



# SAN JOSE POLICE DEPARTMENT

## TRAINING BULLETIN

**TO: ALL DEPARTMENT PERSONNEL**

**FROM:** Edgardo Garcia  
Chief of Police

**SUBJECT: CIT Tips - Hoarding**

**DATE:** February 6, 2020

**BULLETIN #2020-001**

### Hoarding

The majority of officers and Communications personnel have attended the Crisis Intervention Training (CIT) Academy. Since some personnel have yet to attend and others have not attended recently, the Department is providing periodic information on various mental health conditions. This Training Bulletin is being published in accordance with the 2017 IPA recommendations.

#### REMEMBER:

Hoarding Disorder is on the compulsive spectrum disorder in the Diagnostic and Statistical Manual of Mental Disorders of American Psychiatric Association (DSM-5). People with hoarding disorder have difficulty discarding possessions regardless of their value, and in most cases persistently acquire objects. The possessions are accumulated in large numbers and often fill up living spaces creating safety/fire hazards and making the living space non-functional.

#### DO:

- Match the person's language when referring to their possessions (i.e. "things", or "collection").
- Use encouraging statements (e.g. "I see you have a clear pathway to the bathroom, good job.").
- Highlight strengths, for example: "You take great care of your cat."

#### DON'T:

- Use judgmental language such as, "what a mess,".
- Let your non-verbal expressions show what you are thinking.
- Devalue or negatively judge their possessions.
- Make suggestions about what they should do with their possessions.
- Touch their belongings without permission.

#### RESOURCE CONTACT NUMBERS:

<p><b>Adult Protective Services</b> (Reporting Line) 408-975-4900</p>	<p><b>County MH Services Call Center "CORE"</b> (To Connect to Available Services) 800-704-0900</p>	<p><b>Mobile Crisis Response Team</b> (L/E only Number) [REDACTED]</p>
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Edgardo Garcia  
Chief of Police

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