

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>Obtain as much detail about the nature of the emergency & conditions at the scene as time & safety allow.</p> <ul style="list-style-type: none"> ✓ Location & method of entry ✓ Parties involved and how involved ✓ Events happening now ✓ Persons harmed and how ✓ Injuries and need for medical attention ✓ Weapons and how involved ✓ Specific threats the suspect is making ✓ Likelihood suspect will carry out those threats ✓ Suspect’s possible reaction to officers ✓ Past threats or violence that make caller afraid ✓ Presence, involvement, & safety of children ✓ Presence & involvement of other adults ✓ Protective order or other kind of no-contact order ✓ Recent separation or divorce ✓ Job loss or other significant event ✓ Suspect on probation ✓ Alcohol or drugs consumed today & impact on suspect’s behavior. 	<p>! Harm escalating or imminent:</p> <p>ASK: Can you move to a safer location?</p> <ul style="list-style-type: none"> ○ Where? ○ Can you bring the phone with you? ○ NO: Leave phone on and set it down. <ul style="list-style-type: none"> ✓ Establish rapport. ✓ Provide messages of help & reassurance. ✓ Apologize for & explain interruptions. ✓ Explain why information is needed. ✓ Repeat information & instructions. ✓ Announce when caller is put on hold. ✓ Acknowledge caller’s fears. ✓ Relay medical instructions. ✓ Advise caller when officers have arrived at the scene. ✓ Notify supervisor if call involves a police officer or other public safety officer, 911 personnel, public official, or a prominent member of the public. ✓ Respond to caller’s request for information about community resources. 	<ul style="list-style-type: none"> ✓ Priority 2 when: <ul style="list-style-type: none"> ○ Weapon involved ○ Assault occurring or has just occurred ○ Caller feels assault is imminent ○ Violence escalating ○ Suspect has threatened to kill, take children, harm household member or pet, or threatened suicide ✓ Priority 3 when: <ul style="list-style-type: none"> ○ Suspect gone and not likely to return ○ Violation of restraining order with no threat of harm ○ Verbal argument; no threat of harm or known history of violence ○ Third-party caller hears arguing but nothing else known ✓ Go to Priority 2 if history of violence. ✓ When in doubt code call as Priority 2. ✓ Enter accurate & appropriate type code. ✓ Enter specific details about the violence, threats, & injuries into the CAD report. ✓ Update dispatch on changing conditions & location of parties. ✓ Obtain witness contact information.

