

Appendix 2E

Protocol 4—Card 1

Call Review Checklist

Call #/ID	Dispatcher
Call taker	Data channel operator

Receiving 911 Domestic Abuse Calls

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

Policy Elements	Comments NA = Not applicable in this call NP = Not possible in this call
<ul style="list-style-type: none"> <input type="checkbox"/> Determine the nature of any injuries and the need for immediate medical attention. <input type="checkbox"/> Establish whether children are safe or unsafe, harmed or being harmed, abducted, or being drawn into the events in any way. <input type="checkbox"/> Dispatch as Priority 2 unless safety information warrants lower priority. <input type="checkbox"/> Use accurate and appropriate type code. 	
3. Direct responding officers to the location and parties at the scene	
<ul style="list-style-type: none"> <input type="checkbox"/> Establish the correct address and physical location. <input type="checkbox"/> Establish who is involved and their locations. <input type="checkbox"/> Communicate the caller's location. 	
4. Establish the type and level of danger.	
<ul style="list-style-type: none"> <input type="checkbox"/> Elicit information about the immediate present danger and acts of aggression or harm. <input type="checkbox"/> Elicit information about the suspect's history of aggression. 	

Policy Elements	Comments NA = Not applicable in this call NP = Not possible in this call
<ul style="list-style-type: none"> <input type="checkbox"/> Determine the risk to persons at the scene. <input type="checkbox"/> Determine the risk to responding officers. 	
5. Advance safety for those at the scene while help is en route.	
<ul style="list-style-type: none"> <input type="checkbox"/> Communicate safely and effectively with the caller. <input type="checkbox"/> Provide safety suggestions or instructions to the caller. <input type="checkbox"/> Provide medical instructions to the caller <input type="checkbox"/> 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.	
<ul style="list-style-type: none"> <input type="checkbox"/> Relay information to dispatch and responding officers with accuracy and attention to the safety of officers and those at the scene. 	

Policy Elements	Comments NA = Not applicable in this call NP = Not possible in this call
<ul style="list-style-type: none"> <input type="checkbox"/> Access and relay records, including orders for protection, domestic abuse no contact orders, and whether suspect is on probation or parole. <input type="checkbox"/> Provide updated information to officers and respond to officers' requests. <input type="checkbox"/> Document disposition of the call. 	
<p>7. Establish a foundation for continuous engagement with members of the public seeking help in domestic abuse cases.</p>	
<ul style="list-style-type: none"> <input type="checkbox"/> Avoid placing the victim in a position of confrontation with the offender. <input type="checkbox"/> Protect the victim from retaliation when communicating with the offender. <input type="checkbox"/> Treat each interaction with the victim as an opportunity to build a partnership over multiple contacts. <input type="checkbox"/> Know the signs that violence may be resuming or escalating. 	

Dispatching Domestic Abuse Calls

<i>Policy Elements</i>	<i>Comments</i> 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.	
<ul style="list-style-type: none"> <input type="checkbox"/> Immediate threat of harm to responding officers, the victim, and others <input type="checkbox"/> Nature of any injuries and the need for immediate medical attention <input type="checkbox"/> Whether children are present and safe or unsafe, harmed or being harmed <input type="checkbox"/> Priority 2 dispatch unless safety information warrants lower priority. <input type="checkbox"/> 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.	
<ul style="list-style-type: none"> <input type="checkbox"/> Correct address and physical location <input type="checkbox"/> Identities and descriptions of who is involved 	

Policy Elements	Comments NA = Not applicable in this call NP = Not possible in this call
<input type="checkbox"/> Suspect description, means and direction of travel, and vehicle description in gone-on-arrival (GOA) calls	
3. Relay to responding officers all available information about the type and level of danger involved, including violence, threats, and injuries.	
<input type="checkbox"/> Immediate present danger and acts of aggression or harm to those at the scene <input type="checkbox"/> Suspect's history of aggression <input type="checkbox"/> Threats and risk to persons at the scene <input type="checkbox"/> Risk to responding officers	
4. Advance officer and public safety while help is en route and at the scene.	
<input type="checkbox"/> Check officer status and safety. <input type="checkbox"/> Update changes on scene. <input type="checkbox"/> Update suspect location. <input type="checkbox"/> Update caller location. <input type="checkbox"/> 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.	

Policy Elements	Comments NA = Not applicable in this call NP = Not possible in this call
<input type="checkbox"/> Details of violence and threats <input type="checkbox"/> Records check <input type="checkbox"/> Court orders <input type="checkbox"/> Probation and parole status <input type="checkbox"/> Accurate and complete CAD entries and radio transmissions	

Data Channel

<i>Policy Elements</i>	<i>Comments</i>
<p>NA = Not applicable in this call NP = Not possible in this call</p>	
<p>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.</p>	
<ul style="list-style-type: none"> <input type="checkbox"/> Utilize all available local, state, and national databases, documents, and other records to respond to requests for information related to domestic abuse calls. <input type="checkbox"/> Promptly relay the search results. <input type="checkbox"/> 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. 	