

## Appendix 2C

### Protocol 1—Card 3

### CALLER SAFE 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</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 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>