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	Caller has difficulty speaking	Child caller
Victim or third-party caller		*Adjust to caller's age & comprehension*

Caller can speak freely

- ✓ Where is the emergency?
    - o Address
    - o 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

Caller has difficulty speaking

- ! 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:
    - o Repeat address & phone questions.
    - o 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.
    - o Use yes/no questions.
- ! **Unsafe for caller to talk or stay on line**:
Use Protocol 1 - Card 2

Child caller

- ✓ Do you need police help?
- ✓ Where are you?
    - o Address
    - o 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