

**PROCEDURE**

**C4.10**

**EFFECTIVE DATE**

**3/20/2017**

**Central Lane  
Communications**



**C4.10 CAHOOTS**

**C4.10.1 General Information**

- If there is any indication of violence or weapons CAHOOTS cannot respond.
- CAHOOTS does not perform any law enforcement duties
- Any time a request for service involves a crime, a potentially hostile person, a potentially dangerous situation (to the subject or the public in general) or an emergency medical problem the call is not appropriate for CAHOOTS, and will be referred to the Eugene Police Department and/or Fire/EMS for dispatch.
- Only available inside the Eugene city limits unless the EPD Watch Commander has approved going outside the city. See C4.2 Watch Commander requests.
- CAHOOTS cannot transport subjects that require a wheelchair or children that require car seats.

**Some of the call types that CAHOOTS will respond to are:**

- At the request of Police or Fire personnel on scene of an incident
- Transports for mental health services (MENTRA)
- Counseling depressed or suicidal subjects (ASTPUB)
- Assisting the public with emergency shelter resources (ASTPUB)
- Transportation to detox services for intoxicated people (TRAN)
- Welfare checks (when no crime is suspected) (CHKWLF)
- Reports of intoxicated subjects in public places (INTXSU)
- Reports of disoriented subjects (DSRISU)
- Non-emergency medical evaluations (ASTPUB)
- Transports for non-emergency medical care (TRAN)
- Delivering emergency/death messages (EMRMSG, DTHMSG)
- Dispute resolution (ASTPUB)
- Street facilitation (ASTPUB)

**C4.10.2 General Call Entry Protocol:**

CAD CT/D Field	Description
Units	Use "CAHOT" on all CAHOOTS calls
Loc (Location)	<ul style="list-style-type: none"><li>• Exact address <i>if known</i></li><li>• Nearest intersection/cross street <i>if exact address is unknown</i></li></ul>

	<ul style="list-style-type: none"> <li>If a business, enter "B/" followed by the business, apartment, campground or common place name.</li> </ul> <p>You may have to override CAD auto entry if it is incorrect</p>
(Location/City)	CAD autofills this field based on your pick list selection. CAHOOTS only operates inside the Eugene city limits You must verify that it is correct.
(Location/3 <sup>rd</sup> field)	Apartment, space or suite number. Or other location clarification (e.g. p-lot, 2nd flr, behind res)
Busi	Business name if not entered via "B/" in Loc field
Ph	Business phone number
Nature (Incident code)	See table below
Pri (Priority)	3, 5 – generally auto assigned by CAD See table and notes below You must verify that the priority is appropriate for the circumstances.
Caller Address	Caller's address
Caller	"UNK", First name Only get the first name on callers requesting CAHOOTS
Addr	Caller's address or location
Ph	Callback number for caller
Notes/Remarks	Enter call details here <ul style="list-style-type: none"> <li>Description of the involved</li> <li>Specific information on where the involved will be waiting</li> <li>Brief description of the requested services</li> </ul>
Disposition / Cancel Code	

### C4.10.3 Call Types, Incident Codes and Priorities

Call Type	Incident Code	Priority
Assist Public	ASTPUB	5
Check Welfare	CHKWLF	5 generally
Death Message	DTHMSG	5
Disoriented Subjects	DSRISU	3 if in danger 5 if not in danger
Emergency Message	EMRMSG	5
Found Syringe	FNDSYR	5
Intoxicated Subject	INTXSU	3 if in danger 5 if not in danger
Mental Transports	MENTRA	3 if in danger 5 if not in danger
Transport	TRAN	5
Other call types		5

### C4.10.4 Screening CAHOOTS Calls:

- First name of the involved (we do not ask for nor want last names on CAHOOTS calls)
  - If the person's last name is provided, do not enter it into the CAD notes even if it used to determine the person's address.
- Description of the involved
- Specific information on where the involved will be waiting
- Brief description of the requested services
- Include any known means of harm for suicidal subjects, i.e. thoughts of suicide, patient has pills available but has not taken
- Never provide the caller with an ETA
- Near the end of the CAHOOTS shift, check with the Station-2 dispatcher to see if they believe CAHOOTS will have sufficient time to respond before they secure

#### **C4.10.5 Dispatching**

- Station-1 Dispatcher should immediately review each new CAHOOTS call to ensure they are complete and meet CAHOOTS criteria. If corrective action is necessary, the Station-1 Dispatcher will direct the Call Taker or the Station-2 Dispatcher to follow-up.
- All CAHOOTS calls are dispatched by Station-2 on Channel 2
- CAHOOTS calls should not be dispatched via phone nor should they be notified of pending calls via phone.
- Additional details or clarification of details can be given to CAHOOTS over the phone.
- CJI or other information from law enforcement databases (such as addresses obtained from RMS, DMV, LEDS or NCIC, etc.) cannot be released to callers.
- CJI or other information from law enforcement databases (e.g. RMS, DMV, LEDS or NCIC, etc.) cannot be released to CAHOOTS with the exception of addresses for persons involved in a Welfare Check or similar calls. Those addresses can be provided to CAHOOTS so that they can check on the welfare of that person(s) but those addresses cannot be released to the caller or any citizen.

#### **C4.10.6 Station-2 Dispatch Duties**

- Maintain current status of CAHOOTS units
- Dispatch them to CAHOOTS calls for service
- Ensure that all closed CAHOOTS calls have the correct disposition. Take corrective action as necessary.

#### **C4.10.7 To designate an open call for CAHOOTS**

On the command line of the CAD Calltaker/Dispatch Window, type "CAHOT AS" <enter>

### **Information on Specific Types of Calls**

#### **C4.10.8 Assist Public**

If a caller is thinking about suicide and has not made any attempt to harm themselves, the call may be appropriate for CAHOOTS.

#### CAD Entries:

- Incident Code = ASTPUB
- Priority = 5
- Units = CAHOT
- Notes = explain that the caller is requesting for counseling for suicidal thoughts

If a subject needs assistance with housing, counseling, or mental health problems

- Incident Code = ASTPUB
- Priority = 5
- Units = CAHOT
- Note = explain what the caller is requesting

#### **C4.10.9 Check Welfare**

- Subject Down (SUBJDO) calls are multi-agency combination calls which may include CAHOOTS. See C4.6 Subject Down
- If hazardous conditions exist or the caller suspects a crime may have been committed, this is a police response not a CAHOOTS call

#### CAD Entries:

- Incident code = CHKWLF
- Priority = 3 (if endangerment exists) or 5 (no endangerment)
- Units = CAHOT
- Notes = Clarify the caller's relationship to the involved person

#### **C4.10.10 Death Message**

- Requires a request via LEDS Administrative Messaging
- CAHOOTS will only be dispatched to assist EPD on these calls

#### **C4.10.11 Disoriented Subjects**

- Be careful to screen these types of calls to ensure there are no medical problems. If so, use EMD protocols.
- If the subject is hostile, this is a police response not a CAHOOTS call
- If the subject is elderly and appears confused, consider calling area care facilities to see if they are missing a resident..

#### CAD Entries:

- Priority = 3 (if endangerment exists) or 5 (no endangerment)

#### **C4.10.12 Emergency Message**

- Does not require a LEDS message
- Enter the caller's complete name, address and phone number in the CAD
- We will not divulge the nature of that emergency. Do not enter in the CAD.
- Clarify caller's relation to involved in the CAD details.
- CAHOOTS can be dispatched solo on these calls if there are no endangerment issues.

#### **C4.10.13 Found Syringe**

- CAHOOTS can be dispatched to pick up found syringes when they are on duty.
- If CAHOOTS is not on duty, enter a priority 5 FNDSYR call for EPD response..
- Call Takers should attempt to get the exact location of where the syringes are (e.g.. under large oak tree in front of loc) and how many there are.
- Do not enter a call for citizens wanting to dispose of their own syringes. They should be referred to their trash collection service for guidance on the proper disposal of syringes.

#### **CAD Entries**

- Incident code = FNDSYR
- Priority = 5
- Units = CAHOT
- Notes = describe the exact location of where the syringes are (e.g.. under large oak tree in front of loc) and how many there are.

#### **C4.10.14 Intoxicated Subject**

- Open Container calls are police calls not CAHOOTS, however if the subject is intoxicated and there is no other crime associated with the subject then a CAHOOTS response may be appropriate as an INTXSU call
- If the intoxicated subject is drinking beer and urinating in city park this is not a CAHOOTS call. Consider VIOCOR or INTXSU with EPD response.
- If medical conditions exist
  - This is not a CAHOOTS call
  - Follow EMD protocols.
- If no medical conditions exist,
  - enter an INTXSU call with “CAHOT” in the Units field

#### **C4.10.15 Mental Health Transports**

Generally speaking, mental health transports are handled by CAHOOTS or police and are rarely handled by medics.

#### **Exceptions:**

- Subject has harmed themselves and needs medical care.
- Subject requires a stretcher transport. This is often the case for disorderly dementia or Alzheimer’s patients who are disorderly due to cognitive impairments

#### **CAD Entries:**

- Incident Code = MENTRA

#### **C4.10.16 Transports**

CAHOOTS will handle the following types of transports:

- Detox transport to Buckley House
- Transport to a family shelter or Eugene Mission
- Transport of a cooperative, voluntary, non-violent subject to UDH for mental evaluation
- Transport of juveniles, ages 12-17, to Looking Glass's Station 7 facility
- CAHOOTS cannot transport to private residence

**CAD Entries:**

- Units = "CAHOT"
- incident code = TRAN
- priority = 5
- Notes = include where the subject is to be transported to

**See C9900 for Glossary and References**

## END ##

Revision Date	Section	Change