

# Chapter 2: 911

## Appendices and Training Memos

## Appendix: Receiving 911 Domestic Abuse Calls: Protocol 1 - Card 1: Establish immediate safety needs: CALLER SAFETY UNKNOWN

**Be alert to changing safety needs – Assume the caller cannot speak freely – Verify that it is safe for caller to stay on the line.**

Assess & respond to need for language interpretation and TTY/TDD call.

**Stay respectful, calm, and reassuring.**

<b>Caller can speak freely</b> [Victim or third-party caller]	<b>Caller has difficulty speaking</b>	<b>Child caller</b> [Adjust to caller’s age & comprehension]
<ul style="list-style-type: none"> <li>✓ Where is the emergency?                             <ul style="list-style-type: none"> <li>○ Address</li> <li>○ Apartment number</li> </ul> </li> <li>✓ What phone number are you are calling from?</li> <li>✓ Who are you?</li> <li>✓ What has happened?</li> <li>✓ When did it happen?</li> <li>✓ Has anyone been hurt?</li> <li>✓ What is the relationship between the people involved?</li> </ul> <p>! Is it safe for you to stay on the line and talk to me? <b>NO</b> ⇒</p> <p><b>YES: Safe</b> for the caller to stay on the line &amp; answer questions <b>Use 911 Response Card 3</b></p>	<ul style="list-style-type: none"> <li>! Do you need police help?</li> <li>! Is someone hurting/ threatening you?</li> <li>! Is it safe for you to talk with me? <b>NO</b> ↓                              ⇐ <b>YES</b></li> <li>! Can you tell me what address you’re at?                              NO: Attempt to confirm address</li> <li>! Can you tell me what phone number you’re calling from?                              NO: Attempt to confirm phone number</li> <li>! If caller cannot confirm address or phone number:                             <ul style="list-style-type: none"> <li>○ Repeat address &amp; phone questions.</li> <li>○ Can you give me any information about your location? I will send help, but we have to know where to find you.</li> </ul> </li> <li>! Ask additional questions as safety &amp; time permit.                             <ul style="list-style-type: none"> <li>○ Use yes/no questions.</li> </ul> </li> <li>! <b>Unsafe for caller to talk or stay on line:</b> <b>Use 911 Response Card 2</b></li> </ul>	<ul style="list-style-type: none"> <li>✓ Do you need police help?</li> <li>✓ Where are you?                             <ul style="list-style-type: none"> <li>○ Address</li> <li>○ Apartment number</li> </ul> </li> <li>✓ What is the phone number you are calling from?</li> <li>✓ What is your name?</li> <li>✓ How old are you?</li> <li>✓ Are you scared?</li> <li>✓ What is happening?</li> <li>✓ Has anyone been hurt?</li> </ul> <p>! Is it okay if I ask you some questions?                      ! Are you afraid to talk to me right now?                      ⇐ Appears unsafe for child to stay on the line and answer questions</p> <p><b>YES: Safe</b> for child to stay on the line and answer questions <b>Use 911 Response Card 3</b></p>

## Appendix: Receiving 911 Domestic Abuse Calls: Protocol 1 - Card 2: MAY BE UNSAFE FOR CALLER TO SPEAK FREELY OR STAY ON THE LINE

**Stay alert to changing safety needs – Verify that it is safe for caller to stay on the line.**

Inform caller that officers have been notified – Respond to caller’s need to know when officers will arrive.

**Stay respectful, calm, and reassuring.**

! Caller NOT SAFE to answer questions	! Call interrupted: Assume caller cannot speak freely	! Hang-up call – Open line
<p>! Can you stay on the phone without talking to me? YES: Reassure the caller: help is one the way. ! NO: You can set down the phone and go to another location. <b>Please leave the line open.</b> ! Would you like me to talk with the other person there? YES ↓</p> <p><b>! Possible suspect on the line</b></p> <p>! Who am I speaking with? What is happening?</p> <p>! Attempt to keep the person on the line and allow time for the squad to respond.</p> <p>! Remain calm and respectful.</p> <p>! Avoid arguing.</p> <p>! Refrain from language that appears to take sides.</p> <p>! DO NOT SHARE:</p> <ul style="list-style-type: none"> <li>o What caller or others have said</li> <li>o Why police were called</li> <li>o Other information about the situation</li> </ul> <p>! <b>In all calls, stay alert to suspect on the line.</b> Listen for click, breathing, talking.</p>	<p>! <b>Disconnected after initial contact: Call back</b></p> <ul style="list-style-type: none"> <li>o <b>No answer or machine</b> <ul style="list-style-type: none"> <li>▪ Do not leave message.</li> <li>▪ Relay any details about the call prior to disconnect, including screams, threats, or other background noises.</li> </ul> </li> <li>o <b>Answered by caller</b> <ul style="list-style-type: none"> <li>▪ Be alert to suspect on the line..</li> <li>▪ Ask yes/no questions.</li> </ul> </li> <li>o <b>Answered by another adult party</b> <ul style="list-style-type: none"> <li>▪ Be alert to suspect on the line.</li> <li>▪ Ask to speak to the other person there.</li> <li>▪ Ask yes/no questions.</li> </ul> </li> </ul> <p>! <b>Caller says “everything’s okay now”</b></p> <ul style="list-style-type: none"> <li>o Can you safely answer yes/no questions?</li> <li>o <b>YES: Do you need police help now?</b> <ul style="list-style-type: none"> <li>▪ <b>Confirm address &amp; phone.</b></li> <li>▪ Ask yes/no questions.</li> <li>▪ Keep caller on line if safe to do so.</li> </ul> </li> <li>o <b>! NO: If you need police help now, press the # key on the phone.</b></li> </ul>	<p>! Be alert to any background sounds.</p> <p>! Check whether phone number or address is a known location for prior domestic abuse calls.</p> <p>! Gauge potential safety risk on a call back.</p> <p>! Call back.</p> <ul style="list-style-type: none"> <li>o Be alert to suspect on the line.</li> <li>o Proceed with caution.</li> <li>o Attempt to confirm location and phone number.</li> <li>o Ask yes/no questions.</li> <li>o Adult says children playing on the phone.                             <ul style="list-style-type: none"> <li>▪ Age and name of child</li> <li>▪ Ask to speak to the child</li> <li>▪ Is everything okay?</li> <li>▪ Do you need help?</li> </ul> </li> </ul>

## Appendix: Receiving 911 Domestic Abuse Calls - Protocol 1 - Card 3: SAFE FOR CALLER TO SPEAK FREELY

Be alert to changing safety needs – Verify that it is safe for caller to stay on the line.

Inform caller that officers have been notified – Respond to caller’s need to know when officers will arrive.

Stay respectful, calm, and reassuring.

Establish type and level of danger	Advance safety	Communicate & document call
<p><b>Obtain as much detail about the nature of the emergency &amp; conditions at the scene as time &amp; safety allow.</b></p> <ul style="list-style-type: none"> <li>✓ Location &amp; method of entry</li> <li>✓ Parties involved and how involved</li> <li>✓ Events happening now</li> <li>✓ Persons harmed and how</li> <li>✓ Injuries and need for medical attention</li> <li>✓ Weapons and how involved</li> <li>✓ <b>Specific threats</b> the suspect is making</li> <li>✓ Likelihood suspect will carry out those threats</li> <li>✓ Suspect’s possible reaction to officers</li> <li>✓ Past threats or violence that make caller afraid now</li> <li>✓ Presence, involvement, &amp; safety of children</li> <li>✓ Presence &amp; involvement of other adults</li> <li>✓ Protective order or other kind of no-contact order</li> <li>✓ Recent separation or divorce</li> <li>✓ Job loss or other significant event</li> <li>✓ Suspect on probation</li> <li>✓ Alcohol or drugs consumed today &amp; impact on suspect’s behavior.</li> </ul>	<p><b>! Harm escalating or imminent:</b></p> <p><b>ASK: Can you move to a safer location?</b></p> <ul style="list-style-type: none"> <li>○ Where?</li> <li>○ Can you bring the phone with you?</li> <li>○ NO: Leave the phone on and set it down.</li> </ul> <ul style="list-style-type: none"> <li>✓ Establish rapport.</li> <li>✓ Provide messages of help &amp; reassurance.</li> <li>✓ Apologize for &amp; explain interruptions.</li> <li>✓ Explain why information is needed.</li> <li>✓ Repeat information &amp; instructions.</li> <li>✓ Announce when caller is put on hold.</li> <li>✓ Acknowledge caller’s fears.</li> <li>✓ Relay medical instructions.</li> <li>✓ Advise caller when officers have arrived at the scene.</li> <li>✓ Notify supervisor if call involves a police officer or other public safety officer, 911 personnel, public official, or a prominent member of the public.</li> <li>✓ Respond to caller’s request for information about community resources.</li> </ul>	<ul style="list-style-type: none"> <li>✓ <b>Priority 2</b> when:                             <ul style="list-style-type: none"> <li>○ Weapon involved</li> <li>○ Assault occurring or has just occurred</li> <li>○ Caller feels assault is imminent</li> <li>○ Violence escalating</li> <li>○ Suspect has threatened to kill, take children, harm household member or pet, or threatened suicide</li> </ul> </li> <li>✓ <b>Priority 3</b> when:                             <ul style="list-style-type: none"> <li>○ Suspect gone and not likely to return</li> <li>○ Violation of restraining order with no threat of harm</li> <li>○ Verbal argument; no threat of harm or known history of violence</li> <li>○ Third-party caller hears arguing but nothing else known</li> </ul> </li> <li>✓ Go to Priority 2 if history of violence.</li> <li>✓ <b>When in doubt code call as Priority 2.</b></li> <li>✓ Enter accurate &amp; appropriate type code.</li> <li>✓ <b>Enter specific details about the violence, threats, &amp; injuries</b> into the CAD report.</li> <li>✓ Update dispatch on changing conditions &amp; location of parties.</li> <li>✓ Obtain witness contact information.</li> </ul>

## Training Memo: Accurate Coding of 911 Domestic Abuse-Related Calls

### Why is accurate coding important?

- Sets a foundation for interagency response and intervention.
- Helps reduce the many cases that officers respond to that are coded as “domestic.”
- Supports the community response to domestic violence by developing the best possible information about the volume and scope of reported incidents.
- Contributes to a better understanding of whether and how diverse members of the community see 911 and the criminal legal system as a source of help.

### Who has a role?

- Caller
- Call taker
- Dispatcher
- Responding officer
- Supervisor

All contribute to an **information loop** that establishes what has happened and who is involved and in what ways, and thereby helps to determine the nature of the emergency and the response priority.

### What is involved?

- Accurate coding is influenced by:
  - The nature of the emergency and response priority
  - The opportunity to develop information about the call
  - Updates from officers on the scene
- Accurate recoding requires recognizing that domestic violence encompasses a wide range of ongoing actions of abuse, coercion, harassment, stalking, and violence, and callers may be seeking help accordingly. For example:
  - A physical attack is underway.
  - Stalking behavior is frightening someone.
  - Property is being destroyed or someone is being otherwise intimidated.
  - A parent is fearful when a child has not been returned from visitation.
  - An order for protection is violated.
  - Neighbors, family members, and bystanders (“third party” callers) hear or see someone in distress or danger.

- Accurate coding rests on an information loop that begins with the caller and includes the call taker, dispatcher, and responding officers.
- Exercise caution when assigning the code:
  - Capture the many kinds of actions that constitute domestic violence.
  - Avoid using a domestic code as a general broad category for calls involving parties who are merely acquainted with one another.
  - **Do not recode a call as non-domestic because it does not involve an allegation of physical assault.**
  - Recode as non-domestic only after establishing that there is no domestic relationship between the parties.
  - On information from a responding officer, recode as domestic a call that was initially coded as non-domestic.
  - Steps:
    1. Initial coding: Call taker makes initial determination of who is involved and how and whether the relationship and events warrant an initial domestic-related code (per list).
    2. Final coding: Dispatcher obtains update from officer on scene and adjusts coding if warranted and supported by additional information.
  - Considerations:
    - Does immediate information provided by the caller identify the situation as a likely domestic abuse–related call?  
Example: “I/we need help because...My husband...My ex-wife...My former boyfriend...Our daughter’s ex-husband...My mom and dad...is threatening ...just tried to choke ...is trying to break in...left 30 messages on the answering machine threatening to kill us...are fighting”
    - Can the caller describe the relationship between the parties who are the subject of the call?  
Example: “The couple next door is fighting...He’s saying, ‘you’re my girlfriend’...I saw them in the bar and it looks like they’re boyfriend and girlfriend...They live together...”
    - Has this address been the location of prior DOM or VOP calls?

## Codes

It is expected that most domestic abuse–related calls will fit one of the specific codes listed, with exceptions in extraordinary situations such as an abduction and homicide that occurs in the context of domestic abuse.

Most domestic abuse–related calls will be assigned one of the following codes:

- DOM = Call is related to one or more of the following actions or events involving family or household members (see definitions):
  - Harm, injury, or threats
  - Stalking and harassment
  - Destruction of property
  - Threats to take children
  - Attempts to break into the victim's residence
  - Other disturbance involving family and household members
  
- VOP = Call is reporting violation of a current order for protection, harassment restraining order or violation of a no-contact order issued in a pending domestic violence criminal case.

NOTE:

An officer dispatched to a call coded DOM who finds that there is no domestic relationship between the parties should notify the dispatcher to recode the call.

A call should not be recoded simply because it does not involve an allegation of physical assault.

### Definitions

**Domestic Abuse:** physical harm; bodily injury; assault; the infliction of fear of imminent physical harm, bodily injury or assault; terroristic threats; criminal sexual conduct; or interference with an emergency call between family or household members. For purposes of the 911 response policy and accurate coding, domestic abuse also includes violations of orders for protection and harassment restraining orders obtained by one family or household member against another (Minn. Stat. §518B).

Domestic abuse also refers to crimes that are committed by one family or household member against another, such as damage to property; taking children or threatening to take children; harming or threatening to harm pets or other animals; damaging property; attempting to break in; stealing cars or other property, and other crimes.

**Family and household members:** spouses; former spouses; parents and children; persons related by blood; persons who are residing together or who have resided together in the past; persons who have a child or are currently expecting a child in common regardless of whether they have been married or have lived together at any time; a man and a women if the woman is pregnant and the man is alleged to be the father regardless of whether they have been married or have lived together at any time; and persons involved in a significant romantic or sexual relationship. Minn. Stat. §518B.

## Training Memo: 911 Attention to Violence

### Why is it important for call takers to pay explicit attention to and document violence in domestic abuse–related calls to 911?

Domestic violence is the most common form of violence in our society. It has a huge impact on our schools, neighborhoods, prison population, child protection system, hospitals, mental health institutions, and every human service agency in our communities. Sit at any 911 console and the reality of that statement jumps out. Call takers and dispatchers play a key role in how cases enter the criminal justice system for resolution. A well-organized criminal justice system can reduce by half the homicides and serious assaults in our families. The Blueprint is one of the country's most ambitious efforts to continue a thirty-year effort to eradicate this social problem.

Every practitioner touching a domestic violence case is organized through the Blueprint to link up with every other practitioner acting to protect victims and hold offenders accountable. The Blueprint presents a key shift in case processing. This shift is characterized by (1) a collective effort to make the full scope of violence and abuse transparent to each practitioner and (2) policies and procedures that direct practitioners to adjust their interventions based on the context and severity of abuse occurring in a case. Training at every level of intervention will help practitioners recognize the known lethality and risk factors in these cases. This approach is intended to avoid a one-size-fits-all response to people with very different circumstances and needs. It seeks to move away from responding to one individual incident at a time in cases involving a history and pattern of violence and abuse.

### What is involved?

The “Blueprint Approach” begins with the call taker and dispatcher. By listening to each caller, asking appropriate questions, and transmitting critical information about the nature of the emergency and events at the scene to officers, the 911 center ensures that the response begins with attention to the full scope of violence, to connecting the caller with help and to connecting responding officers and others with the information they need to provide that help. The 911 protocols and related response cards have been designed to guide a process that requires call takers to develop and relay as much information as the caller's immediate safety, the 911 center's call volume, and time allow. This means that call takers must be prepared to help the caller focus, calm down, and describe exactly what is happening, i.e., describe who is doing what to whom, and how.

The following chart summarizes and illustrates the kind of information about the violence and possible danger that call takers should document as they link the caller to the responding officer and eventually to the entire criminal justice system.

Caller to 911 ⇔ Call Taker ⇔ Dispatcher ⇔ Patrol Officer What is happening that creates the need for police intervention?		
Information that responding officers need:	Examples of specific information from call takers and dispatchers that best meets that need:	
	<b>WRITE THIS:</b>	<b>NOT THIS:</b>
[1] <u>Specific</u> information and <u>details</u> about the <b>level of violence</b> that is occurring or the <b>threats</b> being made	<i>Man pulled woman out of car by her hair, woman screaming</i>  <i>Former husband is saying he will burn down the house before letting her have it...he is throwing things out of the garage</i>  <i>Caller said "he slugged me in the back and backhanded me in the face"</i>	"Male female fighting physical"  "Verbal but now escalating"  "Woman says he hit her"
[2] <u>Specific</u> information and <u>details</u> about the caller's <b>level of fear</b> and <b>concern</b> and that of people in background	<i>Caller crying, short of breath difficult time talking sounds afraid</i>  <i>Caller is the victim's mother and "she says he may kill her...he's threatened to bury her and the children" OR "he says he will take the car and leave her penniless"</i>	"Caller upset"  "Mother called in worrying about daughter"
	<b>ASK THIS:</b>	<b>NOT THIS:</b>
[3] <u>Specific</u> information and <u>details</u> about <b>weapons</b> and their involvement in the situation	<i>What weapons are in the house and where are they?</i> <i>Have any weapons been used or has he/she threatened to use one?</i> <i>Does the suspect carry a weapon? Does he/she have one now?</i> <i>Has he/she used a weapon or threatened anyone in the past with a weapon? What kind?</i> <i>Has he/she ever threatened to use a weapon against a police officer?</i> <i>Has he/she fought with police in the past?</i>	"Are there any weapons?"
Communicating and documenting this kind specific, detailed information accomplishes the following: <ul style="list-style-type: none"> <li>• Helps 911 and officer determine the response priority according to severity and urgency.</li> <li>• Helps officer make a determination if forced entry is appropriate in cases where no one comes to the door.</li> <li>• Helps officer recognize when a victim is too afraid to speak freely about what is happening.</li> <li>• May help officer recognize signs of strangulation.</li> <li>• Contributes to an officer's overall impressions of the situations and parties' accounts of events.</li> <li>• Helps officers decide if the call is not in fact a domestic assault call.</li> </ul>		

## Training Memo: Suspect on the Line

Why is it important for call takers to be prepared to respond to domestic abuse–related calls where the suspect is on the line?

- Contribute to a safety-oriented response.
- Determine the nature of the emergency and the response priority.
- Provide information to responding officers about events at the scene and the level of danger.
- Help de-escalate the situation by talking with the suspect while police are on their way.
- In some situations, occupying the suspect by talking with him/her may give the victim(s) an opportunity to go to a safer location.

What is involved?

- **Recognition**
  - On all calls: stay alert for clicks, breathing, talking and other sounds that suggest that someone other than the initial caller is on the line.
  - In some situations, caller may hand over the phone to the suspect; e.g., “He’s standing right next to me. Here, you talk to him.”
  - In situations where the callers says it is not safe to speak openly or freely, or it appears that the caller cannot speak openly or answer questions, ask a question such as “Would you like me to talk with the other person there?” Or, “Would you like me to talk with the person who has threatened you?”
- **Response**
  - Communicate in ways that are most likely to de-escalate the situation and keep the suspect preoccupied and talking:
    - Remain calm and respectful
    - Avoid arguing
    - Refrain from language that appears to take sides
  - Attempt to keep the person on the line and allow time for the squad to respond.
  - Do not share information about what others have said or why police were called.
  - Inform dispatch and responding officers that call taker is speaking with possible suspect.
  - Document in CAD exactly what the person is saying to the call taker; provide specific details and quotes.
  - Use 911 Protocols, Card 2 (see Blueprint Supplement), to guide the response.

## Training Memo: Recognizing Signs of Strangulation

### Why is it important for call takers to recognize signs of strangulation?

- Contribute to a safety-oriented response.
- Avoid incorrect assumptions and accurately recognize why it may be difficult for the caller to understand questions and communicate clearly.
- Help determine the nature of the emergency and the response priority.
- Provide accurate information to responding officer about events at the scene.
- Understand caller's need for reassurance.
- Link victim of strangulation with prompt medical attention.

### What is involved?

- Be attentive to signs of strangulation in how the caller sounds and communicates:
  - Difficult to speak
  - Raspy voice
  - Literally “out of breath”
  - Painful to breathe
  - Painful to swallow
  - Coughing
  - Frightened
  - Panicky
- When there are signs of strangulation in how the caller sounds and communicates, if circumstances permit ask the caller:
  - Have you been hurt? How?
  - Has someone “choked” you? (A more familiar term to most people than “strangled.”)
  - Who did this? Is that person there with you?
- Understand the possible injuries resulting from strangulation:
  - Unconsciousness
  - Swelling of neck and narrowing of airway
  - Ruptured or damaged tissue
  - Internal bleeding
  - Oxygen deprivation
- Communicate all signs of and information related to strangulation to responding officers.
- Recognize that strangulation is associated with increased risk of lethality. See *Practitioners' Guide to Risk and Danger in Domestic Violence Cases*.

## Training Memo: Interrupted and Open-Line Calls

**Why is it important for call takers to be prepared to respond to interrupted and open-line calls that are or may be domestic abuse–related?**

- Contribute to a safety-oriented response.
- Determine the nature of the emergency and the response priority.
- Provide information to responding officers about events at the scene and the level of danger.

**What is involved?**

- **Recognition**
  - Interrupted calls include:
    - Disconnected after initial interaction between 911 call taker and the caller
    - Hang-up (call connects with 911 but there is no interaction between the call taker and the caller)
  - Open-line call: connection stays open but there is no one speaking on the other line or no one who is responding to the call taker's questions.
  - Public is widely aware that calling 911 means that help will be sent, even when the threat is such that a caller cannot speak freely or openly, or speak at all.
  - Hang-up, open line, and interrupted calls can signal situations that are highly dangerous and urgent.
  - Hang-up and open line calls can also be a matter of misdialing or accidental dialing (e.g., cell phone in a pocket triggers the speed dial).
  - Interrupted call may be more likely to signal a dangerous or volatile situation.
  - Call takers face a challenge in gathering information safely and determining the nature of the emergency and the response priority.
- **Response**
  - Check whether phone number or address is a known location for prior domestic abuse calls.
  - Use caution in calling back and deciding whether to call back, drawing on available information in the call and records of prior calls.
  - Be alert to possible suspect listening in or on the line.
  - Be prepared to use a safety code; e.g., "If you need police help now, press the # key on the phone."
  - Relay to dispatch specific details about the call prior to the disconnection or overheard in the background:
    - Any signs of distress and danger, such as screams, shouts, threats, objects falling or breaking
    - People speaking calmly and conversationally
    - Sounds suggesting that a cell phone is bumping against objects in a pocket, purse, briefcase, backpack
  - Document in CAD:

- The type of call and result of call taker's attempts to verify what is happening.
- Prior calls to the phone number and address, if known.
- Any background sounds that may help determine the nature of the call.
- Use 911 Protocol, Card 2 (see Blueprint Supplement), to guide the response

## Appendix: Receiving 911 Domestic Abuse Calls: Protocol 4 - Card 1: Call Review Checklist (Supervising the 911 Response to Domestic Abuse-Related Calls)

Call #/ID	Dispatcher
Call taker	Data channel operator

### RECEIVING CALLS

Policy Elements: <b>RECEIVING 911 Domestic Abuse Calls</b>	Comments
<p><b>NA = Not applicable in this call</b> <b>NP = Not possible in this call</b></p>	
<p><b><i>1. Communicate effectively and respectfully with callers.</i></b></p>	
<ul style="list-style-type: none"> <li><input type="checkbox"/> Respond to callers who are unable to communicate or to communicate clearly.</li> <li><input type="checkbox"/> Elicit information safely.</li> <li><input type="checkbox"/> Respond to calls that are disconnected or otherwise uncompleted.</li> <li><input type="checkbox"/> Reflect awareness of cultural and social factors in communication.</li> <li><input type="checkbox"/> Establish rapport and communicate core messages to callers.</li> </ul>	
<p><b><i>2. Determine the nature of the emergency and the response priority.</i></b></p>	
<ul style="list-style-type: none"> <li><input type="checkbox"/> Establish the immediate threat of harm to persons at the scene, responding officers, and others.</li> <li><input type="checkbox"/> Determine the nature of any injuries and the need for immediate medical attention.</li> <li><input type="checkbox"/> Establish whether children are safe or unsafe, harmed or being harmed, abducted, or being drawn into the events in any way.</li> <li><input type="checkbox"/> Dispatch as Priority 2 unless safety information warrants lower priority.</li> <li><input type="checkbox"/> Use accurate and appropriate type code.</li> </ul>	
<p><b><i>3. Direct responding officers to the location and parties at the scene</i></b></p>	
<ul style="list-style-type: none"> <li><input type="checkbox"/> Establish the correct address and physical location.</li> <li><input type="checkbox"/> Establish who is involved and their locations.</li> <li><input type="checkbox"/> Communicate the caller's location.</li> </ul>	

<b>Policy Elements:</b> <b>RECEIVING 911 Domestic Abuse Calls</b>	<b>Comments</b> NA = Not applicable in this call NP = Not possible in this call
<b><i>4. Establish the type and level of danger.</i></b>	
<ul style="list-style-type: none"> <li><input type="checkbox"/> Elicit information about the immediate present danger and acts of aggression or harm.</li> <li><input type="checkbox"/> Elicit information about the suspect’s history of aggression.</li> <li><input type="checkbox"/> Determine the risk to persons at the scene.</li> <li><input type="checkbox"/> Determine the risk to responding officers.</li> </ul>	
<b><i>5. Advance safety for those at the scene while help is en route.</i></b>	
<ul style="list-style-type: none"> <li><input type="checkbox"/> Communicate safely and effectively with the caller.</li> <li><input type="checkbox"/> Provide safety suggestions or instructions to the caller.</li> <li><input type="checkbox"/> Provide medical instructions to the caller</li> <li><input type="checkbox"/> When possible, engage with suspect on the line to control escalation while officers are en route.</li> </ul>	
<b><i>6. Communicate and document information related to the nature of the emergency; violence, threats, and injuries; and the safety of responding officers and those at the scene.</i></b>	
<ul style="list-style-type: none"> <li><input type="checkbox"/> Relay information to dispatch and responding officers with accuracy and attention to the safety of officers and those at the scene.</li> <li><input type="checkbox"/> Access and relay records, including orders for protection, domestic abuse no contact orders, and whether suspect is on probation or parole.</li> <li><input type="checkbox"/> Provide updated information to officers and respond to officers’ requests.</li> <li><input type="checkbox"/> Document disposition of the call.</li> </ul>	
<b><i>7. Establish a foundation for continuous engagement with members of the public seeking help in domestic abuse cases.</i></b>	
<ul style="list-style-type: none"> <li><input type="checkbox"/> Avoid placing the victim in a position of confrontation with the offender.</li> <li><input type="checkbox"/> Protect the victim from retaliation when communicating with the offender.</li> </ul>	

Policy Elements: <b>RECEIVING 911 Domestic Abuse Calls</b>	Comments NA = Not applicable in this call NP = Not possible in this call
<ul style="list-style-type: none"> <li><input type="checkbox"/> Treat each interaction with the victim as an opportunity to build a partnership over multiple contacts.</li> <li><input type="checkbox"/> Know the signs that violence may be resuming or escalating.</li> </ul>	

**DISPATCHING CALLS**

Policy Elements: <b>DISPATCHING 911 Domestic Abuse Calls</b>	Comments NA = Not applicable in this call NP = Not possible in this call
<b><i>1. Relay the nature of the emergency and the response priority to responding officers.</i></b>	
<ul style="list-style-type: none"> <li><input type="checkbox"/> Immediate threat of harm to responding officers, the victim, and others</li> <li><input type="checkbox"/> Nature of any injuries and the need for immediate medical attention</li> <li><input type="checkbox"/> Whether children are present and safe or unsafe, harmed or being harmed</li> <li><input type="checkbox"/> Priority 2 dispatch unless safety information warrants lower priority.</li> <li><input type="checkbox"/> Use of accurate and appropriate type code.</li> </ul>	
<b><i>2. Direct responding officers to the correct address, location, and appropriate people at the scene, including detailed information that will assist officers in locating a suspect who has left the scene.</i></b>	
<ul style="list-style-type: none"> <li><input type="checkbox"/> Correct address and physical location</li> <li><input type="checkbox"/> Identities and descriptions of who is involved</li> <li><input type="checkbox"/> Suspect description, means and direction of travel, and vehicle description in gone-on-arrival (GOA) calls</li> </ul>	
<b><i>3. Relay to responding officers all available information about the type and level of danger involved, including violence, threats, and injuries.</i></b>	
<ul style="list-style-type: none"> <li><input type="checkbox"/> Immediate present danger and acts of aggression or harm to those at the scene</li> <li><input type="checkbox"/> Suspect's history of aggression</li> <li><input type="checkbox"/> Threats and risk to persons at the scene</li> <li><input type="checkbox"/> Risk to responding officers</li> </ul>	

Policy Elements: <b>DISPATCHING 911 Domestic Abuse Calls</b>	Comments NA = Not applicable in this call NP = Not possible in this call
<b><i>4. Advance officer and public safety while help is en route and at the scene.</i></b>	
<ul style="list-style-type: none"> <li><input type="checkbox"/> Check officer status and safety.</li> <li><input type="checkbox"/> Update changes on scene.</li> <li><input type="checkbox"/> Update suspect location.</li> <li><input type="checkbox"/> Update caller location.</li> <li><input type="checkbox"/> Check for past calls to location or calls concerning the parties involved.</li> </ul>	
<b><i>5. Communicate and document information related to the nature of the emergency and the safety of responding officers and those at the scene.</i></b>	
<ul style="list-style-type: none"> <li><input type="checkbox"/> Details of violence and threats</li> <li><input type="checkbox"/> Records check</li> <li><input type="checkbox"/> Court orders</li> <li><input type="checkbox"/> Probation and parole status</li> <li><input type="checkbox"/> Accurate and complete CAD entries and radio transmissions</li> </ul>	

**DATA CHANNEL**

Policy Elements: <b>DATA CHANNEL 911 Domestic Abuse Calls</b>	Comments NA = Not applicable in this call NP = Not possible in this call
<b><i>Assist call takers, dispatchers, and patrol officers in establishing the nature of the emergency and the type and level of danger presented by responding promptly to requests for information related to 911 domestic abuse calls.</i></b>	
<ul style="list-style-type: none"> <li><input type="checkbox"/> Utilize all available local, state, and national databases, documents, and other records to respond to requests for information related to domestic abuse calls.</li> <li><input type="checkbox"/> Promptly relay the search results.</li> <li><input type="checkbox"/> Email CAD report and any order for protection or harassment affidavits to Project Remand following an arrest, preferably immediately and no later than two hours after the arrest.</li> </ul>	

## Appendix: Receiving 911 Domestic Abuse Calls: Protocol 2 - Card 1: Safety-Oriented Dispatching

Confirm with call taker: Is it safe for caller to speak freely?
Stay alert to changing safety needs of responding officers and all involved

Relay nature of emergency & level/type of danger	Advance safety	Communicate & document call
<ul style="list-style-type: none"> <li>✓ What is happening now</li> <li>✓ Who has been harmed and how</li> <li>✓ Address, location and method of entry</li> <li>✓ Person and vehicle descriptions</li> <li>✓ Injury type and severity                             <ul style="list-style-type: none"> <li>○ Medical attention/ambulance</li> </ul> </li> <li>✓ Weapons                             <ul style="list-style-type: none"> <li>○ Present and used</li> <li>○ Type and kind</li> <li>○ Location</li> </ul> </li> <li>✓ Type and nature of violence</li> <li>✓ Specific threats by suspect</li> <li>✓ Suspect's likely reaction to officers</li> <li>✓ Children: ages and location                             <ul style="list-style-type: none"> <li>○ Harmed</li> </ul> </li> <li>✓ Other adults: identity and location                             <ul style="list-style-type: none"> <li>○ Actions and threats</li> </ul> </li> <li>✓ Alcohol and drugs                             <ul style="list-style-type: none"> <li>○ Who used and how recently</li> <li>○ Substance and quantity</li> <li>○ Impact on behavior and aggression</li> </ul> </li> <li>✓ OFP, DANCO or other court order</li> <li>✓ Probation or parole status if requested by officer</li> <li>✓ Recent separation or divorce or other significant event</li> </ul>	<ul style="list-style-type: none"> <li>✓ Updates to responding officers on changing conditions at the scene and location of parties</li> <li>✓ Status check with officers on scene</li> </ul> <p><b>! Harm escalating or imminent</b></p> <ul style="list-style-type: none"> <li>! What is happening</li> <li>! Suspect's location and actions</li> <li>! Caller or victim's location</li> <li>! Call taker still connected</li> </ul> <p><b>! Call interrupted</b></p> <ul style="list-style-type: none"> <li>! Nature of interruption                             <ul style="list-style-type: none"> <li>○ Disconnected</li> <li>○ Ended by caller</li> </ul> </li> <li>! Response to call back</li> <li>! Caller's freedom to speak or stay on the line</li> <li>! Background sounds</li> </ul> <p><b>! Hang-up call</b></p> <ul style="list-style-type: none"> <li>! Available information                             <ul style="list-style-type: none"> <li>○ Background sounds</li> <li>○ Whether known location for domestic abuse calls</li> </ul> </li> <li>! Response to call back</li> </ul>	<ul style="list-style-type: none"> <li>✓ Enter into CAD and relay critical content specific to the type and level of danger:                             <ul style="list-style-type: none"> <li>○ Weapons</li> <li>○ Injuries</li> <li>○ Violence and harm</li> <li>○ Threats</li> <li>○ Strangulation</li> <li>○ Prior calls</li> </ul> </li> <li>✓ Update officers on changing conditions on scene.</li> <li>✓ Request additional information as needed from call takers to support safety of responding officers and those at the scene.</li> <li>✓ On information from a responding officer, recode call if warranted and supported by additional information (per policy).</li> </ul>