



## Scarborough Police Department Operation HOPE Policy Statement and Protocol for Angels

### **BACKGROUND:**

There has been an increase in heroin and opiate use in recent years in Maine and the greater Portland area:

- Between 2011 and 2014, heroin-related deaths in the State of Maine increased from seven to 57 - - a 714% increase.
- Fentanyl-related deaths are up 378% during the same period.
- In the first six months of 2015 alone, 37 people have died from heroin overdoses.
- There has been an uptick in heroin and opiate-related overdoses in the greater Portland area (to include here in Scarborough);
- Heroin and opiate addiction drives a significant number of the crimes we see (home, vehicle, commercial, and residential burglaries; thefts; shoplifting; robbery etc.);
- We have seen crimes of violence related to the illicit drug trade;
- Law enforcement's traditional and predominant approach focuses on the enforcement piece with little regard for demand reduction;
- We (as police officers) are generally not aware or attuned to what is available in terms of treatment and recovery options so we can make informed recommendations or referrals to people in need.

### **POLICY:**

Effective October 1, 2015, The Scarborough Police Department will implement Operation HOPE (the Heroin – Opiate Prevention Effort).

The Scarborough Police Department Operation HOPE initiative will be pursued in concert with our partners at the Portland Recovery Community Center (PRCC) and Police Assisted Addiction Recover Initiative (PAARI).

### ***Program Philosophy***

It is the philosophy of the Scarborough Police Department that:

- We support a three-prong approach to combatting illegal drugs - Enforcement, Education, and Treatment.

- We recognize that addiction is a disease which can benefit from medical intervention and treatment.
- Officers responding to any call for service or performing any police action will be cognizant for the potential that the involved parties may be suffering from heroin and/or opiate addiction.
- Officers interacting with persons suffering from addiction *will be professional, compassionate and understanding at all times*. Often times, people suffering from addiction ask for help only as a “last resort” and may be considering self-harm or suicide. Your interaction with them can help make a difference.
- In all instances, officers will continue to take enforcement action within their discretion and normal scope of duties to address criminal activity. At the same time, officers will recognize the fact that such criminal activity may result from a medical condition (addiction).
- In addition to any police action taken in such circumstances involving known or suspected heroin – opiate addiction (i.e. citizen contacts, warnings, summons, arrest etc.), the officer will provide the involved parties an Operation HOPE flyer advising them of the program and related services.
- The department will make use of its social media presence (i.e. Facebook, Twitter etc.) to market Operation HOPE using the same messages communicated in the flyer.
- We will make use of community volunteer “Angels” - - individuals who have been trained about and understand addiction and the Operation HOPE methodology we use to assist people in getting help with addiction - - to provide support to people suffering from addiction and explore treatment option.

### ***General Program Guidelines***

It shall be the policy of the Scarborough Police Department that:

- Any person who enters the police station and requests help with their addiction to heroin or opiates will immediately be screened by a law enforcement officer for potential participation in Operation HOPE.
- If such a person who has requested help with their addiction is in possession of drugs or their drug equipment (needles, etc.), they will not be criminally charged. The materials will be collected and secured for later destruction.
- No questioning of the person will be undertaken in an effort to collect drug intelligence, determine the origins of any drugs relinquished by the person, or any other effort which may undermine the intended purpose of this program - - namely to encourage persons to seek police assistance in getting help for their addiction without fear of arrest or police action.
- The officer or dispatcher having initial contact with the program participant will immediately notify the patrol supervisor that a potential Operation HOPE participant is requesting help with their addiction.

### ***Specific Program Implementation***

**The patrol supervisor and volunteer “Angel” are responsible for ensuring this policy is followed.**

**FOLLOWING INITIAL SCREENING BY SCARBOROUGH POLICE DEPARTMENT PERSONNEL AND CONFIRMATION THAT THE SUBJECT IS ELIGIBLE TO PARTICIPATE IN OPERATION HOPE:**

- Scarborough Public Safety Dispatch will contact an Operation HOPE Angel by phone from the Angel call-out list or via group text page.
- The Angel will be informed that an Operation HOPE intake is occurring and they will be requested to respond to the Scarborough Police Department. Dispatch will ascertain an approximate estimated time of arrival of the Angel and inform the officer.
- Every effort will be made to ensure the responding Angel is the same gender as the program participant.
- The Operation HOPE “Angel” will respond to the Scarborough Police Department, 246 US Route 1, Scarborough (Phone: 207-883-6361).
- The Operation HOPE “Angel” will display their Operation HOPE “Angel” identification card in a conspicuous manner while performing “Angel” duties.
- Upon arrival of the Operation HOPE Angel at the Scarborough Police Department, the Angel will meet with the police officer who conducted initial Operation HOPE intake and screening. The officer will provide a brief summary of the circumstances and provide the Angel a copy of the participant’s completed Operation HOPE Program Participant Agreement (Form “A”) and Scarborough Police Department Operation HOPE Intake Form (Form “B”).
- The Angel should ask the police officer for the “Angel Kit”. This kit book contains guidelines, instructions and resources to assist the Angel in the performance of his/her duties. It also contains comfort items (blankets, water, snack items) for use by the Angel and program participant.
- The officer will introduce the Angel to the program participant (by first name only) and transition the program participant to the care of the Angel.
- Angels interacting with persons suffering from addiction *will be professional, compassionate and understanding at all times.*
- The Angel will assure the participant that it is our goal to assist them in exploring treatment options and attempt to identify a program or facility which can assist them.
- If at any time the participant is noted to be in medical distress or appear to be physically ill, the Angel should notify a police officer or public safety dispatcher so that EMS personnel can respond.
- The Angel should provide appropriate support and encouragement to the program participant consistent with the recommendations made in the Operation HOPE Volunteer ANGEL “Tips” (Form “G”).
- The Angel should maintain a professional relationship with the program participant in accordance with Operation HOPE Volunteer ANGEL Guidelines (Form “F”).
- Utilizing the participant information contained on the Scarborough Police Department Operation HOPE Intake Form (Form “B”) and soliciting additional information from the program participant as may be required, the “Angel” should:

- Verify with the program participant that they are willing to accept help from a treatment facility.
- The Angel should utilize the list of PAARI-cooperating facilities in the Angel Book to contact and explore treatment facilities and options. Priority should be given to utilizing these programs and/or facilities.
- Should the program participant have health care insurance or coverage, the Angel will attempt to place the participant in a facility which has previously given Operation HOPE a “scholarship” placement for an uninsured person. Previous placements and the insurance status of previous placements are recorded in the Participant Placement Log (Form “J”) or XL spreadsheet in the “Angel” Book.
- If a program participant is uninsured and does not possess financial means, placement will be dependent upon the availability and willingness of a facility to provide a “scholarship” placement. You can tell facilities willing to provide a scholarship placement that Operation HOPE will give their facility future priority in placement of an insured or paying program participant.
- In interacting with treatment facilities and attempting to assist the program participant in finding a placement, the “Angel” should use the following language in coordinating with treatment facilities. This language will help promote consistency and will let the facilities know we are part of an established and recognized PAARI program:

***“Good morning/good afternoon/good evening.***

***My name is     Insert First Name     and I’m calling from the Scarborough, Maine Police Department.***

***I’m a volunteer “Angel” with the Scarborough Police Department’s Heroin – Opiate Prevention Effort.***

***This program was established so that the police can assist people suffering from addiction to get help. We’re part of the Police Assisted Addiction Recovery Initiative and are an outgrowth of the Gloucester, Massachusetts Angel program***

***A man/woman came to the police department today seeking help for their addiction. They are here with us now.***

***We’d like your assistance in finding him/her treatment and help”.***

*Subsequent discussions should then focus on placement of participants at the facility to include inquiries concerning whether the facility assists in providing transportation for the program participant.*

NOTES:

If a program participant currently has insurance, be prepared to discuss the details of the insurance to include insurance carrier name and policy number with the treatment facility.

- Upon a facility agreeing to take an Operation HOPE participant, ensure the program participant is aware of what will be required of them to successfully complete the program. This may involve a willingness to go to a facility outside the immediate area; the commitment of a certain number of weeks or months in treatment; mandatory participation in counseling

and treatment programs; specific program rules and policies pertaining to phone access, limitations on contacts with outside parties, curfews and other restrictions.

You may want the program participant to speak directly with the facility representative to ensure they understand what will be expected of them and to facilitate treatment facility screening.

Only if the program participant is aware of treatment program expectations and expresses a willingness to comply with them, will they be allowed to enter the program in question.

*NOTE: This measure is intended to prevent a program participant from agreeing to participate in a particular program and accept a placement only to opt out of the program after arriving at a facility and learning what is expected of them.*

If a successful program/facility placement is made, record the placement information in the Participant Placement Log (Form "J") in the Angel book. This will allow us to track which facilities have been used.

- If temporary housing is needed for a participant prior to program placement, consider "Betty's" (sober living facility for females in Gorham) or the York County Shelter in Alfred.
- If the Angel determines that the participant is unable to be placed after exhausting all possible methods, the participant is not to leave without being given a plan to continue with help. The participant shall be afforded every courtesy to find them a safe place upon departure.

*A valid plan would include the participant being instructed to contact the Portland Recovery Community Center ([portlandrecovery.org](http://portlandrecovery.org)), 468 Forest Avenue, Portland, (207) 553-2575 for support, assistance and guidance until a placement can be arranged. If it is during PRCC business hours, consideration should be given to assist the participant by providing transportation.*

NOTE: For participant transportation to treatment facilities, the following options should be pursued:

- The participant and/or family should be requested to pay or contribute for transportation costs if possible.
- If the participant and/or their family is unable to pay for transportation costs, see Jaime Higgins to arrange transportation.

### ***For Additional Assistance***

In the event the Angel(s) have questions or require additional assistance, please request that a police officer or public safety dispatcher contact:

Angel Coordinator:	Steve Cotreau
Placement Coordinator:	Nichole "Niki" Curtis
Law Enforcement Liaison:	Officer John Gill
	Crime Analyst Jaime Higgins