My name is Officer Stacy Faulkner and I am a Memphis Police Officer. I have been a police officer for 10 years and a certified CIT officer for 9 years; with all of my service being with the Memphis Police Department.

The Memphis Police Department’s Raines Station Officer of the year 2005
The Memphis Police Department’s Raines Station CIT Officer of the year 2012
The Memphis Police Department’s Overall CIT Officer of the year 2012
I'm here to speak to you about the Crisis Intervention Team or as it's also known "CIT".
What is CIT?

CIT is a team of Police services, Mental Health Professionals, and the community working together to provide help and services to those in crisis.
CIT - Crisis Intervention Team
Where do we get the team aspect?

The way we handle calls.
The care we show for the person in crisis.
Every CIT officer before you, has used the same style and technique. When you make a CIT call, the groundwork is there to help you handle the call as successful as possible.
The main focus of this presentation is to talk about the Scene officer. The officers who make the first contact with the consumer and the challenges presented.
What is a crisis?

The dictionary defines a crisis as:

1. A stage in a sequence of events at which the trend of all future events, especially for better or for worse, are determined; a turning point.

2. A condition of instability or danger, as in social, economic, political, or international affairs, leading to a decisive change.

3. A dramatic emotional or circumstantial upheaval in a person's life.

In short it means they are overwhelmed, stressed, scared, confused, depressed; or just don't see a way out.
What can cause a crisis?

Mental illness: diagnosed, or even worse, undiagnosed illness and disorders.

Physical disabilities: such as traumatic brain injuries; mental or physical disabilities (hearing impaired, paralysis, etc..)

Crisis from external factors (family problems, financial problems, career problems, etc...).
CIT officers are regular police officers when not answering CIT calls; they handle calls for service and other police duties. When a CIT call goes out, they handle the CIT call; even if it's in another area.
We are not doctors. We are police officers. We have to maintain officer safety first; but remember when the scene is safe, we are there to help.
Points to remember when responding to CIT calls:

1. Your demeanor is everything. Talk in a calming voice; use your verbal skills to calm the consumer down.

2. Show the consumer you are there to help.

3. Keeps your hands open and in front of you; and in an non-aggressive manner.

4. Look the person in the eye and call them by their name; let them know you are there for them, and are going to help them.
Listen to the consumer......

- Sometimes you can resolve the issue while on the scene.
- Sometimes the consumer just wants to be heard.
- Think outside the box.
- Ask how you may be able help (a snack, cigarette, etc...).
- Offer assistance with obtaining medication.
Other points to consider:

Remove people or objects that may upset the consumer.

Think about body language. Do not appear to be aggressive or a danger to the consumer.
When you come into contact with a consumer you have to remember he/she, in most cases, cannot control their actions.

They may fight you. But only because he/she is sick. They are scared. You will chase them, you will have to fight them. Just remember they are sick.

You are trying to help them.
Educate the families......

They can be the key to the consumer maintaining a healthy lifestyle.

Spend time with the family and talk. Explain the illness that their family member is experiencing. Be sure and explain how important the medication is. They can sometimes be the one person the consumer will listen to when they need to take the medications.
Final thoughts......

The person cannot help the fact they are in crisis.

He/she did not choose to be sick.

We are experiencing and will continue to experience growing numbers of Mentally ill.

Remember your returning veterans. Many will experience PTSD and TBI's.

You are a Police officer first. Do not ever sacrifice officer safety.