



# Santa Cruz Consolidated Emergency Communications Center

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**9-1-1** FIRE  
POLICE  
MEDICAL



Michael J. McDougall  
General Manager

## COMMUNICATIONS OPERATIONS LAW ENFORCEMENT POLICY

<b>Policy No.</b>	<b>4845</b>	<b>Date Issued:</b>	<b>June 1, 1996</b>
<b>Section:</b>	<b>4800 – Specific Procedures, Continued</b>	<b>Date Revised:</b>	<b>June 28, 2005</b>
<b>Accreditation Standards:</b> CALEA 6.2.2			
<b>SUBJECT: SUICIDES AND SUICIDAL SUBJECTS</b>			
<b>APPROVED:</b>	_____ Chairperson, Law Enforcement Users Subcommittee		
<b>APPROVED:</b>	_____ Michael J. McDougall, General Manager		

### Suicidal Caller

If you receive a call from a person making threats to commit suicide, REMAIN CALM. Do not intimidate the subject in any way. Keep your voice quiet. Reassure the caller you only want to help. Try to establish a rapport with the subject. Attempt to ascertain as much information as possible.

- ◆ Subject's location
  - Address, cross streets, phone number
  - In a kitchen, bedroom, bathroom, phone booth, business
- ◆ His/her name, age, description
- ◆ Method
  - Weapon - gun, knife, etc.
  - Pills
  - Other method, i.e., drive vehicle off cliff, etc.
- ◆ Reason for wanting to commit suicide

- ◆ Are they alone?
- ◆ Determine state of mind  
Agitated, depressed, intoxicated, revengeful

### **Attempted Suicide**

When a call is received regarding an attempted suicide directly from a reporting party, the dispatcher will first ascertain scene security and/or the presence of weapons. After all scene security information is obtained, the caller will then be routed through the EMD program.

**\*\* This procedure is necessary to make sure first responders have any and all scene security information before the victim receives medical attention \*\***

Assign an officer and a cover unit. Notify the patrol supervisor.

Do not dispatch patrol officers in cases which are reported after the victim is transported to a treatment facility unless one of the following circumstances is involved:

- ◆ Suspicious circumstances
- ◆ Illegal method or substance used
- ◆ The victim was aided or abetted
- ◆ Emergency responders request law enforcement at the scene.

Dispatch peace officers to all questionable cases.

If the subject has harmed him/herself in anyway, make sure fire and ambulance are responding to standby until an officer arrives and advises the scene is Code 4.

If you cannot ascertain the location of the victim, keep the subject on the phone line and have the line traced.

Attempt to keep the subject on the phone until the officers arrive on scene.

### **Suicides**

A person reporting someone has committed suicide is usually very upset. Try to calm the person and ascertain as much information as possible.

- ◆ If the suicide is confirmed, follow Policy No. 4725 Dead Body Calls (DOA).
- ◆ If there is any doubt, follow the Attempted Suicide section of this policy.