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**POLICE CONDUCT OVERSIGHT COMMISSION**  
Case Summary Data #9  
August 2017

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**OVERVIEW OF THE COMPLAINT**

Complainant contends that she called a "mental health hotline" and was forwarded to Community Outreach for Psychiatric Emergencies (COPE). While speaking to a COPE representative, Complainant asserts that the representative called the "police on [her] as she was having suicidal thoughts." However, Complainant states that she only wished to speak to someone and was fine after the call. Complainant asserts that police came to her house and made statements to the effect of "you're lucky we didn't break your door down" and that they were going to handcuff her "if [she] didn't go to the hospital."

Complainant, who has roommates, contends that her roommates were awoken by officers screaming that she was "having suicidal thoughts." Complainant alleges that the incident resulted in her paying a four-hundred dollar hospital bill and the open disclosure of private medical information to her "entire house." She also claims that officers did not allow her to change out of her bathrobe—she asserts that she was naked underneath the robe—before being forcefully transferred to the hospital.

**ALLEGED VIOLATIONS**

1. MPD P&P § 5-104.01 – PROFESSIONAL POLICING: Officers shall use the following practices when contacting any citizen, regardless of the reason for the contact: Be courteous, respectful, polite and professional. Introduce or identify themselves to the citizen and explain the reason for the contact as soon as practical, unless providing this information will compromise the safety of officers or other persons. Ensure that the length of any detention is no longer than necessary to take appropriate action for the known or suspected offense. Attempt to answer any relevant questions that the citizen may have regarding the citizen/officer contact, including relevant referrals to other city or county agencies when appropriate. Provide name and badge number when requested, preferably in writing or on a business card. Explain and/or apologize if you determine that the reasonable suspicion was unfounded (e.g. after an investigatory stop). If asked, provide the procedures for filing a complaint about police services or conduct.
2. MPD P&P § 5-105 (A)(4) – PROFESSIONAL CODE OF CONDUCT: Employees shall use reasonable judgment in carrying out their duties and responsibilities. They need to weigh the consequences of their actions.

**COMPLAINT PROCESSING**

Upon receipt of the complaint, an intake investigation was conducted and the matter was subsequently brought before the Joint Supervisors for intake review. Upon review of the complaint, the Joint Supervisors dismissed the case for no basis.

**EVIDENCE**

1. Complaint
2. VisiNet Report
3. CAPRS Report
4. Video

**SUMMARY OF EVIDENCE**

Complaint: Complainant contends that she called a mental health hotline number, was forwarded to another hotline, in which the hotline called the police. The Complainant alleges that the police arrived at her house and made remarks like, “you’re lucky we didn’t break your door down.” Complainant asserts she was naked underneath her robe and when she went to get clothes the officers twisted her arm. Complainant states that her roommates and neighbors were awoken by the officers screaming. Complainant alleges that her confidential information was told to her entire house and that she now has a four-hundred dollar unwanted medical bill.

VisiNet Report: The Problem section is listed as “Emotionally Disturb Person,” in which it changed from “Attempted Suicide.” The emotionally disturbed person is the Complainant. It is noted that the Complainant was “playing with” the pill bottles and it was unknown if the Complainant had taken any pills. The Complainant did not know that the police were going to her house. EMS transported Complainant to the hospital.

CAPRS Report: The Public Data section states that the Officers responded for a crisis intervention and the Complainant was taken to the hospital for treatment/observation.

Complainant’s personal information, including phone number, is provided on the report.

Reporting Officer — wrote in his report that Complainant was extremely upset and stated that she wanted the Officers to leave so she could sleep. It is noted that she denied taking any pills or attempting suicide and refused to answer basic interview questions. The Complainant was escorted to the ambulance via transport hold since she refused to voluntarily go. It is noted that it was unknown whether the Complainant had any prior suicide attempts or had been diagnosed with any type of mental illness requiring prescription medication.

Body-Worn-Camera Video: The Complainant opens the door to her apartment. The officers can be seen questioning the Complainant. The Complainant does not want to answer questions and requests the officers to leave. The Complainant states her previous conversation with COPE. The officers escort the Complainant to the ambulance.

## **DISMISSED**

In essence, the Joint Supervisors dismissed the case as: the officers appeared to be professional with the Complainant; the officers had a legal right to be there; the officers did not have to let the Complainant get dressed due to fears of the Complainants safety; and the officers had a legal right to place the Complainant into custody due to her erratic actions and statement that she wished to commit suicide.