

Appendix 2B Protocol 1—Card 2

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