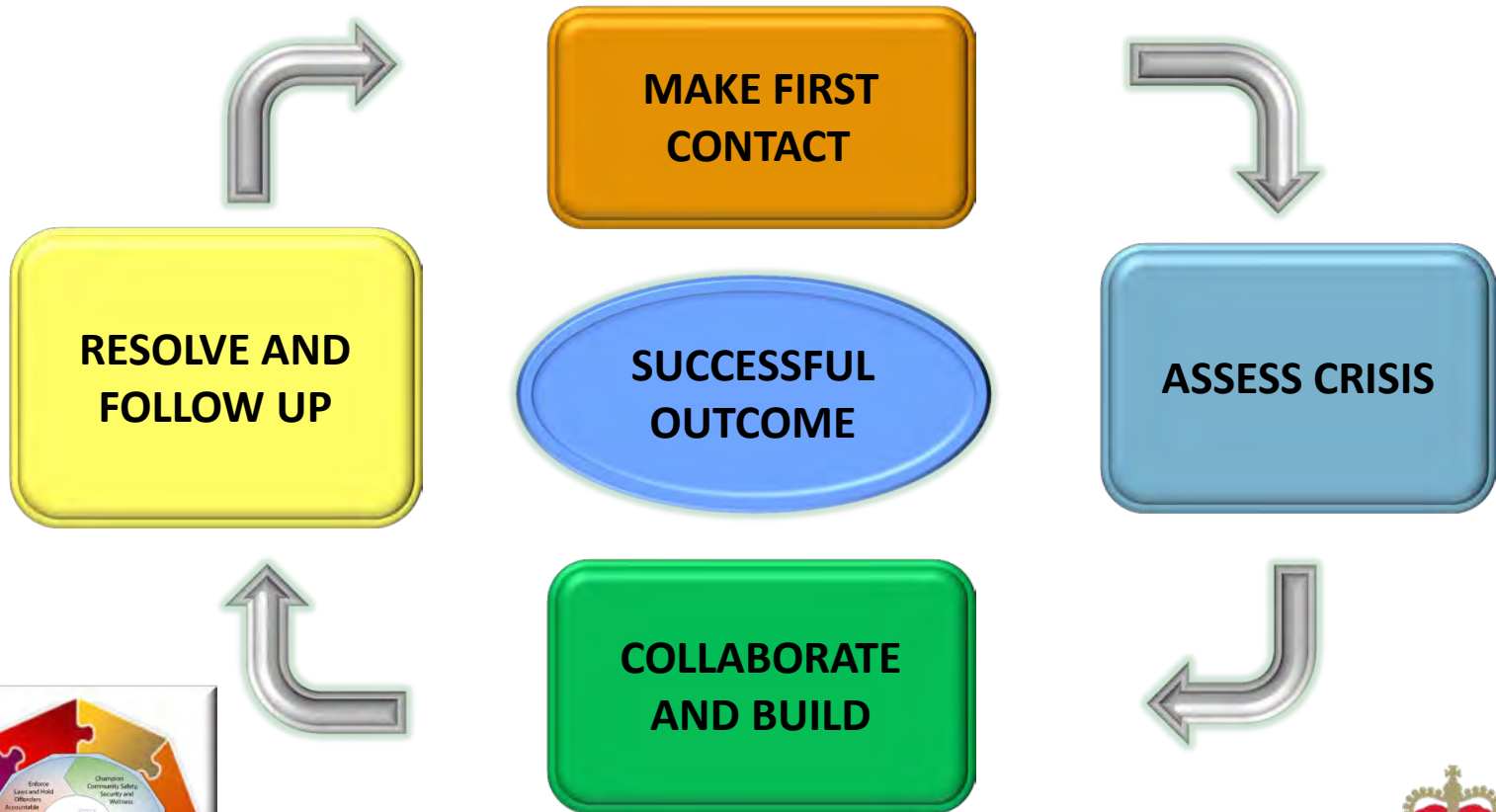
- Impact of Officer presence
- Use of physical cues
- Verbal communication
- Building rapport



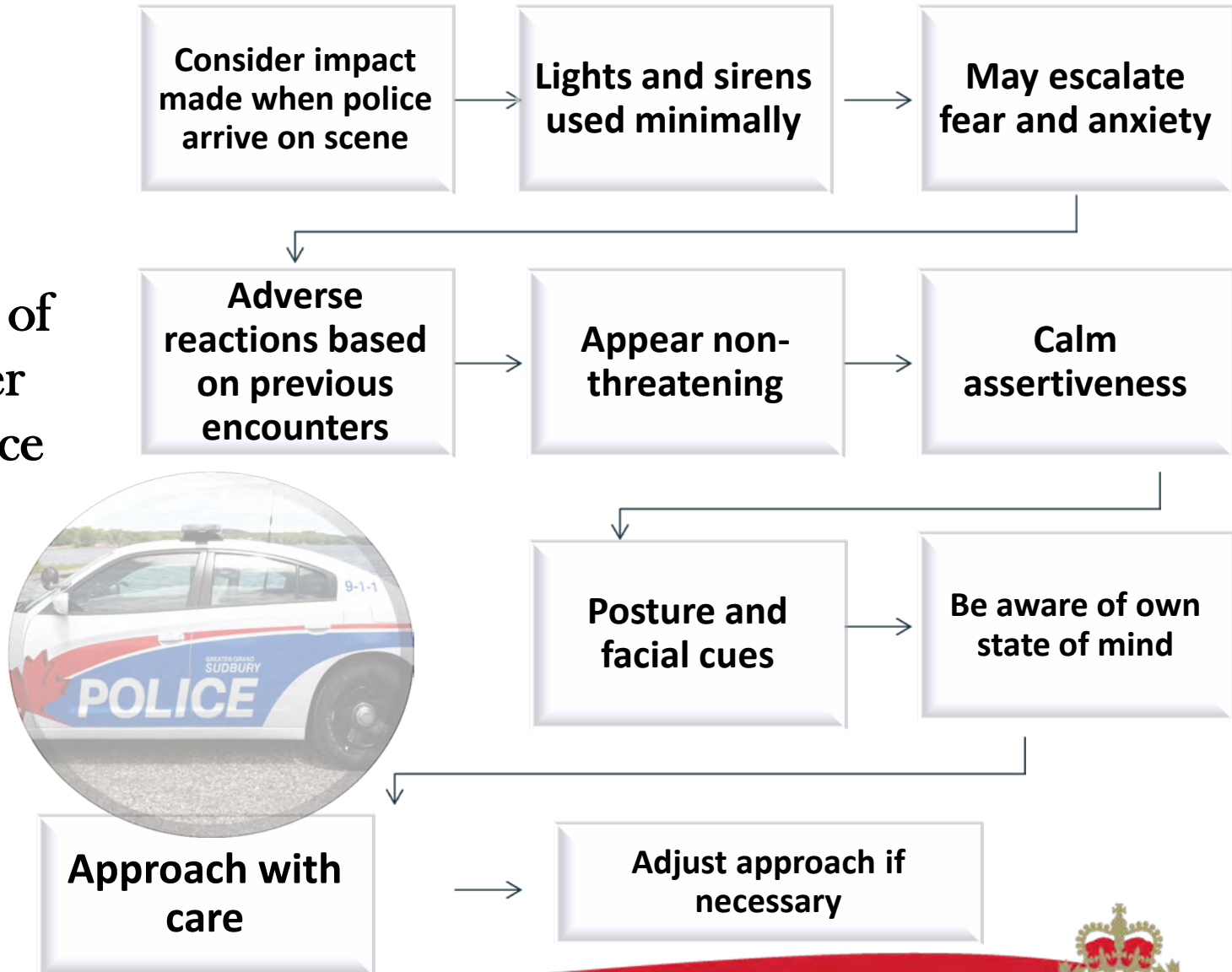
Importance of De-escalation Techniques



De-escalation Crisis Intervention Model



Impact of Officer Presence



Physical Cues

FACIAL EXPRESSIONS

- Continually change and are monitored
- Use open, calm, and empathetic facial expressions

VOICE CONTROL

- People read our voices
- Sounds such as tone, pitch, volume, rhythm/rate are important elements

MATCH ACTIONS

- Physical cues must match what is being said
- Mismatch will be detected and interfere with interaction

Physical Cues

DISTANCE

- Continually police officers need to be aware of tactical positioning
- Time & distance, reactionary gap change

EYE CONTACT

- Be careful never to use condescending or dismissive eye contact (ie. eye rolling)
- Eye contact is not universally interpreted or acceptable across all cultures

GESTURES

- Ensure hand gestures are non-threatening
- Convey a calm, relaxed demeanor

APPEARANCE

- Most of the time officers are in uniform, important to remember that this can be threatening

Effective Verbal Communication

Verbal communication techniques must be carefully used

Give choices

Empathize with feelings not behaviours

Talk about how the person wants to be in control

Relay the consequences about inappropriate behaviour

Match words and actions

The Four Communication Skills



“People in crisis want to feel that they are understood, and active listening demonstrates empathy”



Using Effective Physical Cues

55% of communication is body language

38% of communication is tone of voice

7% of communication is verbal



Active Listening

Empathy Skills

Non-Judgmental

Maximizing Organizational Performance

Avoid side conversations



Public Education

**De-escalation techniques are integrated in
all GSPS Training Programs**

Firearms

Use of Force

Officer Safety

Public Safety



Values

Respect = Our actions demonstrate our mutual respect for the community and each other.

Inclusivity = We value the unique qualities of our members and communities by promoting an inclusive environment guided by fairness, respect, equity and dignity.

Courage = We are committed to serving with distinction and pride for justice.

Honesty = We are professional, open, fair and accountable ethically performing our duties with integrity and trust.





Persons in crisis are more likely to comply with someone they see is willing to listen, understands, worthy of respect and non-life threatening



Questions?



Our Community

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Our Commitment

