

BANGOR POLICE DEPARTMENT  
POLICY  
General Order

**HOMELESSNESS CRISIS PROTOCOL**

This policy is effective April 1, 2024 and amends or supersedes all previous policies on this subject.

**I. PURPOSE:**

The purpose of this policy is to establish procedures that will guide interactions between Bangor Police Department personnel and those who are experiencing homelessness or living without shelter.

**II. POLICY:**

It is the policy of the Bangor Police Department that all personnel provide service to those who are experiencing homelessness or living without shelter while ensuring their rights and dignity as required by 17-A M.R.S. § 18.

**III. DEFINITIONS:**

Homeless Person - A person who is experiencing homelessness that lacks a fixed, regular, and adequate nighttime residence.

Law Enforcement Agency - Any state, county, municipality, or other political unit within the territory belonging to the State or any department, agency, or subdivision of any of the foregoing, or any corporation or other association carrying out the function of government that employs law enforcement officers.

Law Enforcement Officer - Any person who is vested by the law with the authority to make arrests for crimes, whether that duty extends to all crimes or is limited to specific crimes.

Listed Offenses - as follows:

The provision of the crime of **Criminal Trespass** that violates 17-A M.R.S. § 402 (1)(C) – a person is guilty of a criminal trespass if, knowing that that person is not licensed or privileged to do so, that person enters any place from which that person may lawfully be excluded and that is posted in accordance with (the law) or in a manner reasonably likely to come to the attention of intruders or that is fenced or otherwise enclosed in a manner designed to exclude intruders; *or* criminal trespass in violation of 17-A M.R.S. § 402 (1)(F) – a person is guilty of criminal trespass if, knowing that that person is not licensed or privileged to do so, that person enters or remains in a cemetery or burial ground at any time between half hour after sunset or half hour before sunrise the following day, unless that person enters or remains during hours in which visitors are permitted to enter or remain by municipal ordinance or, in the case of a privately owned or operated cemetery, as posted.

The provision of the crime of **Disorderly Conduct** that violates 17-A M.R.S. § 501A (1)(A) – a person is guilty of disorderly conduct if, in a public

place, the person intentionally or recklessly annoys others by intentionally (1) making loud and unreasonable noises; (2) activates a device, or exposing a substance, that releases noxious and offensive odors; or (3) engaging in fighting without being licensed or privileged to do so.

The provision of the crime of **Indecent Conduct** that violates 17-A M.R.S. § 854 that is based on urinating in public.

The provision of the crime of **Possession of a Scheduled Drug** in violation of 17-A M.R.S c.45 that is based on using the scheduled drug.

The provision of the crime of **Public Drinking** in violation of 17 M.R.S § 2003-A(2) – a person is guilty of public drinking if the person drinks liquor in any public place within 200 feet of a noticed posted conspicuously in the public place by the owner or authorized person that forbids the drinking in the public place or after being forbidden to do so personally by a law enforcement officer unless the person has been permitted to do so by the owner or authorized person.

#### **IV. PROCEDURE:**

##### **1. Law Enforcement Response**

a) A police officer who responds to a call or otherwise encounters a person who is committing or has committed a listed offense shall inquire whether that person has a home or lacks a home. If the person lacks a home the police officer will determine the most appropriate course of action, if indeed the person has engaged in any of the listed offenses, as outlined in this policy, based on presented facts.

b) Diversion from the criminal justice system is the desired course of action when encountering a person experiencing homelessness who is engaged in any of the listed offenses.

##### **2. Law Enforcement Action**

c) A police officer who encounters a person engaged in behavior outlined in the listed offenses section of this policy will determine the best course of action to maintain public order. It is the policy of this police department that police officers shall consider that a referral to service, even if previously denied, may be the most appropriate and preferred action, based on presented facts, in lieu of citation or arrest.

d) A police officer will provide the department referral card (gray card) to all persons who present as lacking a home or shelter and may directly connect the persons to outreach providers.

e) A police officer will provide the department referral card (gray card) to all persons who present as lacking a home or shelter.

f) A police officer who believes that a person may require mental health intervention will refer that person to the department Mental Health Community Liaison (MHCL) or, when appropriate, transport the person to a facility that can provide mental health care and treatment. *Refer to policy 2-25.*

g) Police officers recognize that each situation presents factors that will require an assessment to determine the most appropriate level of response. The assessment should include, but is not limited to:

- Availability of Services;
- Potential or likelihood of continued disruption of public order;
- History of police contacts and/or community complaints;
- Acceptance of services: and
- Impact on community if law enforcement action is not taken.

h) Law enforcement action, such as an arrest or the issuance of a citation, may not be the preferred approach in some circumstances but may be determined to be an appropriate action based on presented facts and circumstances to protect and maintain public order.

j) Any and all actions will be appropriately documented. *Refer to policy 1-5.*

#### **V. REFERRAL CARD:**

a) An example of the referral card, referenced in section IV, which outlines available crisis, mental health, substance abuse, medical and emergency sheltering services, is attached to this policy.

b) All police officers will have a sufficient number of referral cards available to provide to any person who identifies as lacking a home or shelter.

c) The referral card will be updated as necessary for the purpose of providing relevant and factual information.

#### **VI. REVIEW:**

This policy requires review, at a minimum, every twenty-four months. The review will include relevant stakeholders for the purpose of determining policy effectiveness.

Approved: March 27, 2024  
Effective: April 1, 2024

Mark J. Hathaway  
Chief of Police



**CITY OF BANGOR  
POLICE DEPARTMENT**

**BANGOR AREA RESOURCES**

**CRISIS SERVICES 24 HOUR HOTLINE:**  
1.888.568.1112

**CITY OF BANGOR PUBLIC HEALTH:**  
**General Assistance (GA)**  
• 103 Texas Ave Suite A, Bangor, ME, 04401  
• 207-992-4528, 24/7

**HOMELESS OUTREACH  
CASEMANAGEMENT:**

**City of Bangor**  
• 103 Texas Ave Suite A, Bangor, ME, 04401  
• 207-356-2502, Mon-Fri 8:00AM-4:30PM

**Community Health & Counseling Services (PATH)**  
• 42 Cedar St, Bangor, ME, 04401  
• 207-947-0366, Mon-Fri 8:00AM-4:30PM

**Veterans Case Management (Preble Street)**  
• 115 Main St, 4th floor, Bangor, ME 04401  
• 207-956-6556

**Military & Veteran Services (Easterseals)**  
• 15 Cross St, Suite 17, Bangor, ME 04401  
• 207-828-0754, Option 2

**MENTAL HEALTH SERVICES:**

**Community Health and Counseling Services**

• 42 Cedar St, Bangor, ME 04401  
• 207-947-0366, 8:00AM-5:00PM, Mon-Fri

**Together Place (Peer Run Recovery Center)**

• 2nd St, Bangor, ME 04401  
• 207-941-2897, 8:00AM-4:00PM, Mon-Fri

**Northern Light Acadia Hospital**

• 268 Stillwater Ave, Bangor, ME 04401  
• 800-640-1211/207-941-2897, 7 days a week

**SUBSTANCE ABUSE SERVICES:**

**Bangor Area Recovery Network (BARN)**

• 142 Center St, Brewer, ME 04412  
• 207-561-9444, 10:00AM-9:00PM, 7 days a week

**Wellspring (Recovery Center/Detox)**

• 253 Hammond St #255, Bangor, ME 04401  
• 207-941-1612, 8:00AM-4:00PM, Mon-Fri

**Fresh Start Inc. (Recovery Residence)**

• 51 4th St, Bangor, ME 04401  
• 207-307-1292, 7 days a week

**Better Life Partner (Medication Assisted Treatment with same day access)**

• 866-679-0831, no insurance needed, 7 days a week

**Together Place (Peer Run Recovery Center)**

• 2nd St, Bangor, ME 04401  
• 207-941-2897, 8:00AM-4:00PM, Mon-Fri

**Overdose Prevention Through Intensive Outreach Naloxone & Safety (OPTIONS) Treatment & Recovery Services**

• 207-659-1857 or email:  
aperkins@chcs-me.org

**Health Equity Alliance (HEAL)**

• 304 Hancock St Suite 3B, Bangor, ME, 04401  
• 207-990-3626 Mon, Tues, Thurs, Fri 10:00AM-5:00PM

**PCHC: Bridge Clinic (Medication-assisted treatment)**

• 992 Union Street Suite 3  
• (207)-404-8330  
Mon-Fri 7:00AM-5:00PM

**MEDICAL EMERGENCY DEPARTMENTS:**

**St. Joseph Healthcare**

• 360 Broadway St, Bangor, ME, 04401  
• 207-907-1000

**Northern Light Eastern Maine Medical Center**

• 489 State St, Bangor, ME, 04401  
• 207-973-7000

**SHELTERS:**

**Bangor Area Homeless**

• 263 Main St, Bangor, ME, 04401  
• 207-947-0092, 7 days a week

**Hope House**

• 179 Corporate Drive, Bangor, ME, 04401  
• 207-217-6713, 7 days a week

**Shepherd's Godparent House (Mothers and Children)**

• Bangor, ME, 04401  
• 207-949-2273

**Partners For Peace (Domestic Violence Shelter)**

• 1-800-863-9909, 7 days a week

**Shaw House (Youth Shelter)**

• 136 Union St, Bangor, ME, 04401  
• 207-941-2874

**FOOD, CLOTHING, & SHOWERS:**

**The Salvation Army of Bangor**

Soup Kitchen: Mon-Fri 11:45am-1pm  
• 65 South Park St, Bangor, ME, 04401  
• 207-941-2990

**Manna Ministries Food Bank & Soup Kitchen**

Pantry: Mon – Weds – Fri 3pm-4pm Provides bag of groceries sufficient for 3 to 4 meals 1 visit per week.  
Hot meals: Mon-Fri 4pm-5p.  
• 126 Union St, Bangor, ME, 04401  
• 207-852-5635

**Brick Church**

FREE CLOTHING and SHOWERS:  
Tuesday and Thursday 10am – 2pm  
• 126 Union St, Bangor, ME, 04401  
• 207-852-5635

**Bangor Area Homeless Shelter**

Pantry: Tue and Thurs 1pm-4pm; visitors are limited to 1 visit every 14 days.  
Soup Kitchen: Mon-Sun 11am-1pm  
• 263 Main St, Bangor, ME, 04401  
• 207-947-0092

**Hope House Health**

• 179 Corporate Drive, Bangor, ME, 04401  
• 207-217-6713 by appointment; call for assistance

**For additional resources visit [211maine.org](http://211maine.org)  
or call 211 from a Maine phone number**