 DEPARTMENT OF CORRECTIONS

MONTANA WOMEN’S PRISON

OPERATIONAL PROCEDURE

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| Procedure No.: MWP 3.1.8c | Subject: Crisis Intervention | |
| Reference: DOC 3.1.8, MWP 3.1.8 | | Page 1of 3 |
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| Signature: //s// Jo Acton | | |

**I. PURPOSE:**

To ensure that safety and security are maintained when dealing with an inmate in crisis.

**II. DEFINITIONS:**

Documentation: Reports such as Incident, Medical Evaluation, Disciplinary Infraction, photographs and/or videotapes of an incident, including all information identifying relevant evidence.

Lock Down: Having the unit go into their rooms and close the door.

**III. PROCEDURES:**

1. **Responsibilities**
2. The initial person on the scene will direct the activity and be the sole communicator with the individual in crisis, unless the person in crisis has a conflict with that staff member. This is due to the fact that this person will have more information regarding the problem. The four steps in handling any situation are:
   1. Detect
   2. Notify
   3. Isolate
   4. Contain

The first person on the scene will call for assistance. Radio the control room, while giving your call number and location. Wait for assistance before you take any action or enter any room.

There should be no more than two officers in the room with the inmate, unless physical intervention requires more. More officers than are needed could cause the problem to escalate.

Remember your audience. Other staff members, and the person in crisis, are taking their cues from your behavior. If you over react, they will to. Remain calm, assertive/supportive, and in emotional and situational control.

1. Use the following steps when dealing with someone in crisis:
2. Assess the situation.
3. Remove the inmate from view of the population (lock-down the unit).
4. Allow the inmate to vent and explain her feelings, within reason, and allow her time to calm down.
5. Provide calm and clear instructions to the inmate as to what you want her to do.
6. Allow the inmate time to comply (within reason). Time is your asset and it helps to defuse a situation.
7. Do not threaten, lose your temper or make promises you cannot keep. Do not become involved in a power struggle.
8. Be aware of your limitations. If you believe the inmate would respond better to another officer, then request that officer begin communication.
9. Restraints or physical contact with the inmate should be a last resort. If the incident requires restraints, ensure you can do so without endangering yourself or others (enough staff present). If soft restraints are required ensure to follow the proper procedures.
10. As soon as the person is compliant, appears to be rational, and does not pose a threat to herself or others, you may remove the restraints.

While the inmate is in restraints, be aware of positional asphyxia and move the inmate to a sitting position when possible.

1. Control will call a “Lock Down” over the PA system. At this time all inmates are to lockdown to their rooms. If the problem is in a personal room, the inmates not involved will be secured in another room away from the affect area.

Control will direct additional personnel to the correct area to assist. Anyone assigned to a specific post (Visiting, Rec, 2nd Floor, etc…) will not leave that area unless directed to do so by Control.

Control will notify the on-duty Shift Lieutenant of the situation, including the location of the incident.

1. **Required Reporting**
2. If a Disciplinary Report is to be written, it must be done within twenty-four (24) hours of the incident. If it is to be a Major, it must be written by the end of the shift, if the inmate is placed in Pre-Hearing Confinment.. An incident report from every staff member involved must accompany this disciplinary.
3. If it is determined that a disciplinary is not required, every staff member is still required to complete an initial incident report by the end of their shift.
4. **Debriefing**
5. A debriefing will be conducted by the Lieutenant after every incident to assess the effectiveness of the intervention. This is the time to discuss what you would like to do differently next time, what you felt went well, and any changes you would recommend.
6. Every person involved will have the opportunity to speak. If you desire an outside facilitator/recorder, the Warden or Deputy Warden can be requested to assist.

**EMPLOYEE ASSISTANCE IS AVAILABLE IN THE EVENT OF A SERIOUS INCIDENT. MAKE SURE MENTAL HEALTH IS NOTIFIED. DEPENDING ON THE INCIDENT, MENTAL HEALTH MAY WANT TO PARTICIPATE IN THE DEBRIEF.**

**IV. CLOSING**

Questions concerning this policy will be directed to the immediate supervisor.

**V. ATTACHMENTS**

None.