

St. Joseph, Missouri Police Department



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| SUBJECT: CRISIS NEGOTIATION TEAM | | |
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I. POLICY

It is the policy of the St. Joseph Police Department to have in place standard operating procedures for the Crisis Negotiation Team (CNT). The department recognizes that every critical incident presents its own unique tactical requirements and that no single document can foresee every variable for every incident, when the CNT is deployed in a critical incident situation.

II. PROCEDURES

The Crisis Negotiation Team CNT will be staffed by one or more team supervisors holding the rank of Sergeant or above. Department Command Staff will appoint CNT supervisors as needed. The selection of team negotiators will be done using the procedures outlined below.

A. Qualifications/Selection for Crisis Negotiation Team Members

1. Officers applying to become members of the Crisis Negotiation Team will possess the following basic qualifications:
 - a. Minimum of 3 years of continuous service as a police officer with the St. Joseph Police Department;
 - b. No serious discipline during the officer's last evaluation period; and
 - c. All applicants will be CIT officers prior to applying for the Crisis Negotiation Team or be scheduled to attend a Basic CIT course.
2. Officers applying to become members of the Crisis Negotiation Team will possess the following characteristics:
 - a. Self-discipline: The officer must be able to maintain control of his/her anger, anxiety, fear, and hostility.
 - b. Ability to function under stress: The officer must be able to perform under the circumstances of duress which frequently exist in critical incidents.

- c. Competent Interviewer: It is essential for timely and efficient fact-gathering; the officer must possess the appropriate minimum level of interviewing skills commensurate with his/her experience.
- d. Assertiveness: The officer must be able to communicate effectively with superiors regarding professional assessments or cautions.

3. Selection Process

- a. When a vacancy exists, a memo will be posted stating the qualifications and deadline for applications (see also GO0123 Specialized/Rotational Assignments).
- b. The officer will submit a letter of interest to the Crisis Negotiation Team supervisor expressing interest in joining the team;
- c. The officer will obtain a letter of reference from his/her immediate supervisor;
- d. A review of the officer's last performance evaluation will be conducted; and
- e. All qualified applicants will participate in an interview board consisting of Crisis Negotiation Team Supervisor(s) and existing members of the Crisis Negotiation Team.
- f. The selection criteria will include, but not be limited to, the following:
 - 1) personality traits;
 - 2) experience;
 - 3) personnel distribution; and
 - 4) communications skills.

B. Training

1. Preliminary Training:

- a. Newly appointed Crisis Negotiation Team (CNT) Members will attend a Basic Crisis Negotiation Training Course as soon as possible after appointment.
- b. If not already Crisis Intervention Team (CIT) members, newly appointed Crisis Negotiation Team Members will attend Basic Crisis Intervention Team (CIT) training as soon as possible.

2. In House Training:

- a. The entire Crisis Negotiation Team (CNT) will train for a minimum of 8 hours every other month.
- b. The entire Crisis Negotiation Team (CNT) will take part in Special Response Team (SRT) training at a minimum of once a year or at the request of the Crisis Negotiation Team Leader or the Special Response Team Leader.

3. Skill Development Training:

It shall be the responsibility of the Crisis Negotiation Team (CNT) member to apply for a minimum of one outside training course in the area of Crisis Negotiation per year.

4. Training Records:

Training records will be maintained by the Training Officer and the Crisis Negotiation Team Supervisor.

C. General Concepts

1. Types of incidents for Crisis Negotiations Team (CNT) deployment:
 - a. Hostage situations;
 - b. Barricaded suspect(s);
 - c. Suicide prevention; and
 - d. All SRT deployments.
2. Staffing for Crisis Negotiation Team Deployment:
 - a. In a hostage situation a minimum of 3 Crisis Negotiation Team members should be deployed. In a suspect barricade, warrant service and suicide prevention situation at least 1 Crisis Negotiation Team member should be deployed. If additional team members are needed, it is the responsibility of the member already on scene to contact the Crisis Negotiation team Leader or request the Team Leader be contacted and apprised of the request and details of the situation.
 - b. One Crisis Negotiation Team (CNT) Member should accompany the SRT on all SRT deployments. If additional team members are needed, it is the responsibility of the team member already on scene to contact the Crisis Negotiation Team (CNT) supervisor.
3. Advantages
The advantages of negotiation include, but are not limited to:
 - a. Reducing risk to life;
 - b. Gaining time (to marshal resources, make psychological assessments and develop tactical response plans);
 - c. Establishing rapport with the subject may facilitate a peaceful resolution;
 - d. Gathering intelligence;
 - e. Persuading the suspect(s) to release victim(s), give up weapons, and/or make other concessions;
 - f. Persuading the suspect(s) to surrender and/or to give up tactical advantage; and
 - g. Facilitating tactical resolution where all other apparent options have been exhausted.
4. What is Negotiable
 - a. All issues may be subject to negotiation, other than the following:
 - 1) Provision of weapons, ammunition, or other hazardous substances to the suspect; and
 - 2) Substitution of hostages (exchange of one victim for another).
 - b. Issues that may be considered for negotiation:
 - 1) Money;
 - 2) Food and/or drink;
 - 3) Media coverage; and
 - 4) Drugs or Intoxicants.

NOTE: The significant risks to providing drugs or intoxicants must be considered. Providing these items is typically not recommended.
 - c. All deliveries or exchanges are subject to the approval of the Incident Commander. The specific plans for delivery of items must be

developed by the on scene SRT commander. If no safe approach can be developed, then the items for delivery may become part of further negotiations.

D. Callout Procedure

1. When a sergeant or higher ranking officer has evaluated an incident and feels the Crisis Negotiation Team (CNT) is needed, they should immediately contact the Communications Center.
2. The Communications Center should notify the Crisis Negotiation Team (CNT) supervisor, and provide a brief situation summary, current location, and any other pertinent information.
3. Upon being notified, the Crisis Negotiation Team (CNT) supervisor will determine what team resources are needed. The Communications Center may be used to assist in contacting members of the Crisis Negotiation Team (CNT).
4. If for any reason the Crisis Negotiation Team (CNT) supervisor cannot be reached, the Communications Center should use the Crisis Negotiation Team (CNT) roster to notify the entire team.
5. Crisis Negotiations Team (CNT) members responding should go in service via radio.
6. A complete concise summary of the incident should be obtained from the on scene supervisor as soon as possible.

E. Team Composition

The following is the recommended Crisis Negotiation Team (CNT) configuration when deployed:

1. Primary Negotiator
 - a. Communicates directly with the subject;
 - b. Implements the Crisis Negotiation Team (CNT) negotiation strategies; and
 - c. Provides assessment and develops negotiation strategies with the Crisis Negotiation Team (CNT).
2. Secondary/Coach
 - a. Monitors the communication between the subject and Primary Negotiator;
 - b. Provides direct, written negotiation suggestions/direction to the Primary Negotiator during contact;
 - c. Filters suggestions and notes from other Crisis Negotiation Team members;
 - d. The only person that communicates with the Primary Negotiator while in contact with the subject; and
 - e. Provides assessment and develops strategies with the Crisis Negotiation Team (CNT).
3. Team Leader
 - a. Supervises the on scene Crisis Negotiation Team (CNT);
 - b. Monitors communication between the subject and the Primary Negotiator;

