



## OFFICE OF PROFESSIONAL ACCOUNTABILITY

### Closed Case Summary

Complaint Number OPA#2015-0571

Issued Date: 10/21/2015

Named Employee #1	
Allegation #1	<u>Seattle Police Department Manual</u> 5.001 Standards & Duties: (9) Employees Shall Strive to Be Professional At All Times (Policy that was issued 07/16/2014)
OPA Finding	<b>Not Sustained</b> (Training Referral)
Final Discipline	N/A

#### **INCIDENT SYNOPSIS**

The named employee responded to a report of a disturbance involving a developmentally disabled subject. Upon arrival the named employee interacted with first the caregiver, the complainant, and then the mother of the subject. They had a discussion of how the situation could be handled in both the short and long term. The named employee assisted in having an ambulance respond for a voluntary transport of the subject to the hospital.

#### **COMPLAINT**

The complainant alleged that the named employee was discourteous during a crisis call for service.

## **INVESTIGATION**

The OPA investigation included the following actions:

1. Review of the complaint email
2. Interview of the complainant
3. Review of In-Car Video
4. Search for and review of all relevant records and other evidence
5. Interview of SPD employees

## **ANALYSIS AND CONCLUSION**

It is the expectation that officers and particularly Crisis Intervention Trained (CIT) employees be well equipped to assess and manage events that involve a person in crisis. That is why the Department takes steps to dispatch CIT trained employees to calls where their enhanced training could be effective. While the evidence did not support a sustained finding of the allegation, the interaction between the named employee and the complainant demonstrated a need for improvement.

## **FINDINGS**

### **Named Employee #1**

#### **Allegation #1**

The evidence supports that the named employee would benefit from training. Therefore a finding of **Not Sustained** (Training Referral) was issued for *Professionalism*.

**Training Referral:** The named employee's statements and demeanor, as reported by both the complainant and the witness and partially supported by ICV audio, indicate the need for additional training and coaching in how to interact with caregivers who are themselves in crisis as a result of caring for someone who is particularly challenging. This is concerning since the named employee is reportedly certified as a CIT trained officer. A specific training and coaching plan should be developed and implemented for this employee to improve his skills in listening without judgment, developing and communicating empathy, and de-escalation of persons in crisis and those associated with them (family members, caregivers, etc.).

*NOTE: The Seattle Police Department Manual policies cited for the allegation(s) made for this OPA Investigation are policies that were in effect during the time of the incident. The issued date of the policy is listed.*