

Appendix 2D

Protocol 2—Card 1 Safety Oriented Dispatching

Confirm with call taker: Is it safe for caller to speak freely?

Stay alert to changing safety needs of responding officers and all involved

Relay nature of emergency & level/type of danger	Advance safety	Communicate & document call
<ul style="list-style-type: none"> <li>✓ What is happening now</li> <li>✓ Who has been harmed and how</li> <li>✓ Address, location and method of entry</li> <li>✓ Person and vehicle descriptions</li> <li>✓ Injury type and severity                             <ul style="list-style-type: none"> <li>○ Medical attention/ambulance</li> </ul> </li> <li>✓ Weapons                             <ul style="list-style-type: none"> <li>○ Present and used</li> <li>○ Type and kind</li> <li>○ Location</li> </ul> </li> <li>✓ Type and nature of violence</li> <li>✓ Specific threats by suspect</li> <li>✓ Suspect’s likely reaction to officers</li> <li>✓ Children: ages and location                             <ul style="list-style-type: none"> <li>○ Harmed</li> </ul> </li> <li>✓ Other adults: identity and location                             <ul style="list-style-type: none"> <li>○ Actions and threats</li> </ul> </li> <li>✓ Alcohol and drugs                             <ul style="list-style-type: none"> <li>○ Who used and how recently</li> <li>○ Substance and quantity</li> <li>○ Impact on behavior and aggression</li> </ul> </li> <li>✓ OFP, DANCO or other court order</li> <li>✓ Probation or parole status if requested by officer</li> <li>✓ Recent separation, divorce or other significant event</li> </ul>	<ul style="list-style-type: none"> <li>✓ Updates to responding officers on changing conditions at the scene and location of parties</li> <li>✓ Status check with officers on scene</li> </ul> <p><b>! Harm escalating or imminent</b></p> <ul style="list-style-type: none"> <li>! What is happening</li> <li>! Suspect’s location and actions</li> <li>! Caller or victim’s location</li> <li>! Call taker still connected</li> </ul> <p><b>! Call interrupted</b></p> <ul style="list-style-type: none"> <li>! Nature of interruption                             <ul style="list-style-type: none"> <li>○ Disconnected</li> <li>○ Ended by caller</li> </ul> </li> <li>! Response to call back</li> <li>! Caller’s freedom to speak or stay on the line</li> <li>! Background sounds</li> </ul> <p><b>! Hang-up call</b></p> <ul style="list-style-type: none"> <li>! Available information                             <ul style="list-style-type: none"> <li>○ Background sounds</li> <li>○ Whether known location for domestic abuse calls</li> </ul> </li> <li>! Response to call back</li> </ul>	<ul style="list-style-type: none"> <li>✓ Enter into CAD and relay critical content specific to the type and level of danger:                             <ul style="list-style-type: none"> <li>○ Weapons</li> <li>○ Injuries</li> <li>○ Violence and harm</li> <li>○ Threats</li> <li>○ Strangulation</li> <li>○ Prior calls</li> </ul> </li> <li>✓ Update officers on changing conditions on scene.</li> <li>✓ Request additional information as needed from call takers to support safety of responding officers and those at the scene.</li> <li>✓ On information from a responding officer, recode call if warranted and supported by additional information (per policy).</li> </ul>