

Appendix 2D

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