

Tips & Tricks

Intellectual and Developmental Disabilities (I/DD)

Communication Tips & Tricks

- 1 Designate one person as the primary speaker
- 2 Speak slowly and calmly
- 3 Give one concrete directive at a time
- 4 Pause 5-10 seconds after each instruction
- 5 Avoid idioms, sarcasm, rapid questions
- 6 Confirm their understanding
- 7 Use visual cues or support person

In-Field Considerations

Environmental/Tactical Adjustments

- 1 **Create Space:** Avoid crowding
- 2 Eye level positioning
- 3 Reduce lights, sirens, loud noises, and rapid movement when safe
- 4 Avoid unnecessary touch or sudden physical contact
- 5 Use collateral when available
- 6 Explain what will happen before acting (step-by-step)

Officer Adjustment Considerations

Use observable behavior to guide safer communication and tactical decisions.

Goal: What may reduce risk for you and the person/subject?

Behavioral Indicators to Consider

A person with I/DD in distress may present as:

noncompliant, uncooperative, or defiant

- Repetitive speech, behaviors or movements
- Anxiety, agitation, or sudden/continuous withdrawal
- Poor eye contact or unusual body language (e.g., jumping, staring, robotic movement)

Adjustments to Consider

- Give **one** instruction at a time, pause, repeat calmly
- Offer choices: explain what will happen next
- Reduce stimulation (lights, loud noises, touch)
- Do not require **eye-contact** for compliance

Engage collateral whenever possible and safe to do so, avoid assumptions

Community Resources

Intellectual and Developmental Disabilities (I/DD)

CA START Services

The California START program is a community-based **crisis prevention** and behavioral health service model for individuals ages 6+ with intellectual and developmental disabilities (I/DD) and mental health needs.

LA County Regional Centers with START:
East LA, Lanterman, Harbor, Westside

More information can be found [here](#).

Support Groups

National Alliance on Mental Illness

- [Greater LA County](#)
- [General Helpline](#)

Association for Autism and Neurodiversity

- [Support Groups](#)
- [One-to-One Services](#)

[Our House Grief Support Center](#)

[Because I Love You: Parents and Youth](#)

[Project Return Peer Support Network](#)

Misc. Crisis Services

LACDMH Help Line

- [Behavioral Health Misc. Resources](#)
- 1-800-854-7771

Alternate Crisis Response Team

- [Field Intervention Team](#)

[Peace Over Violence](#)

CalHOPE Connect and Warmline

- 1-833-317-HOPE(4673)

[CA Youth Crisis Line](#)

- Call or Text - 1-800-843-5200

[Creating Behavioral & Educational Momentum \(CBEM\)](#)

- 925-283-9000

Easterseals SoCal Customer Success Line

Easterseals Southern California (ESSC) has a customer service team available to help connect to ESSC's resources and assist you with: accessing services, types/location of services, general info, etc.

Phone: 1-855-ESSC-411 (1-855-377-2411)

CA Regional Centers

How can you determine if an individual is an active Regional Center client?

1. Obtain information directly from the source.

If the individual, family, or system of support cannot identify whether they are regional center clients or receive services via a regional center, follow instructions below.

1. Contact the perspective regional center to the county in which the individual resides in.

See list of SoCal regional centers [here](#)

2. Provide the following information:

- Individuals name
- Address
- Date of Birth