



Improving Officer Response Through Effective Communication Use

LT. DEREK WRIGHT
SPRINGDALE, ARKANSAS POLICE DEPARTMENT


Who am I???

- I recently received the award for “Longest and Most Boring Presentation Title of the 2018 CIT International Conference”
- But seriously.....

How much information do we usually get on a typical call for service?

- Welfare Check?
- Disturbance?
- Unknown Problem?

There is one commonality
among all of the different types
of calls for service that
increases risk
to officers

The background features a dark blue gradient on the left, transitioning into a series of curved, overlapping lines on the right. These lines form a tunnel-like perspective, with a grid of fine lines visible on the inner surfaces, creating a sense of depth and movement.

**A lack of effective
communication**

Typical Communication Pattern for Public Safety



What if???

- You were aware of history, preexisting conditions, diagnoses, coping skills, etc.?
- You knew who/what to look for before you arrived?

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What if our response could be
proactive.....instead of
reactive?

So how do we become proactive in our response?

- Just ask!!!
- Don't assume the public knows what information we need to improve our response!

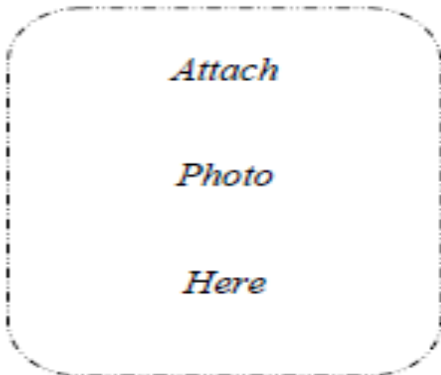
The background features a dark blue gradient on the left, transitioning into a complex, curved grid pattern on the right. The grid lines are thin and light blue, creating a sense of depth and movement, resembling a tunnel or a futuristic architectural structure.

So what did we do?



Springdale Police Department
Mental Health/Medical/Special Information
For First Responder

This form should be updated annually
Use Back of Form if Needed



Name: _____
 Nickname(s)/Preferred Name: _____
 Date of Birth: / / Sex: M F Height: _____ Weight: _____
 Identifying Features/Marks/Tattoos: _____
 ID worn (bracelet, name tag, tracker): _____
 Medical Condition(s): _____
 Current Prescription Medication: _____
 Normally takes medication as directed? Yes No
 Medication or Food Allergies: _____
 Communication: Verbal Non-Verbal Explain: _____
 Cognitive Ability/IQ: High Average Low
 Sensory Issues: Touch Noise Other: _____
 Fears or Triggers that may upset individual: _____
 Calming methods (favorite topics/interests, music, etc.): _____
 Does the individual wander? Yes No
 Places of Interest they may wander: _____

Caregiver Contact Information

Circle One: Parent Guardian Friend Family Member Third Party Caregiver

Name: _____
 Cell Phone: _____ Text? Yes No Other phone: _____
 Address: _____ City/State/Zip: _____

Emergency Contact Information

Relationship to individual: _____
 Name: _____
 Cell Phone: _____ Text? Yes No Other phone: _____
 Address: _____ City/State/Zip: _____

Medical Provider Name: _____ Phone: _____
 Medical Provider Name: _____ Phone: _____



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Attach

Photo

Here

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Normally takes medication as directed? Yes No

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Medical Provider Name: _____

Phone: _____

Medical Provider Name: _____

Phone: _____

Has it been effective?

- Missing person – Dementia patient/elderly female
- Disturbance – Autistic son
- Disturbance – Dual Diagnosis, major officer safety concerns
- Welfare Check – Wandering child, multiple diagnoses

How can the public access the form?

- Officers carry paper copies
- Available as a download on our website
- Available to fill out e-copy online on our website
- Form delivered to several area organizations (providers, advocates and community outreach partners)

How do you sell this?

- It's not required.
- Officers don't fill this out. The consumer or their caregiver fill it out. (Officers still have the option of an in-house BOLO if necessary)
- They only fill out the information they wish to share with us.
- It can be updated anytime
- It can be rescinded anytime
- Not subject to FOIA in Arkansas. (Check your state's FOIA laws!)

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How do you promote this?

Press Release



Press Release
Springdale Police Department
Public Information Office
Phone: 479-750-8158 E-mail: dewright@springdalear.gov
www.springdalear.gov

May 31, 2016

As you know, today is the last day of May. What you might not be aware of is that May is Mental Health Awareness month. We wanted to take a moment to remind everyone of the resources that SPD has to assist officers as well as those experiencing a mental health crisis.

First, SPD created a special information form that those with special mental health needs can fill out to provide vital information for officers in the event that the person experiences a mental health crisis.

The form can be viewed and printed here:

<https://drive.google.com/file/d/0B-cAjkWiaYOvZWQ1NnRxVUY4ZjQ/view?usp=sharing%20>

For Spanish: <https://drive.google.com/file/d/0B-cAjkWiaYOvT3pFS0JrUnVQM2c/view?usp=sharing%20>

The form can be taken to the station at 201 Spring Street or given to any officer.

Social Media



Springdale Police Department

November 2, 2017 · 🌐



We would like to remind everyone of a program that we have at the Springdale Police Department to help officers when they come in contact with citizens who may have a mental health, medical or other special need.

The public may use a form designed to provide helpful information to officers when in contact with an individual experiencing a mental health, medical or other type crisis. The information provided can be used to assist in attempts to deescalate or defuse those crisis situations.

We encourage those with mental health, medical or other special needs and their caregivers or guardians to use this form to provide helpful tips or caregiver/guardian contact information for officers to use in the event of an emergency.

We have these forms in English, Spanish and Marshallese.

We are constantly working to improve the ways we serve our community and to continue to improve the quality of life in Springdale.

You may access the forms on our website at <http://www.springdalear.gov/224/Forms-Documents> and then return them to the police department to be entered into our database for our dispatchers to access at the time of a call.

Springdale Police Department Mental Health/Medical/Special Information For First Responder		Use el otro lado si necesita		Fotografía		
This form should be updated annually Use Back of Form if Needed		Atta	Nombre _____ Nombre Precedido o Apellido _____ Fecha de nacimiento: / / Sexo: H/M Altera _____ Pao _____ Muestra Crecimiento/Tatuajes: _____ Identificadores, nombres (papas, amigos con su nombre, etc.): _____ Condiciones médicas: _____ Medicamentos de venta con receta _____ ¿Usa medicamentos de la tienda? Si No _____ Alergias de comida o medicina _____ Comunicación: Verbal / No-Verbal: Explor _____ Habilidad Cognitiva: Alto Prendido Bajo _____ Problemas Sensoriales: Tapes Bauds Otro _____ Traumas o eventos adversos que pueden afectar a el individuo: _____ Método para colarse (teléfono, llave de reserva, etc.): _____ ¿Este persona le gusta salir? Si No _____ Lugares favoritos que le gustar o visitar _____	Pho	_____	Agul
red Name: _____	Sex: M F Height: _____ Weight: _____	Her	_____			
Marks/Tattoos: _____	Name tag, tracker): _____					

Media

nwa
homepage .COM

NEWS WEATHER PIG TRAIL NATION CONTESTS COMMUNITY CALENDAR COMMUNITY GOOD DA

GET STARTED

3 Easy Steps
1. Click 'Get Started'
2. Free Access - No Sign up!
3. Get Access to Online Calendars

KNWA

Springdale Police Department Prepared for Rise in Mental Health Calls this Holiday Season

By: Chellsie Brown

Posted: Dec 19, 2016 08:47 PM CST
Updated: Dec 20, 2016 07:42 AM CST

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Fox 24

Springdale Police Utilize Mental Health Resources

Posted: May 31, 2016 05:00 PM CDT
Updated: May 31, 2016 10:00 PM CDT

5 NEWS NEWS SPORTS HOG CENTRAL HEALTH ON-AIR CONTESTS TRAFFIC EVENTS WEATHER NEWS WHERE YOU LIVE

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Springdale PD Implements New System Focused On Mental Health, Special Needs

POSTED 11:55 AM, APRIL 1, 2016, BY ZUZANNA SITEK AND DILLON THOMAS, UPDATED AT 09:16PM, APRIL 1, 2016

FACEBOOK TWITTER G+ GOOGLE PINTEREST LINKEDIN EMAIL

Community Forums

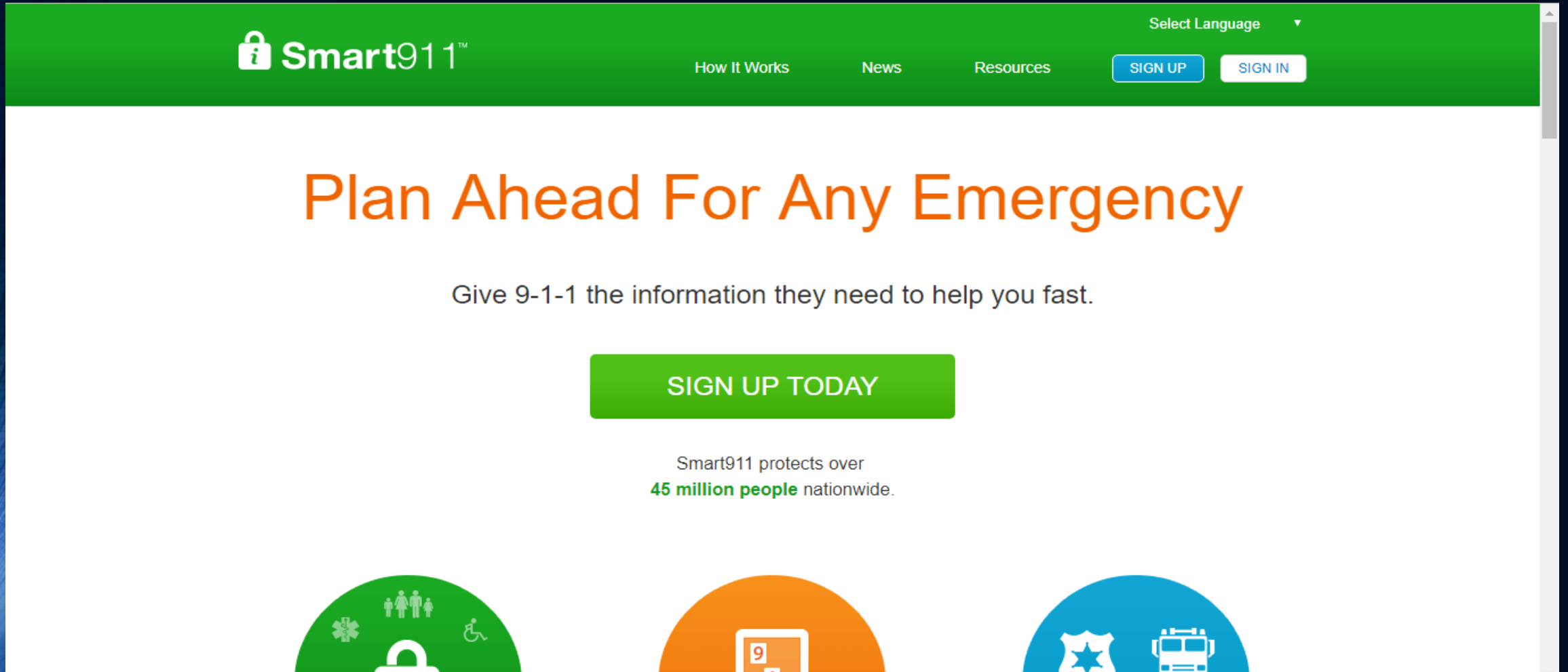
- Mental Health Fairs
- Advocacy Walks

- Anybody who will listen!!!

Keep Promoting

- Promote early and promote strategically throughout the year.

So this form is great and all, but what other options are there?



The image shows a screenshot of the Smart911 website. The header is green and contains the Smart911 logo on the left, navigation links for 'How It Works', 'News', and 'Resources' in the center, and a 'Select Language' dropdown menu on the right. Below the header, the main content area is white. It features a large orange heading 'Plan Ahead For Any Emergency', followed by the text 'Give 9-1-1 the information they need to help you fast.' and a prominent green 'SIGN UP TODAY' button. Below the button, it states 'Smart911 protects over 45 million people nationwide.' At the bottom, there are three circular icons: a green one with a padlock, a family, and a wheelchair; an orange one with a smartphone showing '911'; and a blue one with a police badge and a fire truck.

Smart911™

Select Language ▾

How It Works News Resources

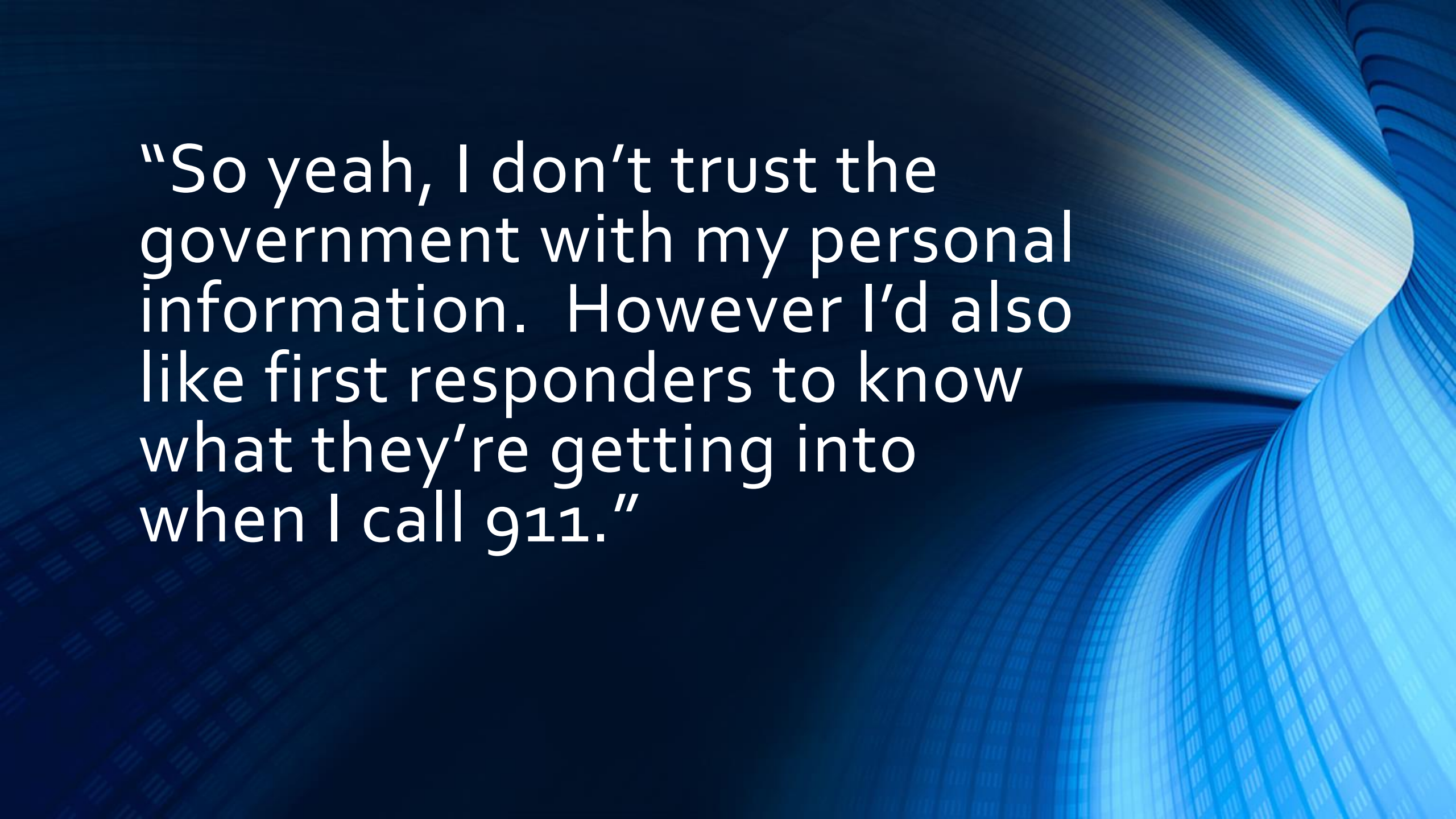
SIGN UP SIGN IN

Plan Ahead For Any Emergency

Give 9-1-1 the information they need to help you fast.

SIGN UP TODAY

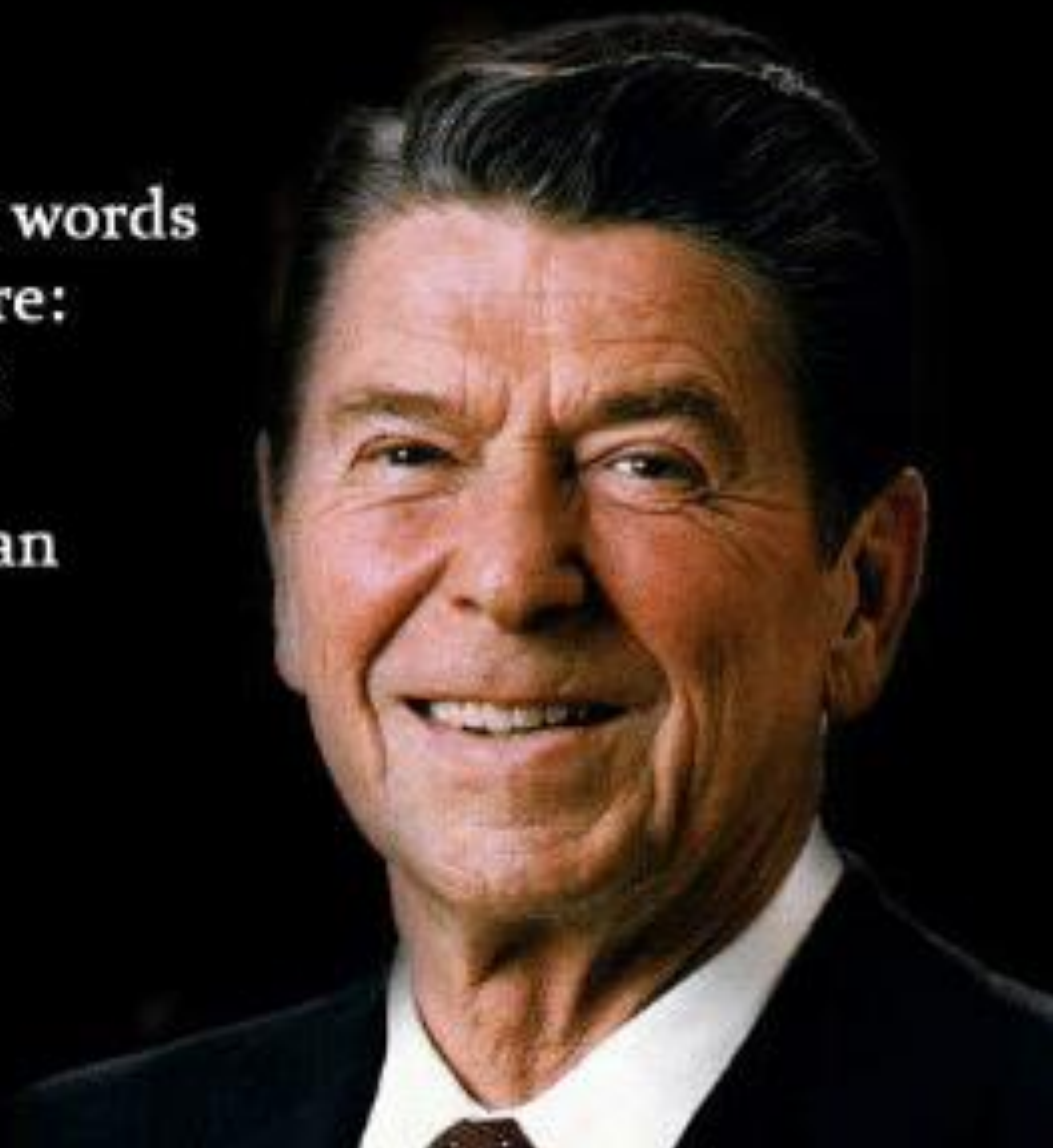
Smart911 protects over
45 million people nationwide.

The background features a dark blue gradient with a series of curved, parallel lines that create a sense of depth and movement. On the right side, there is a grid-like pattern of light blue lines that recedes into the distance, giving the impression of a tunnel or a digital space.

“So yeah, I don’t trust the government with my personal information. However I’d also like first responders to know what they’re getting into when I call 911.”

"The nine most terrifying words
in the English language are:
'I'm from the government
and I'm here to help.'"

-Ronald Reagan



Wallet Card – Disability Independence Group (DIG)

2990 SW 35th Avenue, Miami FL 33133 | Fax: 305-442-4181

Login

305-669-2822



i For Police and Other Organizations
Click Here for Our Wallet Card Program

[Home](#) [About DIG](#) [Advocacy](#) [Projects](#) [Multimedia](#) [News and Blog](#) [Links](#) [Contact DIG](#)



Just DIGit

DONATE NOW

PAY HERE

The Wallet Card Application

The Wallet Card Project is a project of The Disability Independence Group, Inc. that was designed in collaboration with The Coral Gables Police


[Website Accessibility Information](#)

Select Text Size

A | A | A

Wallet Card – Disability Independence Group (DIG)

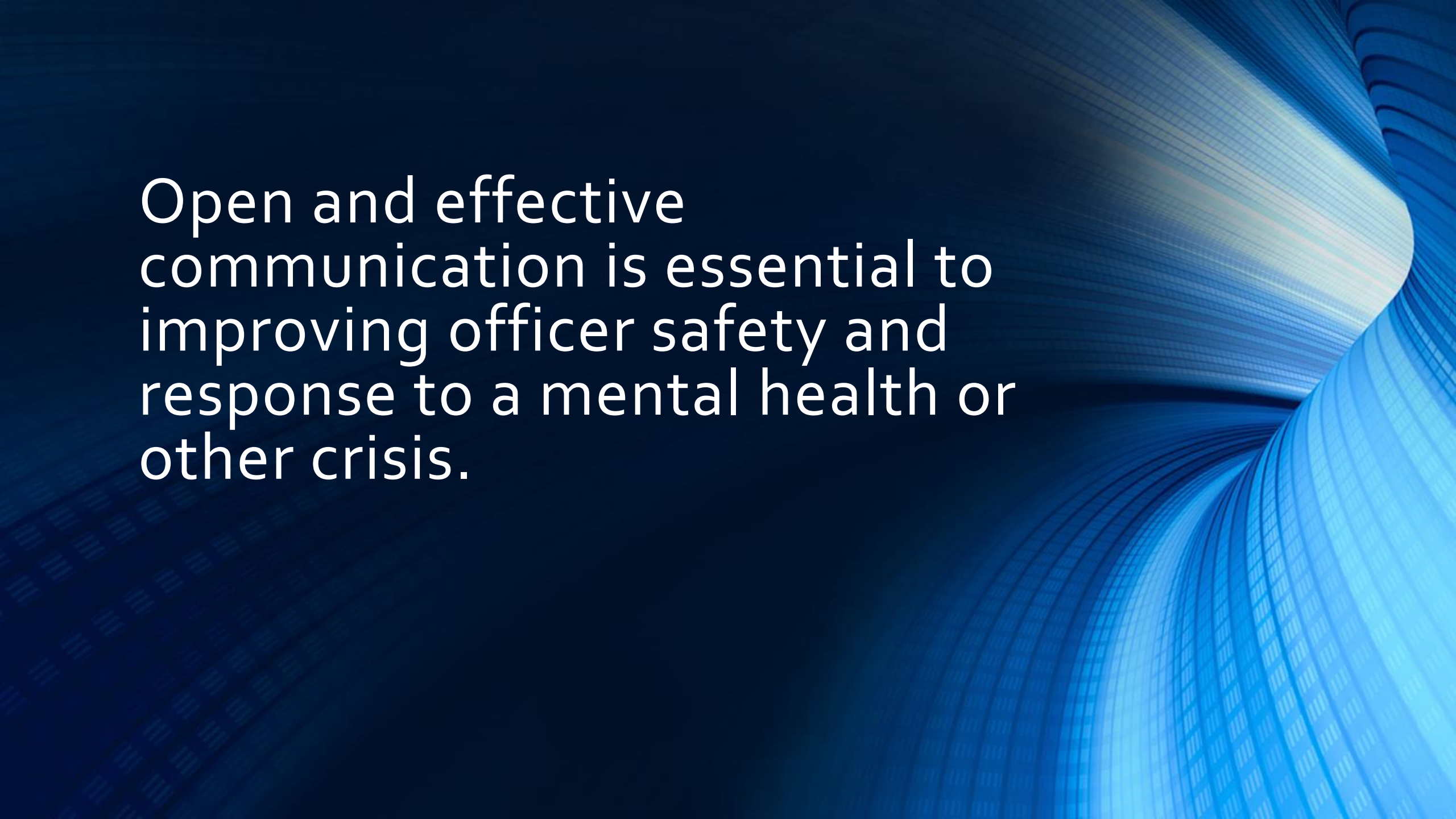
- <https://www.justdigit.org/wallet-cards/>

The background is a dark blue gradient with a complex, abstract pattern of curved lines and a grid-like texture that creates a sense of depth and movement, resembling a tunnel or a digital space.

“So, I was texting for the last hour. Can you hit the high points for me?”

In a Nutshell

- Let the public know what you need to keep your officers, and them, safe!
- Just ask!!!

The background features a dark blue gradient with a prominent, glowing tunnel-like structure on the right side. This structure is composed of many thin, parallel lines that curve and converge, creating a sense of depth and movement. The light source appears to be at the end of the tunnel, casting a bright glow that fades into the darker blue of the background.

Open and effective communication is essential to improving officer safety and response to a mental health or other crisis.

Questions???

- Contact Info:
 - Lt. Derek Wright
 - dewright@springdalear.gov
 - (479) 263-0335

The background is a dark blue gradient with a grid of thin, light blue lines. The grid lines curve and converge towards the right side of the image, creating a perspective effect that resembles a tunnel or a curved surface. The lighting is brighter on the right side, where the grid lines are more densely packed and the color is a lighter shade of blue.

Thanks for coming!!!