



## Missouri CIT De-Escalation Role Play Instructions

**Minimum Hour(s):** 4 Hours

**Instructor Qualifications:** Coordinated by CIT officers/deputies/trooper with assistance from mental health professionals/advocates with experience working with law enforcement.

**Synopsis I:** The class will involve several role playing scenarios providing trainees the opportunity to practice CIT strategies and techniques. CIT officers/deputies/troopers and mental health professionals/advocates will critique the role plays to assist in knowing what is an appropriate CIT response.

**Minimum Objectives:** At the end of the class, trainees will have the ability to:

1. Demonstrate crisis intervention techniques learned to safely de-escalate a situation when interacting with individuals with behavioral health issues in simulated environments.
  2. Receive feedback from instructors to improve their effectiveness in safely de-escalating the crisis.
- De-escalation role plays are designed to take four hours. It is recommended that the first 30 minutes of this block of training should be used to review the MO CIT Role Play Evaluation Form so that participants understand what is expected of them.
  - We recommend that role plays take place on Friday.
  - All participants should be evaluated on a *minimum* of one role play with the attached MO CIT Role Play Evaluation Form. Ideally, the participants would be evaluated on more than one but this will depend upon the size of your training.
  - MO CIT Council recommends that role play evaluators and role players should be sent the role play scenarios a week ahead of time.
  - The training coordinator should meet with both the role play evaluators and the role players for 30 minutes prior to the role plays to convey expectations, review scenarios, review evaluation forms, etc. For example, if the role plays are scheduled from 1-5 pm, meet with the evaluators and role players at 12:30 pm.
  - We **strongly discourage** participants from wearing weapons during role plays.
  - Instruct participants that **absolutely no one should put hands on the role players**. Instead instruct the participants to say what they would do such as, “I would put the person in handcuffs” or “I would search them.”
  - For local Councils that are holding their first CIT training, MO CIT encourages them to contact the Missouri CIT Coordinator to arrange for experienced evaluators and role players to help facilitate the role plays. Funding may be available for this purpose.
  - The role plays scenarios below are optional and local training committees can modify them to meet scenarios typical in your area.

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## Missouri CIT De-Escalation Role Play Instructions

### **Role Play Evaluators:**

- MO CIT Council recommends that two people evaluate each role play—one *experienced law enforcement officer* and one *mental health professional with knowledge working with law enforcement*.

### **Role Players:**

- MO CIT Council recommends that you select mental health professionals, law enforcement officers, persons or family members with lived experience, drama students, etc. as role players.

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# Missouri CIT De-Escalation Role Play Instructions

## Role Play #1—Domestic Disturbance

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**Instructor Briefing to Role Players Prior to Beginning Scenario:** During the pre-brief, the instructor must brief role player(s) to follow the scenario explicitly.

**Role Player duties:**

- 1) Role Player will follow the roles given by the instructor.
- 2) Role Player will not convey anything that would warrant a use of forces response.
- 3) Role Player will present and maintain a challenge to successful resolution for the first several responses and then allow for successful resolution if the participant's response promotes that.
- 4) Role Player will not provide advice to Participant.
- 5) After the role play the Role Player will provide feedback when asked by the instructor.

**Instructor Briefing to Participant Prior to Beginning Scenario:** During the pre-brief the Participants will be instructed to assist and demonstrate control of the situation using verbal techniques only.

Role Play Participates will only be given the information labeled **Information to provide to role play participants** at the beginning of the role play scenario.

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**Setting:** A home located in a middle-class residential area around 5 pm.

**Synopsis:** Officers are dispatched for a domestic disturbance. The wife called 911 because the husband is getting out of control. Upon arrival, it is obvious the husband suffers from mental illness and is very irate. He has not been taking his medication and is delusional. Husband is mildly agitated in the beginning, however the presence of his wife continues to infuriate the husband and escalate the situation as time passes.

**Role Player Actions:** Husband continues to escalate and blames the wife for everything. He asks that the wife be removed and not him. When the wife isn't removed, the agitation continues. There are some delusional thoughts about the wife.

**Information to provide to role play participants:** You are dispatched to a residence for a domestic dispute. The wife called 911 and reported that her husband is getting out of control.

**Performance Objectives:**

1. Feedback will be based on the Participant's use of de-escalation techniques, ability to secure the safety of both parties involved.
2. Feedback will also be given on communication skills, including their ability to obtain information using open ended questions.
3. Ability to empathize with feelings rather than challenge delusional thoughts.
4. Successfully obtaining the appropriate information and connecting the husband with the appropriate mental health resources.



# Missouri CIT De-Escalation Role Play Instructions

## Role Play #2—Suicidal Person

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**Instructor Briefing to Role Players Prior to Beginning Scenario:** During the pre-brief, the instructor must brief role player(s) to follow the scenario explicitly.

**Role Player duties:**

- 1) Role Player will follow the roles given by the instructor.
- 2) Role Player will not convey anything that would warrant a use of forces response.
- 3) Role Player will present and maintain a challenge to successful resolution for the first several responses and then allow for successful resolution if the participant's response promotes that.
- 4) Role Player will not provide advice to Participant.
- 5) After the role play the Role Player will provide feedback when asked by the instructor.

**Instructor Briefing to Participant Prior to Beginning Scenario:** During the pre-brief the Participants will be instructed to assist and demonstrate control of the situation using verbal techniques only.

Role Play Participates will only be given the information labeled **Information to provide to role play participants** at the beginning of the role play scenario.

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**Setting:** The kitchen area of a residence

**Synopsis:** Officers receive a call from a Suicide Hotline requesting they check the welfare of an adult caller who stated to hotline staff that they were going to kill themselves. Officers make contact with an adult who is home alone, is suicidal and has taken an unknown quantity of pills. The subject will deny taking any pills and also denies any suicidal thoughts however; an empty pill bottle is located nearby.

**Role Player Actions:** The individual does not wish to be seated and will pace back in forth in the kitchen. He/she will walk near the kitchen sink which has a large knife in the utensil holder. Role Player will base their responses to the Officer's questions on how well the Officer uses verbal skills and empathy during the scenario.

**Information to provide to role play participates:** You are dispatched to a residence to check the welfare of an individual that told a crisis hotline employee they intended to kill themselves by overdosing on prescription medication.

**Performance Objectives:**

1. Feedback will be based on Participant's ability to develop a rapport with the suspect.
2. Feedback will be based on use of de-escalation techniques, officer's safety tactics, active listening and verbal skills.
3. To find out as much information as possible such as participant's pedigree info, doctor's info, medication, emergency contact information of family/friends, etc.
4. Successfully obtaining the appropriate information and connecting the individual with the appropriate mental health resources.

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## Missouri CIT De-Escalation Role Play Instructions

### Role Play #3—Autistic Traffic Stop Role Play Scenario

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**Instructor Briefing to Role Players Prior to Beginning Scenario:** During the pre-brief, the instructor must brief role player(s) to follow the scenario explicitly.

**Role Player duties:**

- 1) Role Player will follow the roles given by the instructor.
- 2) Role Player will not convey anything that would warrant a use of forces response.
- 3) Role Player will present and maintain a challenge to successful resolution for the first several responses and then allow for successful resolution if the participant's response promotes that.
- 4) Role Player will not provide advice to Participant.
- 5) After the role play the Role Player will provide feedback when asked by the instructor.

**Instructor Briefing to Participant Prior to Beginning Scenario:** During the pre-brief the Participants will be instructed to assist and demonstrate control of the situation using verbal techniques only.

Role Play Participates will only be given the information labeled **Information to provide to role play participants** at the beginning of the role play scenario.

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**Setting:** A traffic stop on a residential street.

**Synopsis:** A high functioning Autistic individual with a valid operator's license is driving to work when they commit a minor traffic violation such as failing to use a turn signal. An officer initiates a traffic stop and approaches the driver. The driver doesn't understand what is going on, what information the officer wants, what they did wrong, and how they are going to get home. The officer should determine the driver is on the Autism Spectrum and handle the situation appropriately.

**Role Player Actions:** Driver should not initially inform the officer they are on the Autism Spectrum. All questions by the officer should be answered as literally as possible. The Role Player is polite but extremely frightened. The driver is concerned about losing her/his license and going to jail.

**Information to provide to role play participants:** You are on routine patrol when you observe a vehicle with one occupant commit a minor traffic violation. You initiate a traffic stop.

**Performance Objectives:**

1. Feedback will be based on Participant's ability to develop a rapport with the person.
2. Feedback will be based on use of de-escalation techniques, officer safety tactics, active listening and verbal skills.
3. Feedback will also be given on communication skills, including their ability to obtain information using open ended questions.
4. Feedback will be given on the officer's ability to determine the driver is on the Autism Spectrum and taking the appropriate actions to safely resolve the situation.



# Missouri CIT De-Escalation Role Play Instructions

## Role Play #4—Public Space

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**Instructor Briefing to Role Players Prior to Beginning Scenario:** During the pre-brief, the instructor must brief role player(s) to follow the scenario explicitly.

**Role Player duties:**

- 1) Role Player will follow the roles given by the instructor.
- 2) Role Player will not convey anything that would warrant a use of forces response.
- 3) Role Player will present and maintain a challenge to successful resolution for the first several responses and then allow for successful resolution if the participant's response promotes that.
- 4) Role Player will not provide advice to Participant.
- 5) After the role play the Role Player will provide feedback when asked by the instructor.

**Instructor Briefing to Participant Prior to Beginning Scenario:** During the pre-brief the Participants will be instructed to assist and demonstrate control of the situation using verbal techniques only.

Role Play Participates will only be given the information labeled **Information to provide to role play participants** at the beginning of the role play scenario.

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**Setting:** Public place (Business, bus stop, park etc.)

**Synopsis:** Law enforcement officers receive a call for a suspicious person in a public place. Upon arriving they observe an individual talking with people who are not there, hearing voices and acting strange in a public place. As the officers attempt to contact the individual in crisis a crowd gathers and begins interfering with officers attempts to interact with the individual in crisis.

**Role Player Actions:** Individual in crisis should be hearing voices and talking to individuals that are not present. Individual also claims to be Jesus and is talking to God. The crowd's attempts to interfere with the officers actions further agitate the individual in crisis. The individual in crisis is not fearful of the officers, but due to the crowds' behavior is easily distracted. The Individual in crisis makes it challenging; however, plays off what the officer is saying, assisting/leading them down the path of establishing rapport, creating an open dialogue.

**Additional Role Players Actions:** Members of the group that are observing should be recruited to play the part of an angry crowd. The crowd should be verbally hostile to the officers accusing them of trying to abuse the individual in crisis. They should invade the officers' space and attempt to use their phones to record the officers' actions.

**Information to provide to role play participants:** Officers' receive a call for a suspicious person in a public place (business, bus stop, park etc.) The caller describes the person as acting strange and talking to himself and people that are not there.



## Missouri CIT De-Escalation Role Play Instructions

### Performance Objectives:

1. The basis of feedback is on the Participant's use of communication skills, empathy in responding to the situation, and their ability to gain control of the scene.
2. Officer safety and scene control is primary focus.
3. The secondary focus is the use of verbal and non-verbal communication skills in responding to the immediate situation.
4. Feedback will be given on the officer's ability to determine the individual is living with a behavioral health disorder and taking the appropriate actions to safely resolve the situation.





# Missouri CIT De-Escalation Role Play Instructions

## Role Play #5— Youth

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**Instructor Briefing to Role Players Prior to Beginning Scenario:** During the pre-brief, the instructor must brief role player(s) to follow the scenario explicitly.

**Role Player duties:**

- 1) Role Player will follow the roles given by the instructor.
- 2) Role Player will not convey anything that would warrant a use of forces response.
- 3) Role Player will present and maintain a challenge to successful resolution for the first several responses and then allow for successful resolution if the participant's response promotes that.
- 4) Role Player will not provide advice to Participant.
- 5) After the role play the Role Player will provide feedback when asked by the instructor.

**Instructor Briefing to Participant Prior to Beginning Scenario:** During the pre-brief the Participants will be instructed to assist and demonstrate control of the situation using verbal techniques only.

Role Play Participates will only be given the information labeled **Information to provide to role play participants** at the beginning of the role play scenario.

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**Setting:** A school environment

**Synopsis:** A student never misses school and always comes to school dressed very nice, never skips class and is always well put together. The student saw on Facebook that other students plan to beat them up after 6<sup>th</sup> hour. You notice they have not been in school for 2 days and are now in the hall when class is in session in sweat pants, and a t-shirt so their clothes do not get messed up when they are assaulted by other students. The student looks tired and upset. The student has tried to talk to their parents, but the parents stated that it is no big deal. They said to go to school and deal with your problems. The student has started to drink and smoke to "calm their nerves".

**Role Player Actions:** Although a straight A student you have recently begun to be bullied and cyber bullied by other students. A group of students have threatened to assault you after 6<sup>th</sup> hour. You have attempted to discuss your concerns with your parents, but they have dismissed your concerns and forced you to go to school. You have also begun self medicating with alcohol and cigarettes to cope with the stress and depression. You are in the hallway waiting for the end of 6<sup>th</sup> hour when you expect to be assaulted by the students who have been threatening you. When contacted by the officers you deny at first that there is an issue, but as time progresses, you will talk about being bullied and cyber bullied.

**Information to provide to role play participants:** You are an officer assigned to a school. As you are patrolling the school during 6<sup>th</sup> hour you notice a student in the hallway. You are familiar with the student, who you know to be a good student academically. You note that the student who has an exemplary attendance record had been absent for last two days. You also note that this student who is usually very well dressed is wearing what appear to be old sweatpants and an old t-shirt.

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## Missouri CIT De-Escalation Role Play Instructions

### Performance Objectives

1. Build Rapport.
2. Get student to communicate the issue.
3. Get on the students level “safety permitting.”
4. Convince student to go with you to the counselor or principal to address the issue.

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# Missouri CIT De-Escalation Role Play Instructions

## Role Play #6—Veteran

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**Instructor Briefing to Role Players Prior to Beginning Scenario:** During the pre-brief, the instructor must brief role player(s) to follow the scenario explicitly.

**Role Player duties:**

- 1) Role Player will follow the roles given by the instructor.
- 2) Role Player will not convey anything that would warrant a use of forces response.
- 3) Role Player will present and maintain a challenge to successful resolution for the first several responses and then allow for successful resolution if the participant's response promotes that.
- 4) Role Player will not provide advice to Participant.
- 5) After the role play the Role Player will provide feedback when asked by the instructor.

**Instructor Briefing to Participant Prior to Beginning Scenario:** During the pre-brief the Participants will be instructed to assist and demonstrate control of the situation using verbal techniques only.

Role Play Participates will only be given the information labeled **Information to provide to role play participants** at the beginning of the role play scenario.

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**Setting:** Apartment

**Synopsis:** Officers receive a disturbance call at an apartment complex. The disturbance involves a veteran who has served one tour in Iraq and two tours in Afghanistan is intoxicated and creating a disturbance by yelling profanities at his neighbor that lives in the apartment below him. The veteran was in a vehicle that sustained serious damage from the explosion of an improvised explosive device that resulted in the death of two of his friends. He sustained a Traumatic Brain Injury in the explosion and is currently self-medicating with alcohol to cope with the Post Traumatic Stress Disorder. He is currently not receiving services for his PTSD and TBI. The veteran's wife has recently taken their two children (3 and 5 years old) and left him. The recent loss of his family has caused the veteran to have thoughts of suicide.

**Role Player Actions:** A veteran who has served two tours in Afghanistan and one tour in Iraq is intoxicated and angry at his neighbors yelling profanities at them. The Veteran is suffering with post traumatic stress disorder and traumatic brain injury as a result of an I.E.D. explosion that killed two of his close friends. In addition, his wife and two children have just left him because of his anger issues and self medication with alcohol. The leaving of his family has made the veteran decide that he wants to kill himself.

**Information to provide to role play participates:** You receive a call for an disturbance at an apartment complex. An individual believed to be a veteran is yelling profanities at the neighbors living below him.



## Missouri CIT De-Escalation Role Play Instructions

### Performance Objectives:

1. The basis of feedback is on the participants' effective use of communication skills, empathy in responding to the veteran and safely de-escalating the veteran.
2. Officer safety and scene control are primary areas of focus.
3. Assess the situation and connect the veteran to the appropriate behavioral health resources.

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# Missouri CIT De-Escalation Role Play Instructions

## Role Play #7—Family

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**Instructor Briefing to Role Players Prior to Beginning Scenario:** During the pre-brief, the instructor must brief role player(s) to follow the scenario explicitly.

**Role Player duties:**

- 1) Role Player will follow the roles given by the instructor.
- 2) Role Player will not convey anything that would warrant a use of forces response.
- 3) Role Player will present and maintain a challenge to successful resolution for the first several responses and then allow for successful resolution if the participant's response promotes that.
- 4) Role Player will not provide advice to Participant.
- 5) After the role play the Role Player will provide feedback when asked by the instructor.

**Instructor Briefing to Participant Prior to Beginning Scenario:** During the pre-brief the Participants will be instructed to assist and demonstrate control of the situation using verbal techniques only.

Role Play Participates will only be given the information labeled **Information to provide to role play participants** at the beginning of the role play scenario.

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**Setting:** Inside a Residence

**Synopsis:** Two siblings are living in a home they inherited from their mother. Sibling #1 suffers from mental illness (bipolar, history of substance use – alcohol). When the mother was still alive she assisted Sibling #1 maintain treatment compliance. Sibling #1 is hearing voices, which is preventing them from sleeping and causing severe depression. The depression and lack of sleep are causing Sibling #1 to have suicidal thoughts. Sibling #1 has recently confided in Sibling #2 that they are not sleeping and having suicidal thoughts. Sibling #2 has called because Sibling #1 refuses to take prescribed medications, is feeling increasingly depressed and having suicidal thoughts; therefore is requesting the ill sibling be taken to the hospital. Sibling #1 is angry with Sibling #2 for calling law enforcement. They are denying that they are feeling depressed and suicidal and refuse to go to the hospital.

**Role Player Actions (Sibling #1):** Portray symptomatic (manic) and clearly unmediated, due to the passing of the mother one year ago although this will be denied to Law Enforcement. The mother kept sibling medication compliant. Sibling #1 to come across as apprehensive about taking help offered by Law Enforcement and denies services.

**Role Player Actions (Sibling #2):** Sibling #2 shows extreme frustration and love towards Sibling #2. Sibling #2 to talk about ongoing difficulties getting services for sibling #1, including while mother was alive. Sibling #2 feels the stress now that the mother has passed away.

**Information to provide to role play participants:** Officers receive a call to respond to a domestic disturbance between two siblings. One of the siblings has stated the other party needs to be taken to the hospital.

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## Missouri CIT De-Escalation Role Play Instructions

### Performance Objectives:

1. Provide feedback on proper officer safety demonstrated throughout scenario.
2. Feedback will be provided based on Officer's use of communication skills and empathy while responding to ill sibling.
3. Feedback will be provided based on using Sibling #2 as source of information gathering.
4. Feedback will be provided based on the proper disposition used (e.g. jail, hospital, refer to CMHL, etc.)



## Missouri CIT De-Escalation Role Play Instructions

### Role Play #8—Autistic Elopement Role Play Scenario

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**Instructor Briefing to Role Players Prior to Beginning Scenario:** During the pre-brief, the instructor must brief role player(s) to follow the scenario explicitly.

**Role Player duties:**

- 1) Role Player will follow the roles given by the instructor.
- 2) Role Player will not convey anything that would warrant a use of forces response.
- 3) Role Player will present and maintain a challenge to successful resolution for the first several responses and then allow for successful resolution if the participant's response promotes that.
- 4) Role Player will not provide advice to Participant.
- 5) After the role play the Role Player will provide feedback when asked by the instructor.

**Instructor Briefing to Participant Prior to Beginning Scenario:** During the pre-brief the Participants will be instructed to assist and demonstrate control of the situation using verbal techniques only.

Role Play Participates will only be given the information labeled **Information to provide to role play participants** at the beginning of the role play scenario.

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**Setting:** a shopping plaza near a residential area.

**Synopsis:** An Autistic teenager has recently eloped from his residence located in a sub-division behind a shopping plaza. The Autistic teen has wandered into the shopping plaza and is now pacing back and forth in front of a convenience store. Concerned customers of convenience store called 911 to report a suspicious person hanging out in front of the convenience store. Officers should determine the teenager is autistic and assist them getting home safely.

**Role Player Actions:** Autistic teenager will be confused and agitated. People getting too close will heighten the agitation. Teenager has difficulty with verbal communication. Too much stimulation overwhelms them. Teenager repeats what the officer says while pacing and flapping arms and becomes fixated on something the officer is wearing. Role player should have some form of identification that will be provided as the role play progresses if the officers respond appropriately.

**Information to provide to role play participants:** Officers receive a call for a suspicious person (insert description of role player) pacing back and forth and acting strange outside of a convenience store.

**Performance Objectives:**

1. Feedback will be provided on proper officer safety demonstrated throughout scenario
2. Feedback will be given on Building Rapport.
3. Feedback will be provided based on using customers as source of information gathering.
4. Feedback will be given on determining the teenager is on the autism spectrum, has eloped and getting the individual safely back to their family.

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# Missouri CIT De-Escalation Role Play Instructions

## Role Play #9—Parking Lot

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**Instructor Briefing to Role Players Prior to Beginning Scenario:** During the pre-brief, the instructor must brief role player(s) to follow the scenario explicitly.

**Role Player duties:**

- 1) Role Player will follow the roles given by the instructor.
- 2) Role Player will not convey anything that would warrant a use of forces response.
- 3) Role Player will present and maintain a challenge to successful resolution for the first several responses and then allow for successful resolution if the participant's response promotes that.
- 4) Role Player will not provide advice to Participant.
- 5) After the role play the Role Player will provide feedback when asked by the instructor.

**Instructor Briefing to Participant Prior to Beginning Scenario:** During the pre-brief the Participants will be instructed to assist and demonstrate control of the situation using verbal techniques only.

Role Play Participates will only be given the information labeled **Information to provide to role play participants** at the beginning of the role play scenario.

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**Setting:** Convenience store parking lot on a hot summer day

**Synopsis:** Several customers of a local convenience store have called to report an individual has been seen wandering around the parking lot for two hours (insert description of role player). The individual is pacing back and forth talking to themselves and they appear to be hearing voices. The clerk is concerned because it is very hot outside and they may experience heat stroke.

**Role Player #1 Actions (Individual in Crisis):** The individual is pacing, rocking back and forth, tapping the side of their head, and mumbling to themselves. The voices they are hearing are getting louder and they are getting more agitated as they get overheated. They appear overheated (sweating, flush, weak).

**Role Player #2 Actions (Witnesses/Convenience Store Clerk):** Provide information that person has been acting strangely for two hours mumbling to themselves and hearing voices. Express concern that the person is getting overheated because of the warm weather.

**Information to provide to role play participants:** Officers receive a call for a suspicious person (insert description of role player) pacing back and forth and acting strange in the parking lot of a convenience store. The reportee provides a description and says the individual has been there for two hours.

**Performance Objectives:**

1. Proper officer safety demonstrated.
2. The clerk is interviewed about what he/she has seen.
3. Proper use of active listening skills and de-escalation techniques utilized.
4. Proper disposition used (jail, hospital, mental health facility).

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## Missouri CIT De-Escalation Role Play Instructions

### Role Play #10—Domestic Disturbance with Elderly Couple

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**Instructor Briefing to Role Players Prior to Beginning Scenario:** During the pre-brief, the instructor must brief role player(s) to follow the scenario explicitly.

**Role Player duties:**

- 6) Role Player will follow the roles given by the instructor.
- 7) Role Player will not convey anything that would warrant a use of forces response.
- 8) Role Player will present and maintain a challenge to successful resolution for the first several responses and then allow for successful resolution if the participant's response promotes that.
- 9) Role Player will not provide advice to Participant.
- 10) After the role play the Role Player will provide feedback when asked by the instructor.

**Instructor Briefing to Participant Prior to Beginning Scenario:** During the pre-brief the Participants will be instructed to assist and demonstrate control of the situation using verbal techniques only.

Role Play Participates will only be given the information labeled **Information to provide to role play participants** at the beginning of the role play scenario.

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**Setting:** A home located in a middle-class residential area.

**Synopsis:** Officers are dispatched for a domestic disturbance. The wife called 911 because the husband has dementia and has been getting increasingly angry, yelling and cursing at her about dinner. He has pushed her and is demanding to leave, but is unsteady and disoriented. Upon arrival, it is obvious the husband appears frail, confused and is very irate. He has not been eating or taking his medication. Husband is mildly agitated in the beginning. The Presence of his wife continues to agitate the husband.

**Role Player #1 Actions (Husband with Dementia):** Husband who is suffering from dementia is upset about his dinner. Husband is holding a knife at the beginning of the scenario. Husband continues to escalate and blames the wife for everything. When law enforcement arrive he asks that the wife be removed and not him. When the wife isn't removed, the agitation continues. There are some delusional thoughts about the wife trying to poison him with his dinner.

**Role Player #2 Actions (Wife):** Wife called 911 because her husband had become irate reference dinner to the point where she cannot de-escalate him. In the past husband has accused wife of trying to kill him and has become violent towards family members.

**Information to provide to role play participants:** You receive a call for a domestic disturbance between a husband and wife. Husband is suffering from dementia and is currently in possession of a steak knife.



## Missouri CIT De-Escalation Role Play Instructions

### Performance Objectives:

1. Feedback will be based on the Participant's use of de-escalation techniques, ability to secure the safety of both parties involved.
2. Feedback will also be given on communication skills, including their ability to obtain information using open ended questions.
3. Ability to empathize with feelings rather than challenge delusional thoughts.
4. Successfully connecting the caregiver with the appropriate medical and community resources.

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## Missouri CIT De-Escalation Role Play Instructions

### Role Play #11—Adult Protective Services Worker Calls 911

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**Instructor Briefing to Role Players Prior to Beginning Scenario:** During the pre-brief, the instructor must brief role player(s) to follow the scenario explicitly.

**Role Player duties:**

- 1) Role Player will follow the roles given by the instructor.
- 2) Role Player will not convey anything that would warrant a use of forces response.
- 3) Role Player will present and maintain a challenge to successful resolution for the first several responses and then allow for successful resolution if the participant's response promotes that.
- 4) Role Player will not provide advice to Participant.
- 5) After the role play the Role Player will provide feedback when asked by the instructor.

**Instructor Briefing to Participant Prior to Beginning Scenario:** During the pre-brief the Participants will be instructed to assist and demonstrate control of the situation using verbal techniques only.

Role Play Participates will only be given the information labeled **Information to provide to role play participants** at the beginning of the role play scenario.

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**Setting:** A trailer located in a rural isolated area

**Synopsis:** The son of a 72 year old parent who lives out of state believes his parent is not being cared for and his parent's roommate will not let him talk with him for last 4 days. When Adult Protective Services arrives the roommate would not allow Adult Protective Services into the home saying the victim was not there. The roommate is being very belligerent and contradicts himself on elderly man's whereabouts, so Adult Protective Services call police to assist with contacting the potential victim. Upon arrival the roommate is verbally abusive to adult protective services and law enforcement officers. He claims his roommate is not in the residence. Officers can see that the trailer is in complete disarray and there is a strong odor coming from the interior of the trailer. They can also hear someone in the rear of the trailer. Upon entering the trailer they observe dirty dishes in the sink and see rotting food around the home.

**Role Player #1 Actions (Irate Roommate):** Roommate is verbally aggressive towards the adult protective services worker and officers when they arrive at the scene. The roommate claims the person they are there to check on is not present and there is nobody else in the trailer at that time. The roommate claims he knows his rights and he does not have to allow adult protective services and law enforcement in to his home. They claim if law enforcement officers force their way into his home it is a violation of his civil rights for the government to force their way into his home. The roommate claims his elderly roommate is fine and does not want assistance and does not want to leave his residence.

**Role Player #2 (Elderly Roommate):** When discovered, elderly roommate is delusional and barely conscious. It is clear the roommate has not been taking care of his basic human needs. When offered assistance the elderly roommate is initially frightened to speak negatively about his roommate because of fear of retaliation.

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## Missouri CIT De-Escalation Role Play Instructions

**Information to provide to role play participants:** You receive a call from Adult Protective Services to assist them on checking the welfare of an elderly male living in a trailer with a roommate. Adult Protective Services initially made contact with the roommate who refused to cooperate with their investigation.

**Performance Objectives:**

1. Feedback will be based on the Participant's use of de-escalation techniques, ability to secure the safety of both parties involved.
2. Feedback will also be given on communication skills, including their ability to obtain information using open ended questions.
3. Ability to empathize with feelings rather than challenge delusional thoughts.  
Successfully gain access to victim and arrange for appropriate medical intervention (got into ambulance) and roommate is calmed down.



## Missouri CIT De-Escalation Role Play Instructions

### Role Play #12—Older Adult Calling 911 Drunk

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**Instructor Briefing to Role Players Prior to Beginning Scenario:** During the pre-brief, the instructor must brief role player(s) to follow the scenario explicitly.

**Role Player duties:**

- 1) Role Player will follow the roles given by the instructor.
- 2) Role Player will not convey anything that would warrant a use of forces response.
- 3) Role Player will present and maintain a challenge to successful resolution for the first several responses and then allow for successful resolution if the participant's response promotes that.
- 4) Role Player will not provide advice to Participant.
- 5) After the role play the Role Player will provide feedback when asked by the instructor.

**Instructor Briefing to Participant Prior to Beginning Scenario:** During the pre-brief the Participants will be instructed to assist and demonstrate control of the situation using verbal techniques only.

Role Play Participates will only be given the information labeled **Information to provide to role play participants** at the beginning of the role play scenario.

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**Setting:** A home located in a residential area

**Synopsis:** A 69 year individual with mental illness, agitation, and is an alcoholic is calling 911 over and over while they intoxicated asking for someone to bring them some food and more beer. When law enforcement officers arrive they find that the individual is extremely intoxicated. The individual cannot stand on their own and has sustained a laceration to his forehead during a recent fall that should require stitches. As officers enter his home to check his welfare he begins to threaten them because they have not brought him food and beer.

**Role Player Actions:** Individual is extremely intoxicated, slurring his speech and unable to stand up. They have sustained a severe laceration to forehead during a recent fall. When officers arrive the individual asks for food and beer. When refused the individual threatens to assault law enforcement.

**Information to provide to role play participants:** Officers respond to a residence where an intoxicated individual has been repeatedly been calling 911 demanding to be brought food and more beer.

**Performance Objectives:**

1. Feedback will be based on the Participant's use of de-escalation techniques, ability to secure the safety of both parties involved.
2. Feedback will also be given on communication skills, including their ability to obtain information using open ended questions.
3. Ability to empathize with feelings rather than challenge delusional thoughts.
4. Successfully getting individual into ambulance and medical treatment.

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## Missouri CIT De-Escalation Role Play Instructions

### Role Play #13—English is their Second Language Student

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**Instructor Briefing to Role Players Prior to Beginning Scenario:** During the pre-brief, the instructor must brief role player(s) to follow the scenario explicitly.

**Role Player duties:**

- 1) Role Player will follow the roles given by the instructor.
- 2) Role Player will not convey anything that would warrant a use of forces response.
- 3) Role Player will present and maintain a challenge to successful resolution for the first several responses and then allow for successful resolution if the participant's response promotes that.
- 4) Role Player will not provide advice to Participant.
- 5) After the role play the Role Player will provide feedback when asked by the instructor.

**Instructor Briefing to Participant Prior to Beginning Scenario:** During the pre-brief the Participants will be instructed to assist and demonstrate control of the situation using verbal techniques only.

Role Play Participates will only be given the information labeled **Information to provide to role play participants** at the beginning of the role play scenario.

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**Setting:** 4 story College Campus Parking Garage

**Synopsis:** A foreign student studying engineering that speaks very little English just received news that they are failing school which will cause them to violate their visa status and bring shame on their family. Officers respond to the fourth floor of a campus parking garage and find the student sitting with their legs over the edge of the parking garage preparing to jump off of the parking structure.

**Role Player Actions:** Foreign student who speaks very little English just found out that they are failing school and may have to return to their country without an engineering degree bringing shame to the family. Rather than face the shame of failing school student has decided to kill themselves by jumping from the 4<sup>th</sup> floor of a campus parking garage.

**Information to provide to role play participants:** You receive a call for an individual that appears to be suicidal with their legs dangling over the edge of a 4<sup>th</sup> floor of a campus parking garage.

**Performance Objectives:**

1. Connect with both well enough to establish rapport with cultural sensitivity
2. Manage the scene to protect officers and the suicidal individual
3. Assess need for translator and how to find one if needed
4. De-escalate student without use of force if possible
5. Follow through with needed connections to treatment



## Missouri CIT De-Escalation Role Play Instructions

### Role Play #14—Suicidal on a Bridge

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**Instructor Briefing to Role Players Prior to Beginning Scenario:** During the pre-brief, the instructor must brief role player(s) to follow the scenario explicitly.

**Role Player duties:**

- 1) Role Player will follow the roles given by the instructor.
- 2) Role Player will not convey anything that would warrant a use of forces response.
- 3) Role Player will present and maintain a challenge to successful resolution for the first several responses and then allow for successful resolution if the participant's response promotes that.
- 4) Role Player will not provide advice to Participant.
- 5) After the role play the Role Player will provide feedback when asked by the instructor.

**Instructor Briefing to Participant Prior to Beginning Scenario:** During the pre-brief the Participants will be instructed to assist and demonstrate control of the situation using verbal techniques only.

Role Play Participates will only be given the information labeled **Information to provide to role play participants** at the beginning of the role play scenario.

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**Setting:** Bridge

**Synopsis:** Officers are called to respond for an individual that is threatening to jump from a bridge. It is the anniversary of the day the individual's son was killed in a motor vehicle accident. After the death of their son the individual became severely depressed causing them to lose their job. The individual has been unable to find another job and is experiencing extreme financial difficulty. They have decided to kill themselves on the anniversary of their son's death by jumping from the bridge.

**Role Player Actions:** The individual is extremely depressed and distraught over the death of their son in a motor vehicle accident a year ago. Their depression after the accident resulted in the loss of their job and severe financial issues. They have decided to kill themselves by jumping off of the bridge on the anniversary of their son's death. When officers attempt to contact the individual or get close they get extremely agitated and get closer to jumping.

**Information to provide to role play participants:** Law enforcement officers receive a call that an individual is on bridge and appears to be threatening to jump.

**Performance Objectives:**

1. Proper officer safety demonstrated.
2. Proper use of active listening skills and de-escalation techniques utilized.
3. Appropriate use of empathy towards the suicidal subject.
4. Proper disposition used (jail, hospital, mental health facility).
5. Questions about any medications or mental health professional seen by subject.

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# Missouri CIT De-Escalation Role Play Instructions

## Role Play #15—Aggressive Adult Child Living with Parents

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**Instructor Briefing to Role Players Prior to Beginning Scenario:** During the pre-brief, the instructor must brief role player(s) to follow the scenario explicitly.

**Role Player duties:**

- 1) Role Player will follow the roles given by the instructor.
- 2) Role Player will not convey anything that would warrant a use of forces response.
- 3) Role Player will present and maintain a challenge to successful resolution for the first several responses and then allow for successful resolution if the participant's response promotes that.
- 4) Role Player will not provide advice to Participant.
- 5) After the role play the Role Player will provide feedback when asked by the instructor.

**Instructor Briefing to Participant Prior to Beginning Scenario:** During the pre-brief the Participants will be instructed to assist and demonstrate control of the situation using verbal techniques only.

Role Play Participates will only be given the information labeled **Information to provide to role play participants** at the beginning of the role play scenario.

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**Setting:** Inside a residence

**Synopsis:** Disturbance at a residence. The 911 operator can hear yelling in the background. A parent reports their adult child is “tearing up the house” and being disrespectful. There are no reported injuries and everyone is still at the residence. When the officers arrive they observe that the inside of the residence is in disarray, The officers talk with the parents who advise their adult child, who is living with Autism, became upset when they would not let them watch television. Their child became upset and tore up the house. After destroying several items in the house they went to their bedroom and shut the door and locked it. Everyone is separated but the adult child can still be heard in his bedroom yelling and causing damage to his room. They parents would like their child taken to the hospital for evaluation. Officers have to convince adult child to voluntarily unlock the bedroom door and go to the hospital.

**Role Player Actions:** Adult child tore up the residence after parents refused to let him watch television. Child tore up the residence and locked himself in his room. They are currently in their room yelling and breaking items within the room. Initially they refuse to unlock the door and go to the hospital. If officers respond appropriately the role-player will eventually calm down, unlock the bedroom door and agree to respond to the hospital.

**Information to provide to role play participants:** Receive a call for a disturbance between parents and their adult child. The child has torn up the residence and has currently locked himself in their bedroom.

**Performance Objectives:**

1. Proper officer safety demonstrated.
2. The parent is interviewed about what he/she has seen.
3. Proper use of active listening skills and de-escalation techniques utilized.
4. Proper disposition used (jail, hospital, mental health facility).

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# Missouri CIT De-Escalation Role Play Instructions

## Role Play #16—Suicidal Teen

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**Instructor Briefing to Role Players Prior to Beginning Scenario:** During the pre-brief, the instructor must brief role player(s) to follow the scenario explicitly.

**Role Player duties:**

- 1) Role Player will follow the roles given by the instructor.
- 2) Role Player will not convey anything that would warrant a use of forces response.
- 3) Role Player will present and maintain a challenge to successful resolution for the first several responses and then allow for successful resolution if the participant's response promotes that.
- 4) Role Player will not provide advice to Participant.
- 5) After the role play the Role Player will provide feedback when asked by the instructor.

**Instructor Briefing to Participant Prior to Beginning Scenario:** During the pre-brief the Participants will be instructed to assist and demonstrate control of the situation using verbal techniques only.

Role Play Participates will only be given the information labeled **Information to provide to role play participants** at the beginning of the role play scenario.

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**Setting:** Residence

**Synopsis:** There is a verbal disturbance between and parent and teenager. The teenager is refusing to go to school and has made statements to their parent about wanting to kill themselves. There are no reports of any injuries or weapons involved. The parent wants to know what they can do to get their child the help they need. The parent is in the living room and the teenager is in their bedroom. You have never been to the house before and there are no prior arrests of the teenager.

**Role Player Actions:** Teenager will initially deny there is a problem and deny any suicidal ideation. If the officers respond appropriately the teenager will admit they are suffering from undiagnosed anxiety disorder. They experience anxiety when taking tests in school causing them to take extra time to complete the tests than other students. They also experience extreme anxiety in social settings. They have been thinking about killing themselves by obtaining a firearm.

**Information to provide to role play participants:** Receive a call for disturbance between a parent and their teenage child. The parent advises the child is refusing to go to school and made a statement about killing themselves.

**Performance Objectives:**

1. Proper officer safety demonstrated.
2. Proper use of active listening skills and de-escalation techniques utilized.
3. The parent is interviewed about what they has seen.
4. Proper disposition used (jail, hospital, mental health facility).

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## Missouri CIT De-Escalation Role Play Instructions

### Role Play 17 — Elderly Woman Wandering

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**Instructor Briefing to Role Players Prior to Beginning Scenario:** During the pre-brief, the instructor must brief role player(s) to follow the scenario explicitly.

**Role Player duties:**

- 1) Role Player will follow the roles given by the instructor.
- 2) Role Player will not convey anything that would warrant a use of forces response.
- 3) Role Player will present and maintain a challenge to successful resolution for the first several responses and then allow for successful resolution if the participant's response promotes that.
- 4) Role Player will not provide advice to Participant.
- 5) After the role play the Role Player will provide feedback when asked by the instructor.

**Instructor Briefing to Participant Prior to Beginning Scenario:** During the pre-brief the Participants will be instructed to assist and demonstrate control of the situation using verbal techniques only.

Role Play Participates will only be given the information labeled **Information to provide to role play participants** at the beginning of the role play scenario.

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**Setting:** A residential area at 11pm in December on an extremely cold night

**Synopsis:** An 85 woman who has Alzheimer's has wandered ½ block away from home and is found outside an office building. The woman is only wearing a nightgown with no shoes. The husband is very upset and scared that the state is going to come take his wife away and put her in a nursing home. When the officers arrive the woman goes willingly into car and they recognize her as Mrs. Smith who has wandered off from her home before. Officers return the woman to her husband.

**Role Player #1 (Actions Elderly Woman With Alzheimer's):** An elderly woman with Alzheimer's has wandered from home on a cold December evening wearing a night gown and no shoes. She is stating she is trying to get to work. She describes a place she worked 35 years ago that is in a different State. She cannot direct you to her residence which is less than a block away.

**Role Player #2 (Husband):** Husband claims to be spending \$20,000 to fence the yard and just wants to be left alone so they can live their lives. He doesn't want any help, claims he can take care of her and there is no reason that she should be put in a nursing home. Husband is stammering and appears weak possibly needing medical attention.



## Missouri CIT De-Escalation Role Play Instructions

**Information to provide to role play participants:** You have responded to a call for an elderly woman with Alzheimer's who has wandered from her residence on a cold December night. You find her wearing a night gown and no shoes in front of an office building. She claims to be going to work. You take her back to her residence that is less than a block away and contact her elderly husband.

**Performance Objectives:**

1. Feedback will be based on the Participant's use of de-escalation techniques, ability to secure the safety of both parties involved.
2. Feedback will also be given on communication skills, including their ability to obtain information using open ended questions.
3. Ability to empathize with feelings rather than challenge unrealistic and unsafe thoughts.
4. Successfully connecting the husband with the appropriate medical attention, and connection with resources for the elderly wife.



## Missouri CIT De-Escalation Role Play Instructions

### Role Play 18 — Suicide By Cop

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**Instructor Briefing to Role Players Prior to Beginning Scenario:** During the pre-brief, the instructor must brief role player(s) to follow the scenario explicitly.

**Role Player duties:**

- 1) Role Player will follow the roles given by the instructor.
- 2) Role Player will not convey anything that would warrant a use of forces response.
- 3) Role Player will present and maintain a challenge to successful resolution for the first several responses and then allow for successful resolution if the participant's response promotes that.
- 4) Role Player will not provide advice to Participant.
- 5) After the role play the Role Player will provide feedback when asked by the instructor.

**Instructor Briefing to Participant Prior to Beginning Scenario:** During the pre-brief the Participants will be instructed to assist and demonstrate control of the situation using verbal techniques only.

Role Play Participates will only be given the information labeled **Information to provide to role play participants** at the beginning of the role play scenario.

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**Setting:** A Dead end street in an industrial area

**Synopsis:** A woman called law enforcement to report that she her husband, who has been diagnosed with liver cancer, had found out today that the cancer had spread throughout his body and he only had a few months to live. She stated her husband has talked about suicide in the past because of his cancer, but stated her husband is a devout catholic and she does not think he can kill himself. She stated when he found out his cancer has spread he took an old revolver, left the residence in his vehicle and made a comment about making the law enforcement officers kill him. Law enforcement officers observe a vehicle matching the description of the husband's vehicle and attempt to stop it in an industrial area a short distance from their residence. Initially the driver refuses to stop until they come to a dead in street in the industrial area. The driver exits the vehicle with a firearm visible in his waistband telling officers to just shoot him.

**Role Player Actions:** Individual exits his vehicle with a firearm in his waistband yelling at the police to just kill him. The individual does not attempt to grab the firearm or point it at officers at any time. The individual makes statements of not wanting his wife and children to have to watch him waste away and die because of his cancer. He states that he wants to die quickly and intends to have law enforcement officers take his life.

**Information to provide to role play participates:** You have received a call from a woman who advised her husband was recently diagnosed with liver cancer. He visited the doctor today and was told that despite his treatment the cancer had spread throughout his body and he only has a few months to live. She stated that he has talked about suicide, but stated that because he is catholic he cannot take his own life. He took a firearm from his residence and left in his vehicle after stating that he was going to force law enforcement officers to kill him. You have attempted to stop a vehicle matching the description of

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## Missouri CIT De-Escalation Role Play Instructions

the individual threatening suicide by cop. The vehicle refuses to stop until it comes to a dead end street in an industrial area.

### **Performance Objectives:**

1. Feedback will be based on the Participant's use of de-escalation techniques, ability to secure the safety of all parties involved.
2. Feedback will also be given on communication skills, including their ability to obtain information using open ended questions.
3. Ability to empathize with feelings rather than challenge unrealistic and unsafe thoughts.
4. Successfully connecting the husband with the appropriate behavioral health resources.

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