

Appendix 2A Protocol 1—Card 1 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.

Caller can speak freely <i>Victim or third-party caller</i>	Caller has difficulty speaking	Child caller <i>Adjust to caller's age & comprehension</i>
<ul style="list-style-type: none"> ✓ Where is the emergency? <ul style="list-style-type: none"> ○ Address ○ Apartment number ✓ What phone number are you are calling from? ✓ Who are you? ✓ What has happened? ✓ When did it happen? ✓ Has anyone been hurt? ✓ What is the relationship between the people involved? ! Is it safe for you to stay on the line and talk to me? NO ⇒ YES: Safe for the caller to stay on the line & answer questions Use Protocol 1 - Card 3 	<ul style="list-style-type: none"> ! Do you need police help? ! Is someone hurting/ threatening you? ! Is it safe for you to talk with me? NO ↓ ⇐ YES ! Can you tell me what address you're at? NO: Attempt to confirm address ! Can you tell me what phone number you're calling from? NO: Attempt to confirm phone number ! If caller cannot confirm address or phone number: <ul style="list-style-type: none"> ○ Repeat address & phone questions. ○ Can you give me any information about your location? I will send help, but we have to know where to find you. ! Ask additional questions as safety & time permit. <ul style="list-style-type: none"> ○ Use yes/no questions. ! Unsafe for caller to talk or stay on line: Use Protocol 1 - Card 2 	<ul style="list-style-type: none"> ✓ Do you need police help? ✓ Where are you? <ul style="list-style-type: none"> ○ Address ○ Apartment number ✓ What is the phone number you are calling from? ✓ What is your name? ✓ How old are you? ✓ Are you scared? ✓ What is happening? ✓ Has anyone been hurt? ! 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 YES: Safe for child to stay on the line and answer questions Use Protocol 1 - Card 3