



Domestic Violence/Dispute Officer Response Training

Safety and Handling Review:

Firearms/Taser Safety rules

- No Guns should ever be displayed during scenarios
- Firearms will be locked in a safe or secure area
- Red guns will be given to officers to holster for scenarios
- Tasers will be not be displayed during scenarios
- Tasers will be secured and locked in a safe or secure area

Location

- In an area where it will not alarm other students, staff or facility

Scenarios: (Officers arriving at the scene)

- Domestic Violence
- Scenario #1
 - RA calls Dispatch to report hearing arguing from a room in a Hall asking for an officer
 - RA hangs up on dispatcher, but answers when the dispatcher calls back
 - Physical Domestic, yelling from inside room, refusing to open the door, RA present, able to hear slapping (Male/Female relationship)
- Scenario #2
 - RLC calls to report hearing yelling, and what sounds like could be a domestic in a hall asking for an officer, RLC stays on the phone with the dispatcher until officers arrive
 - Officers can hear yelling and slapping, RLC on the scene, RLC asks officers if they want her to key in
 - Students state they were having rough sex, not a domestic (Male/Female relationship)
- Scenario #3
 - RLC calls stating that she can hear loud noises coming from a room asks for an officer, gives little information, states she feels uncomfortable going to the room, but doesn't state why. RLC is willing to stay on the phone if dispatcher asks her to.
 - RLC is on the scene
 - Officers can hear arguing, but no indication of the physical altercation is going on. (Male/Female relationship one says they are friends one says they are romantic)
 - No answer when RLC knocks, No answer when Officers knock
 - RLC offers to key in
- Scenario #4
 - RLC calls stating that she hears loud noises and she is uncomfortable going to the room by herself, asks for an officer. Is not specific, and hangs up on dispatcher, does not answer on call back.
 - Officers can hear screaming, arguing and slapping coming from inside the room. (Female/Female relationship, with a male friend over)
 - Students refuse to open the door.
 - RLC on the scene goes to key in.
- **Dispatcher: (Response)**
 - Questions asked during each scenario
 - Was caller kept on the line/called back
 - Information was taken and put into CAD notes
- **Debrief:**
 - After each scenario discuss what occurred
 - How each participate felt about the scenario
 - Questions about the scenario or how someone handled something

- Remember at any time to advise the trainer of any issues or concerns during training.
- Remember this is roleplay!

- Discuss corrections or other options of how to handle the situation
- Work as a team

● **Officer's Response:**

- Make sure to get detail information from the dispatcher
- If dispatcher does not or did not get information from the caller, instruct him/her to call them back
- Upon arrival listen to see if you have exigent circumstance to make entry into the room, but do not take too long to decide, time is of the essence.
- Listen for what the parties are saying, for what sound like slaps, furniture being knocked over, the words being used, "stop hitting me," "Don't pull my hair," etc.
- Once inside, separate the parties to start to diffuse the situation and to get the details.
- ALWAYS go in with the priority to de-escalate the situation, however, be prepared for anything.
- Do not assume who the aggressor is, always ask both parties male and female if they are the victim.
- Control your scene do not let the parties control it.
- If you need additional units, do not hesitate to call Romeoville for backup
- Remember the difference between physical domestic and domestic disputes.
- Review the Lewis Policy 413
- Review the Domestic Violence Act:

(750 ILCS 60/101) (from Ch. 40, par. 2311-1)(par.2311-2)
 Sec. 101. Short Title. This Act shall be known and may be cited
 as the "Illinois Domestic Violence Act of 1986".
 (Source: P.A. 84-1305.)

● **Dispatcher Response:**

- Keep the caller on the line, if the call is disconnect, call back
- Do not put the caller on hold; they may think you hung up on them, keep them on the line, you can dispatch with them on the line.
- Start by telling the caller I am going to keep you on the line until the officers arrive, can you please keep letting me know what is going on so I can let the officers know who is on the way.
- If they disconnect and refuse to answer when you call back that is ok, at least you tried.
- Ask the who, what, why, how, when, where questions
- Do you know who is involved? Can you see them, **what do you hear**, are there weapons? Depending on the situation and location of our caller will depend on the direction of your questions.
- Make sure to inform the officers going to the scene with as much detailed information as possible, the more, the better. If your given a room number look up who belongs to that room, think beyond the norm of what you're doing to get information especially if the caller cannot supply as much.
- Check the status of the officers on the scene, until they advise you not too.
- Dispatchers remember to take a deep breath; this is just as stressful for you.
- Ask the caller if they want to be seen, before disconnecting the call.

Date of training:	Name of Trainer:	Signature of Trainer:
Date of training:	Name of Employee:	Signature of Employee: