Appendix 2E
Protocol 4—Card 1
Call Review Checklist

Call #/ID	Dispatcher
Call taker	Data channel operator

Receiving 911 Domestic Abuse Calls

Policy Elements	Comments
	NA = Not applicable in this call NP = Not possible in this call
1. Communicate effectively and respectfully with callers.	
☐ Respond to callers who are unable to communicate or to communicate clearly. ☐ Elicit information safely. ☐ Respond to calls that are disconnected or otherwise uncompleted. ☐ Reflect awareness of cultural and social factors in communication. ☐ Establish rapport and communicate core messages to callers.	
2. Determine the nature of the emergency and the response priority.	
☐ Establish the immediate threat of harm to persons at the scene, responding officers, and others. ☐ Determine the nature of any injuries and the need for immediate medical attention.	

Policy Elements	Comments
	NA = Not applicable in this call NP = Not possible in this call
☐ Establish whether children are safe or unsafe, harmed or being harmed, abducted, or being drawn into the events in any way. ☐ Dispatch as Priority 2 unless safety information warrants lower priority. ☐ Use accurate and appropriate type code.	

3. Direct responding officers to the location and parties at the scene

☐ Establish the correct address and physical location. ☐ Establish who is involved and their locations. ☐ Communicate the caller's location.	

4. Establish the type and level of danger.

☐ Elicit information about the immediate present danger and acts of aggression or harm. ☐ Elicit information about the suspect's history of aggression. ☐ Determine the risk to persons at the scene. ☐ Determine the risk to responding officers.	

Policy Elements	Comments
	NA = Not applicable in this call NP = Not possible in this call

5. Advance safety for those at the scene while help is en route.

- ☐ Communicate safely and effectively with the caller.

- ☐ Provide safety suggestions or instructions to the caller.

- ☐ Provide medical instructions to the caller

- ☐ When possible, engage with suspect on the line to control escalation while officers are en route.

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.

- ☐ Relay information to dispatch and responding officers with accuracy and attention to the safety of officers and those at the scene.

- ☐ Access and relay records, including orders for protection, domestic abuse no contact orders, and whether suspect is on probation or parole.

- ☐ Provide updated information to officers and respond to officers' requests.

- ☐ Document disposition of the call.

Policy Elements	Comments
	NA = Not applicable in this call NP = Not possible in this call

7. Establish a foundation for continuous engagement with members of the public seeking help in domestic abuse cases.

☐ Avoid placing the victim in a position of confrontation with the offender. ☐ Protect the victim from retaliation when communicating with the offender. ☐ Treat each interaction with the victim as an opportunity to build a partnership over multiple contacts. ☐ Know the signs that violence may be resuming or escalating.	

Dispatching Domestic Abuse Calls

Policy Elements	Comments
	NA = Not applicable in this call NP = Not possible in this call
1. Relay the nature of the emergency and the response priority to responding officers.	
☐ Immediate threat of harm to responding officers, the victim, and others ☐ Nature of any injuries and the need for immediate medical attention ☐ Whether children are present and safe or unsafe, harmed or being harmed ☐ Priority 2 dispatch unless safety information warrants lower priority. ☐ Use of accurate and appropriate type code.	
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.	
☐ Correct address and physical location ☐ Identities and descriptions of who is involved ☐ Suspect description, means and direction of travel, and vehicle description in gone-on-arrival (GOA) calls	

Policy Elements	Comments
	NA = Not applicable in this call NP = Not possible in this call
3. Relay to responding officers all available information about the type and level of danger involved, including violence, threats, and injuries.	
☐ Immediate present danger and acts of aggression or harm to those at the scene ☐ Suspect's history of aggression ☐ Threats and risk to persons at the scene ☐ Risk to responding officers	
4. Advance officer and public safety while help is en route and at the scene.	
☐ Check officer status and safety. ☐ Update changes on scene. ☐ Update suspect location. ☐ Update caller location. ☐ Check for past calls to location or calls concerning the parties involved.	
5. Communicate and document information related to the nature of the emergency and the safety of responding officers and those at the scene.	
☐ Details of violence and threats ☐ Records check ☐ Court orders ☐ Probation and parole status ☐ Accurate and complete CAD entries and radio transmissions	

Data Channel

Policy Elements	Comments
	NA = Not applicable in this call NP = Not possible in this call
1. 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.	
☐ Utilize all available local, state, and national databases, documents, and other records to respond to requests for information related to domestic abuse calls. ☐ Promptly relay the search results. ☐ 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.	