

CHOUTEAU COUNTY COMMUNICATIONS CENTER CALL GUIDELINES

**CALL TYPE: COMPLETED SUICIDE/
ATTEMPTED SUICIDE**

**CAD CODE: SUIC
NUMBER: S-4**

EFFECTIVE DATE: January 1, 1993

**REVISED: November 25, 2002
May 3, 2006
June 1, 2010
May 29, 2012
June 27, 2012
April 3, 2017**

PURPOSE: To establish the appropriate response for a completed suicide or attempted suicide.

When the Communications Center receives information of a suicide or an attempted suicide, all-pertinent information will be obtained before a call is transferred, such as the location, name of possible victim, weapon or drugs involved, and any other information that will enable the responders to get on the scene quickly and safely. Remember that a suicide is treated as a homicide until an investigation proves otherwise. Calls from any type of third party, whether a Suicide hotline or similar help lines, are treated as if the initial call came into our agency and will be treated like a 9-1-1 call.

NOT all emergency calls come in on 9-1-1.

When talking with the Suicidal Caller:

Listen to the caller!!

Name of caller? Give them your name.

Establish a bond with the caller.

Ask the caller if they are going to commit suicide

Ask them why are you doing this?

Can we call anyone for you?

Do not hang up the phone.

Do not turn the call over to someone else if at all possible.

If you are on the phone with the caller and are the only one in the control room, put the caller on mute, NOT HOLD, and call for help.

**CALL ANOTHER DISPATCHER INTO WORK TO HELP ASAP
IF ALONE.**

SUGGESTED QUESTIONS:

Location of report of attempted Suicide or completed Suicide?

Method of suicide? (Gun, pills, hanging, drinking

Drugs?)

If subject has a gun, advise caller to be safe and protected. If unable to stay

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on the line due to safety issues, have caller hang up and advise where he/she will be to meet law enforcement.

If reported as a completed suicide:

If subject is hanging, cut him/her down!

Check for obvious death.

If not obvious death, check for breathing and pulse and start CPR!

Is subject still breathing and conscious?

Do you know the person?

Subject description? Name, DOB, age, sex, race,

Height, weight, or build, etc. Include clothing

Description, top to bottom, in to out.

Subject vehicle description. Use CYMBALS Vehicle year, make,

Model, color, license state, license number, and

DOT, Direction of travel.

Complainant information including call back number

And whether or not complainant would like to be contacted?

**IF REPORTED AS A COMPLETED SUICIDE, NEVER ASSUME IT IS A SUICIDE!!!
IF A BODY IS FOUND, AN INVESTIGATION BY LAW ENFORCEMENT WILL
DETERMINE WHETHER IT IS A SUICIDE OR A HOMICIDE.**

Advise caller not to disturb the scene!!!!

The appropriate Sheriff's Deputy and /or Police Officer will be dispatched **immediately**, along with a back-up officer. The appropriate ambulance and QRU will be dispatched. If it is a potentially violent situation or weapons are involved or available, the ambulance and QRU personnel will be advised to standby until the Law Enforcement personnel arrive and **THEY** state the scene is safe for responders.

Employee Acknowledgement and Understanding of policy

Date