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Best practices are ways and methods known to most of the industry



Best Practice SEQUENCING

In every profession there are tools to be used when needed. Here is an example of a Call Taker
SEQUENCING – A TOOL to use.

No address, no further. Location information first, that includes phone number.



CELL CALL This call was a cell call with no address. Of course it was vital that the address is obtained in this call with NO ALI, however stress that ALL CALLS the address is the number one priority.




Using The Tools **PERSIST**

- Use the phone company as a tool**
 - Know your resources & numbers**
- State your agency clearly**
- Persist on all DV Calls**
- Take all calls seriously**
- Do not downplay**
- Look at your ALI (a female?)**




PERSIST The most important question to ask on this call is this, “Is it significant that a woman is on the message machine saying “I”?” The answer is YES – it indicates she lives there possibly alone. Would the ALI with a woman’s name be important YES as she is the resident most likely.




Best Practice **Send Anyway**

Assume they will lie
Do not disregard
Ask closed ended questions



Remember if persons have lived together regardless if they are the same gender – it is domestic violence.

ROOMATES Sequencing is getting send info first – which is address and phone number. Asking weapons is not only a best practice but a procedure – not discretionary. Next EMD is a tool. Strangulation is something now important in some states for the level of crime – intent to kill instead of assault. Keeping a person on the line when anything can change – best practice. Visualization is ‘seeing the scene’ in the mind’s eye to better determine what hasn’t been asked as we know not to assume. For example, what part of the house they are in.




Best Practice Transferring

This is a domestic violence homicide.

Although at the time it is not known the father was the murderer - the signs are there. What might those signs be?

This call points out the importance of having CLEAR standard operating procedures that reflect best practices.



RINEYVILLE You can ask the trainee what might have been done improperly here. The procedure you would write for this call can be put on the board – regarding transferring a call with ALL the information instead of dropping it in the lap of the next call taker without information or warning. What problems could this action have caused. Note the call ends when the initial dispatcher hung up, so you can tell that she did not stay on the call to completion to ensure the child had the right agency and the call taker had everything.



Best Practice FULL DESCRIPTION

Safety Items


Obtain full descriptions of subject and vehicle, where from, how long ago.

Might the caller be safe in another location?



ABUSER GONE It is important to always believe the caller in domestic violence that the threats are real and act accordingly. Often we forget that the caller may be safe in another location.


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Having The Tools? Be Crafty


Code if abuser is present. Say no if you are in danger, be silent if you ARE in danger.

Speak to abuser in order to keep him distracted and learn more.



Don't assume, don't believe, just the facts.

This call is interesting because the female sounds like she is intoxicated, however she is actually disabled.



Best Practice **ASK** for Injuries

**Often abusers can hurt someone
where the marks do not show.
Ask the victim directly:**

What happened?


How were you hurt?

Where are you hurt?

What did he do?

Where the children touched?

The officers always can use more information when responding to a call – it is always good to get as much exact information as possible.



Best Practice Think Evidence

When you are on the line with domestic violence situations the information you gather may be used in court – always keep that in mind and be direct and professional.

Use no judgments or statements that could prejudice a case.

The officers always can use more information when responding to a call – it is always good to get as much exact information as possible.



Best Practice **Think Officer Safety**


Officers are in danger on any and all domestic violence calls.

Send **two officers**

Status check **often**

Stay **online until they arrive and are inside.**

The officers always can use more information when responding to a call – it is always good to get as much exact information as possible.




DV is DV Regardless

Forty percent of America's law enforcement officers reportedly have used violence against their domestic partners, a rate far higher than in the general population, statistics show. www.officer.com

However DV is ***not*** about stress related jobs ...as incorrectly as they say at officer.com...or *all of us* would abuse our significant other.

DV is about **power and control** – abusers in law enforcement are about power and control,

Dispatch must handle an officer involved domestic EXACTLY like any other DV.



DV is DV Regardless

When a 911 call involves a police officer accused of DV – treat it like any other call – period.

In any DV Call do the 'right thing' – which was to treat all calls – regardless of an officer involved - as a DV CALL.

Dispatch must handle an officer involved domestic EXACTLY like any other DV.

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