

# STAR Alternate Response

## Combined Reference Guide

Effective 02.01.23

### Support Team Assisted Response (STAR)

STAR is a community response program that provides person-centric mobile crisis response to community members who are experiencing problems related to mental health, depression, poverty, homelessness, and/or substance abuse issues.

### NATURE CODES/CALL TYPES:

Using STAR resources will be considered when processing the below nature codes. The ECT will use the most appropriate nature code guide and use /STAR when an alternate response best fits the dispatch needs, regardless of geographic area.

- Assist
- Disturbance/Disturbance Family
- Indecent Exposure
- Intoxicated Person
- Narcotics
- Safe2Tell
- Suicidal Series
- Syringe Disposal
- Trespass
- Welfare Check

### ECT SPECIFICS:

- The ECT will use both the 911 Ops Master Incident Guide and this reference guide to determine if a police response or medical are needed. Only then will consideration be made for an alternate response.
- The ECT will only consider an alternate response for incidents which fall under STAR guidelines.
- If an alternate response is determined, the ECT will use the appropriate mandatory shorthand command
  - /STAR translates to >>>Support Team Alternate Response<<<

### DISPATCH SPECIFICS:

The dispatcher is responsible to dispatch STAR to the below incidents when the incident references STAR in the CAD Comments:

- Assist
- Disturbance/Disturbance Family
- Indecent Exposure
- Intoxicated Person
- Narcotics
- Safe2Tell
- Suicidal Series
- Syringe Disposal
- Trespass
- Welfare Check

NOTE: In addition, the dispatcher will also dispatch STAR at the request of Police, Fire, or EMS personnel on scene of an incident. STAR personnel will be assigned unit ID: STAR1, STAR2, etc.

**NOTE:**

- STAR personnel will not have access to an MDT
- STAR personnel will not ask for NCIC clearance or DMV information. Dispatchers will not release such information to STAR personnel for any reason.

**DISPATCH PROCEDURES:**

Dispatchers will check the status of STAR units upon signing on to the channel. The departing dispatcher will also provide any pass on information related to STAR dispatch situations.

The dispatcher will be responsible to manage dispatch of the STAR units to ensure appropriate and timely response to the citizen. There will be times when the STAR unit(s) are unavailable for an extended period of time. In some cases, if the comments indicate /STAR, and STAR is the most appropriate response, the dispatcher may delay dispatching the incident, holding it for STAR. Dispatch will not be delayed, and Police will be dispatched, in the following situations:

- Suicidal Person
- Disturbance Family

Dispatchers will not attach Police to STAR calls unless STAR personnel requests non-emergency or emergency police assistance.

- Non-Emergency: In the event of a non-emergency police request the dispatcher will make every effort to dispatch a CIT officer.
- Emergency: When STAR personnel require emergency assistance by radio announcement or generated by a citizen, the dispatcher will manage the incident according to Standard Operating Procedure Section 307.

For dispatch, the STAR incidents will be triaged the same as any incident for dispatch: by the nature code, priority, and reading the comments entered by the ECT. Dispatchers will not automatically attach Police as cover to STAR calls.

**NOTE:**

- If for any reason the dispatcher believes an incident should be a STAR response, the dispatcher will contact the available STAR team.
- STAR will not be dispatched and will not respond for emergency messages and/or death notifications. These notifications will continue to be managed by the DPD Victim Assistance Unit.

**STAR-ONLY REQUEST PROCEURES:**

If a caller specifically asks for a STAR-only response, the ECT will still follow the mandatory call taking criteria and appropriate call guide protocol to ensure the most appropriate STAR, Police, or FIRE/EMS response is provided.

- If the call is not STAR eligible and requires a Police/Medical response, the ECT will advise the caller that Police/Medical will be responding.
- If the call is STAR eligible, the ECT will confirm with the caller twice that they only wish STAR to respond and if STAR is unavailable, they want no response.
- The ECT will use the mandatory shorthand command /SON to indicate to the dispatcher that the caller is requesting a STAR only response.
  - /SON translates to >>>STAR ONLY RESPONSE REQUESTED<<<
- Outside of STAR hours the ECT will inform the caller that STAR isn't available to respond and offer a Police response. If the caller refuses a Police response twice, the ECT will document /RTC and the dispatcher may cancel the incident.
- If the call is during STAR hours but STAR is unavailable to respond, the dispatcher will solicit a Sergeant to cancel the call and the dispatcher will notify the caller that no one is responding.

## **SAFETY PROTOCOLS:**

STAR is not to be used for calls that require a Police, and/or FIRE/EMS response. There should be no criminal activity, no weapons, no threats, no violence, no injuries, no medical needs, or other safety concerns. STAR is not designed to respond to violent situations or life-threatening emergencies.

Any time a request for service involves a crime, a potentially hostile person, a potentially dangerous situation, or an emergency medical problem, the call will be handled on the most appropriate incident guide and a CAD incident will be created for Police, and/or FIRE/EMS dispatch. If for any reason there is any question as to which agency should respond, the ECT will err on the side of caution and create an incident and immediately consult with the on-duty operations supervisor.

On any call for service, if the caller is requesting or demanding an officer, the call will be created for police response. If in doubt, the ECT or Dispatcher will contact the on-duty operations supervisor for guidance.

## **NATURE CODE/CALL TYPE SPECIFICS:**

### **Assist**

- The caller is requesting assistance for things such as shelter, food, or transportation that will indicate an appropriate /STAR response. Note: alternate response is not to be used for vehicle lockouts.
- On requests for transport the ECT will request the name and date of birth of the person requiring transport

### **EXAMPLES:**

- Caller lost their bus ticket to California and is stranded.
- Caller says they lost their job and the family has no food.

### **Disturbance/Disturbance Family**

- The caller reports someone, who appears to be in crisis, behaving in a non-violent manner which is concerning to the public
- The caller reports a verbal argument between non-intimate family members with no indication of weapons or physical violence
- Calls with /BCOP (juvenile that is beyond control of a parent) should always be held for the STAR van.

**NOTE:** The caller has no knowledge of the subject being violent/combatative or know of any history of violence.

### **EXAMPLES:**

- Caller reports a person in the Whole Foods parking lot yelling at passing cars
- A person calls reporting their child is refusing to go to school and this has caused a verbal argument

### **Indecent Exposure**

- The caller indicates that someone is urinating and/or defecating in public.
- The person appears to be in crisis and there is no lewd behavior involved.

**NOTE:** The caller has no knowledge of the subject being violent/combatative or know of any history of violence.

### **EXAMPLES:**

- The caller sees a person urinating in an alley.
- There is a member of the unhoused community sitting on the sidewalk and their pants are down.

## **Intoxicated Person**

- The caller sees someone, who they believe may be intoxicated, stumbling around that needs help and needs a /STAR response.
- The subject is not causing a disturbance (see Disturbance).

**NOTE:** This is NOT someone requesting Detox.

### ***EXAMPLES:***

- A bartender calls and advises there is a person outside their door who should probably be taken to Detox. The individual is awake and not injured, however the caller is unsure if the person will voluntarily go to Detox.
- The clerk at the convenience store reports there is a drunk person who is hanging around the parking lot of the business and when the clerk offered to call Detox, they refused.

## **Narcotics**

- The caller sees a person using narcotics in a public space.
- The subject is not causing a disturbance (see Disturbance).

**NOTE:** This is NOT to be used for instances in which the caller observes the sale/manufacture of narcotics.

### ***EXAMPLES:***

- A caller reports seeing a person in an alley smoking a glass pipe.
- A caller reports seeing a person injecting drugs outside Union Station.
- A caller reports a person smoking marijuana in City Park.

## **Safe2Tell**

- All Safe2Tell reports will include the /STAR shorthand command.
- The ECT will then contact the on-duty operations supervisor to advise of the incident.

## **Suicidal Person**

- The caller is indicating they are feeling depressed or exhibiting depression, has suicidal thoughts, but has no active plan, has no weapon, has not done anything to hurt themselves, and is non-combative.
- If STAR is not available, the incident will be dispatched for police response.
- ECT asks caller if they want the ECT to stay on the phone with them until STAR responds
  - Caller must remain in a fixed location
- For third-party callers requesting an officer to check on an individual who has made suicidal ideations/comments, the ECT will obtain a timeframe in order to determine the last time the individual made these comments.
  - If within 24 hours, the ECT will use this nature code (Suicidal Person / Suicide).
  - If over 24 hours, the ECT will use the more appropriate Welfare Check nature code.

**NOTE:** /STAR can be utilized for a second party caller reporting someone else is depressed or exhibiting depression but has voiced no active plan, has no knowledge of a weapon, has not done anything to hurt themselves, and is not known to be combative.

### ***EXAMPLES:***

- Caller is feeling depressed and wants to talk to someone.
- Caller has a friend who is very depressed and has mentioned committing suicide or made comments indicating they think about ending it. The caller would like someone to go check on their friend.

## **Syringe Disposal**

- If a caller is requesting pick up of used syringes or providing a location of used syringes, the ECT will follow the appropriate Syringe Disposal Incident Guide for processing the call/request.

### ***EXAMPLES:***

- Caller found several syringes laying in an alley.
- Caller says there are used syringes on the bike path along the Platte.

## **Trespass**

- A /STAR response can be used for a report of the caller wanting an unhoused person removed from private property.
- The subject may be in need of resources.
- The caller is not requesting police contact and is not wanting to sign a report of trespass.
- The subject is not combative and is not known to be combative or violent.

### ***EXAMPLES:***

- Caller says someone is occupying a vacant house.
- Caller has someone sitting at a table outside of their business and the business owns the property.

## **Welfare Check**

- Someone is sleeping on the sidewalk and the caller is positive the subject is just sleeping and has no medical needs.
- If a caller requests response to check on someone (family member, employee, friend, etc.) who hasn't been seen or heard from, this behavior is out of character, and there are **no** other known or indicated circumstances.
- The caller sees someone acting strange, such as talking to themselves, but isn't doing anything else that would require a police response.
- The subject is known to have mental health issues and no other factors known to warrant a police response.
- If the subject appears to be dazed, lost, is unable to tell the caller their name or engage with the caller, the ECT will not consider an alternative response and will process the incident on the most appropriate medical protocol.

### ***EXAMPLES:***

- Caller's little sister is in college and calls home every Friday and didn't call this last weekend.
- Caller says that a teenager is sleeping in their apartment laundry room for the fourth night and she is concerned he is unhoused and needs resources.
- The manager of 7-Eleven says there is a person outside the store who is sitting on the curb talking to himself. They appear harmless.
- There is a report of a woman at the corner who is begging for money and she has a baby with her.
- A father calls non-emergency because his son hasn't been taking his medication and he would like STAR clinicians to offer him resources.
- Someone calls concerned about a friend who has been struggling with depression. They would like STAR to go and talk about treatment options.

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## **MANDATORY SHORTHAND COMMANDS:**

- /STAR translates to >>>Support Team Alternate Response<<<
- /SON translates to >>>STAR ONLY RESPONSE REQUESTED<<<
- /RTC translates to >>>>> Request to Cancel