

**COUNTY OF MONROE  
OFFICE OF THE SHERIFF  
ROCHESTER, NEW YORK**

<b>GENERAL ORDER POLICE BUREAU</b>	<b>DATE OF ISSUE MARCH 4, 2026</b>	<b>EFFECTIVE DATE MARCH 4, 2026</b>	<b>NO. 60-26</b>
<b>SUBJECT: GENERAL ORDER  Crisis Intervention Team (CIT)</b>		<b>DISTRIBUTION  Police Bureau Personnel</b>	<b>AMENDS</b>
<b>REFERENCE: NYS MENTAL HEALTH LAW (MHL), NYS MENTAL HEALTH ACT, Health Insurance Portability and Accountability Act (HIPPA). NYSLEAP 4.1 and 43.8</b>			<b>RESCINDS  MBGO 107-25</b>

**PURPOSE:** To establish policy, procedure, and operational guidelines regarding the Crisis Intervention Team (CIT).

**POLICY:** The Monroe County Sheriff's Office (MCSO) will maintain a CIT, consisting of deputies on various patrol shifts and platoons. CIT members will be specially trained to deal with a variety of situations including; suicidal persons, persons exhibiting irrational behavior, handling of psychiatric patients, and any other situations that deal specifically with the needs of the mental health community and emotionally disturbed persons. This order shall not replace **EMGO-112 Hostage Negotiation Team**.

**DEFINITIONS:** **Crisis Intervention Team (CIT):** A team of specially trained deputies selected on a volunteer basis, serving as an additional duty and responsible for responding to, and following up with, certain types of services related to mental health and emotional disturbance.

\* CIT Mental Health (MH) Coordinator: The civilian member in role as the MCSO Health and Wellness Director responsible for developing and providing all CIT week long and in service training, identifying training needs, review of Mental Hygiene Transport database reports, and working in conjunction with CIT Law Enforcement (LE) Coordinator to resolve documentation or internal issues with trained CIT members.

\* **CIT (LE) Coordinator:** A member who has completed CIT training who is responsible for overseeing the selection process of CIT members, the on-going training for members, the reviewing of Mental Hygiene Transport database entries for CIT members, tracking and quarterly reporting of MCSO CIT results, coordinating and overseeing communications between CIT and Mental Health providers as appropriate within the **Health Insurance Portability and Accountability Act (HIPPA)** guidelines, and assisting in coordinating staffing issues during acute emotional crisis incidents.

**CIT (LE) Assistant Coordinator:** A CIT trained member charged with assisting the CIT Coordinator and acting on the CIT (LE) Coordinator's behalf in his or her absence.

**Note:** Refer to **MBGO-066 Mental Hygiene Intervention** for additional definitions.

**I. CIT Trained Member Responsibilities:**

A. Take all reasonable measures to ensure the safety of its members, the community, and the emotionally disturbed person. Officer safety will remain a priority in dealing with those with mental illness or experiencing emotional disturbance.

B. Ensure that mentally ill and emotionally disturbed people are cared for with empathy and

compassion during MCSO contact.

- C. Be willing to be utilized in situations where their specialized training may be helpful in dealing with persons who are suffering from an emotional disorder or illness.
- D. Facilitate the diversion of persons suffering from emotional disorders or mental illness to a mental health facility or other appropriate agency pursuant to the **New York State Mental Health Act** and **MBGO-066 Mental Health Intervention**.

**II. CIT Structure:**

- A. The CIT LE Coordinator and CIT LE Assistant Coordinator will be appointed by the Sheriff or his designee.
- B. The CIT LE Coordinator will report to the Road Patrol Major of Operations.
- C. The CIT Coordinator will be responsible for:
  - \* 1. Determining, in consultation with the Road Patrol Major of Operations and CIT MH Coordinator, the number of employees who are or should be CIT trained.
  - 2. Maintaining a roster of CIT trained members.
  - 3. Monitoring the effectiveness of CIT for training needs, deficiencies, and overall performance, as well as reporting issues, concerns, and needs to the Road Patrol Major of Operations.
  - 4. Ensuring that all CIT trained members meet and maintain established performance standards set forth in the CIT curriculum and selection procedures.
  - 5. Complete quarterly and annual reports of CIT activities and submitting the report to the Road Patrol Major of Operations.
  - 6. The overall daily operations, functions, and maintenance of the CIT.
- \* D. The CIT Zone Liaison will be responsible for:
  - 1. Being a content expert for zone staff for questions and consultation.
  - 2. Working in collaboration with MH, CIT LE Coordinator, and CIT Assistant LE Coordinator to provide brief roll call trainings to the zone.

**III. Activation:**

- A. Criteria:
  - 1. On-duty members may be activated via Emergency Communications Department (ECD) under the following conditions;
    - a. Threat of or attempted suicide by known means or appearance of a plan.
    - b. An individual threatens to, or inflicts harm upon themselves or others and exhibits signs and/or symptoms of a mental health problem.

- c. Request for transport by an authorized agent such as a MHL § 9.45, or Office of Mental Health Form 474 signed by doctor or other authorized authority.
  - d. All completed suicide scenes where family and friends of the decedent are, or are anticipated to be present.
  - \* e. During any activation of the Hostage Negotiation Team (HNT) for purposes of hospital and post-procedures involving an actual hostage or barricaded person situation. The CIT trained member shall notify the Monroe County Office of Mental Health (MCOMH) of the HRT/CIT intervention and any pertinent details regarding the incident, via the Forensic Intervention Team (FIT) or Community Services Manager Chief of Forensic and Clinical Services of the MCOMH.
- 2. Off-duty CIT trained members may be activated by the Watch Commander after consulting with the CIT Coordinator.
  - 3. CIT trained members may, when their specialized expertise may be helpful respond to the following situations involving Emotionally Disturbed Persons (EDP) when the EDP has;
    - a. Demonstrated conduct that they are a danger to themselves, which includes a person's refusal or inability to meet their essential need for food, shelter, clothing, or health care, provided that such refusal or inability is likely to result in serious harm if there is not immediate hospitalization.
    - b. Chronic EDP situations that do not meet the criteria outlined in **MHL § 9.41** and may require the diversion to other more appropriate services.
- B. Procedures:
- 1. Patrol Supervisors will be responsible for notifying ECD of CIT trained members via the Mobile Data Computer or by notifying ECD, that they are a CIT trained member at the beginning of their shift.
  - 2. With MCSO Supervision approval, ECD may dispatch CIT trained members, when available, who are assigned to the zone that covers the geographical area required for police response, regardless of district. If a CIT trained member assigned to a specific patrol area is unavailable, ECD may dispatch any available CIT trained member, regardless of geographical patrol assignment, with the consent of the responding CIT trained member's Sergeant, or Watch Commander.
  - 3. If a supervisor determines that a CIT trained member may be helpful or appropriate, the supervisor may request a CIT trained member's response, regardless of Zone CIT trained member is responding from.

Note: Utilization of a CIT trained member does not relieve supervisors or members of their duty regarding transporting, reports, custody, etc.

4. Supervisors are encouraged to utilize the recommendations of CIT trained members in circumstances outlined in Section I.

\* C. Hospital and Post Procedures:

1. In circumstances where a Mental Health Transport (MHT) occurs, and the CIT trained member is involved, the transporting deputy will select that they are CIT trained on the **MHT Form**.
2. If a CIT trained member is involved in an MHT and transport to the hospital, the CIT trained member will not leave from the hospital until reasonable measures have been taken to have a dialogue between the CIT trained member and the Clinical Evaluator, Psychiatric Doctor, or Charge Nurse.
3. In circumstances where the police bureau responds at time of 911 call to any MCSO employee, reference MBGO 105 Health and Wellness. The Health and Wellness Director, or their designee will be contacted to respond to the scene and make a determination if transport to the hospital is necessary. MCSO Health and Wellness is to be utilized rather than any other mobile team for all MCSO employees.

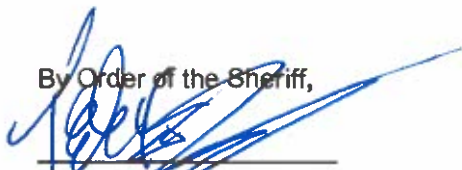
**IV. Selecting CIT Members:**

- A. Members shall volunteer to attend the CIT Training.
- B. CIT members should possess patience and compassion for those individuals with mental illness.
- C. Members should have a history of experience and interest in mental health and emotionally disturbed person work history.

**V. Training:**

- A. CIT members will complete either the Monroe County Crisis Intervention Team training 40-hour course or have previously completed the Emotionally Disturbed Persons Response Team training, either the 80- or 40-hour course.
- B. CIT members will complete annual training. The CIT MH Coordinator will be responsible for identifying training needs, facilitating the training, and coordinating with Staff Services to deliver the training.

By Order of the Sheriff,



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Todd K. Baxter

\* Indicates change from previous order.