

# WSPD TRAINING: Best Practices for De-Escalation and Dealing with Persons in Crisis



## INDIVIDUALS WITH MENTAL ILLNESS/DEVELOPMENTAL DISABILITIES TRAINING:

This training is critical in recognition of specific instances where an Officer must recognize that the citizen they are engaged with may be in need of special assistance as opposed to being the suspect in a crime. This class helps with decision making and situational awareness as well as providing information on the intricacies or recognizing and assisting citizens with special needs. There are practical exercises in this block of instruction as well as a pass/fail written test.



## REALITY BASED TRAINING:

This training is conducted before scenario based training and is largely geared toward proficiency with issued equipment in a crisis environment. Utilizing training equipment, the officer is put into situations where they will have to decide what level (if any) of force to use. Upon conclusion, the recruit is then expected to explain the lawful parameters surrounding their decisions in actions taken.



## CRISIS INTERVENTION TRAINING (All sworn staff have not completed this block of training yet but that is the goal):

This training goes into detail about victims in crisis, how to recognize the signs of a citizen who may be exhibiting unusual or potentially criminal behavior due to mental illness or medical issues, and how to properly deal with such situations. There is also a large amount of citizen immersion that occurs, where members of the community come to speak to officers about situations unique to them which would provide officers better insight on how to deal with more unusual calls for service.



## IMPLICIT BIAS TRAINING:

This training recognizes the human potential for unconscious bias and how it affects decision making. Upon completion Officers have a better understanding of Implicit Bias and how to guard against it affecting their actions/decisions when engaging the public.



## IMPROVING DECISION MAKING SKILLS TRAINING:

This training focuses on assisting officers with putting plans in place for decision making as well as projected outcomes of decision making. The concept of "quantum of force" is introduced, which is the theory of "If I... Then What?" which assists officers in making decisions with a specific goal in mind, as well as calculating the potential outcome.



## DE-ESCALATION FOR PERSONS IN CRISIS TRAINING:

This training covers recognition of the psychological crisis cycle, what you can expect from a citizen in each stage of the crisis, and ways to successfully navigate each stage. It covers that although dynamic and decisive use of Physical Force may be needed, it is always best to use verbal de-escalation if the opportunity to verbally de-escalate the situation presents itself. There is also a portion of the training that covers recognition of an officer "in crisis" and how that may affect decision making. Emotional and mental career survival were also topics of this block.



## EQUALITY IN POLICING CITIZENS TRAINING:

This training reinforces the concepts of treating each citizen with equal respect and importance regardless of gender, race, religion, or social status. It also covers pertinent cultural differences that an officer may encounter, and how to successfully and respectfully address these differences while still maintaining peace and conducting law enforcement actions. At the conclusion of this training there is a written pass/fail test.



## JUVENILE MINORITY SENSITIVITY TRAINING:

Much like the Equality in Policing Citizens training, this training reinforces the concepts of treating our younger citizens with respect and importance regardless of gender, race, religion, or social status. It also covers pertinent cultural differences specific to juveniles that an officer may encounter, and how to successfully and respectfully address these differences while still maintaining peace and conducting law enforcement actions. This training also covers the psychological aspects of juvenile decision making, and how understanding why a juvenile may only be able to come to certain conclusions based on their life experience. At the conclusion of this training there is a written pass/fail test.



## BEST PRACTICES FOR COMMUNITY DISSENT TRAINING:

This training covers information regarding Community Dissent and how it may affect Police. Even in times of civil unrest, Police must balance the protection of a community's 1st Amendment rights (even those not favorable to police) with the need for protection of the peace at large. This training covers de-escalation of crowd strategies as well as establishing relationships within the community. At the conclusion of this training there is a written pass/fail test.

