9-1-1 Centers Should Have Call Processing Protocols For ALL Incident Types

These protocols set the baseline requirements for your 9-1-1 Call Operator when processing incident-specific calls.

- They ensure that a standard level of care is provided to EVERY caller.

- 9-1-1 Call Operators "set the tone" in their assignment for responding resources.

Creating Protocols For Violence Against Women And Domestic Violence Calls

To create protocols, you must know the laws governing these incidents. Laws vary from state to state, state to country, country to country.

- Collaborate with your local Law Enforcement agencies to identify the essential information the responders need to have gathered during the call interrogation process for an appropriate (for both the safety of those on scene and responding units), and to fulfill legal obligations.

- Get answers to the following questions:
  - Are there any requirements specific to the response for these types of calls?
  - Are there any specific requirements for the 9-1-1 Call Operators?

Minimum Standard For Information Gathering

All protocols should begin with the **minimum information gathering standard** included in the **NENA Standard for 9-1-1 Call Processing**. The minimum information includes:

- **The location of the incident** – "You **SHALL** verify all location information conveyed about the emergency to obtain the most accurate dispatchable location for emergency services response."

- **Callback telephone number**

- **Caller identity**
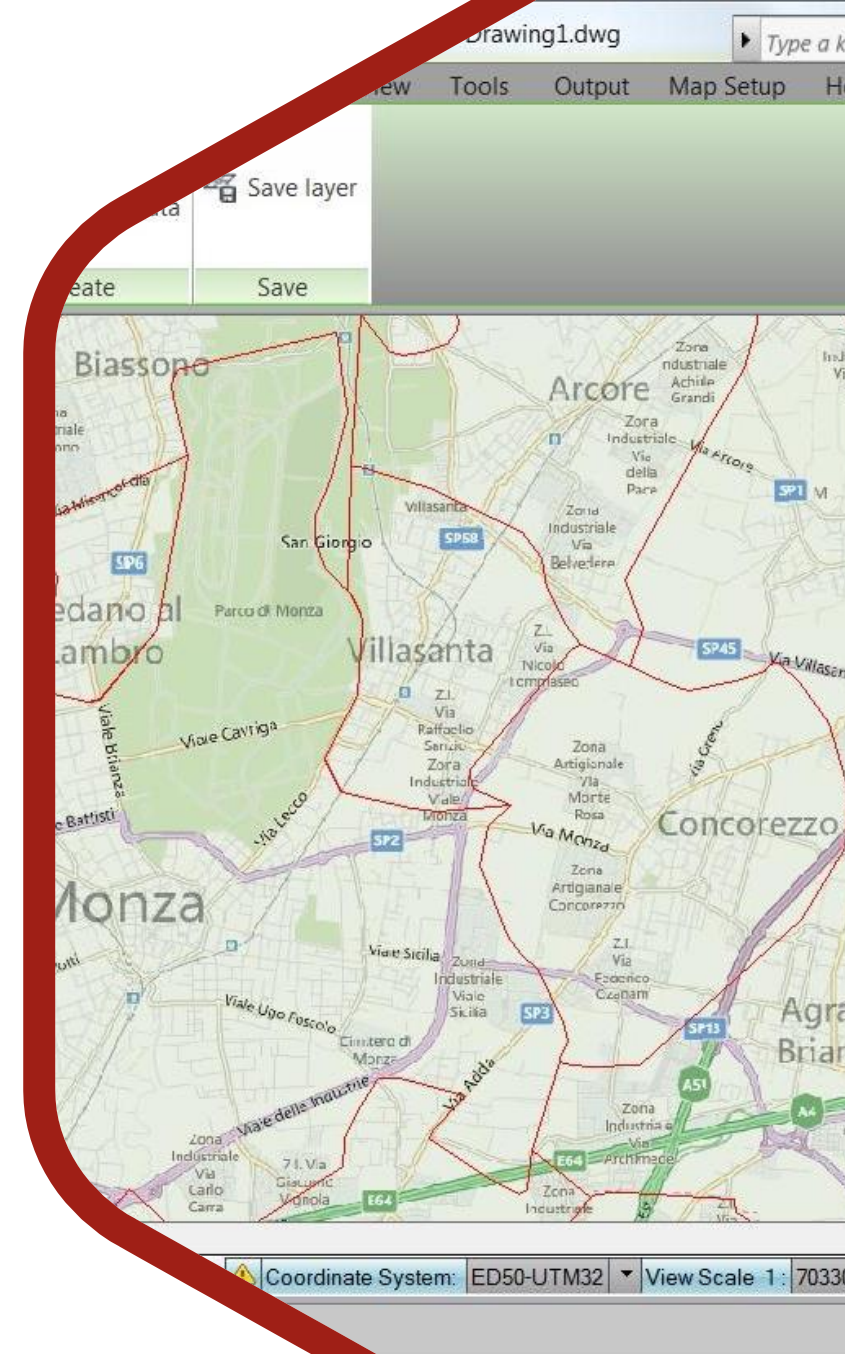
Additional Information You May Include In The Protocol

9-1-1 is a local entity, meaning that every 9-1-1 Center should create protocols tailored to the local emergency responders and laws that must be followed.

How many people are involved?	Are there any weapons involved? *Where are they located in the house?* *Any threat of use?*	Are any drugs or alcohol involved? *If so, what and how much?*	What are the names and dates of birth of all parties involved?	Obtain a description of the offender, including clothing.	If the offender leaves, obtain the direction of travel. Are they on foot or in a vehicle? *Get vehicle description and license plate.*

It is always best to stay on the line with the caller until help arrives and attempt to keep the parties involved separated as best as possible for the safety of all involved.

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Not All Violence Against Women Or Domestic Violence Calls Are Obvious

Many victims of these crimes attempt to call 9-1-1 only to have their phone taken away, or they hang up out of fear.

These calls may present to 9-1-1 as an Abandoned Call, Disconnected Call, or Non-Responsive Call.

The NENA Standard for 9-1-1 Call Processing states:

Regardless of the type or source, ALL abandoned, disconnected, or non-responsive 9-1-1 calls **SHOULD** be

1. Documented
2. An attempt made to contact the caller based on available technology and local policy.

Call Handling Protocol For Abandoned Or Disconnected 9-1-1 Calls

- Document the call by creating an incident in your CAD.

- The Call Operator SHOULD attempt to re-establish contact using the telephone number presented to see if an emergency exists.
  - ✓ Confirm the location of the incident.
  - ✓ Obtain the nature of the emergency. Follow the appropriate call-handling protocol based on the nature of the emergency.
  - ✓ Obtain the caller's identity.

- If there is no response or upon callback, you feel something isn't ok when speaking to the caller, or the caller isn't being truthful, send Law Enforcement to the verified location.

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Call Handling Protocol For Non-responsive 9-1-1 Calls

A non-responsive call is an open voice line or non-voice communication where the caller does not respond to the Call Operator.

The NENA Standard for 9-1-1 Call Processing states:

- *Non-responsive calls with background noise that indicate an emergency, such as domestic violence (violence against women), **SHALL** initiate the appropriate emergency response. The Call Operator **SHOULD** continue to monitor the open line until contact is established or the call is disconnected. If the call is disconnected, the Call Operator **SHOULD** attempt to re-establish connection.*

- *If contact is made and service is not needed, the Call Operator **SHOULD** note with whom they spoke, the reason 9-1-1 was dialed (accidental, misdial), and any other explanatory or "intuitive" observations discerned. If there is any doubt of the caller's claim, a public safety response **SHOULD** be initiated per local policy.*

Recommended Minimum Training Guidelines For The 9-1-1 Telecommunicator [Call Operator]

These guidelines include essential call processing skills that every Call Operator should have. Those skills that are essential to handling Violence Against Women or Domestic Violence calls include:

- Call Receiving
- Interview/Interrogation Techniques
- Managing High-Risk Calls
- Managing Specialty Calls
- Call Categorization/Prioritization

Also included are Quality Assurance/Quality Improvement metrics to ensure the agency provides a uniformly high level of service to its constituents.