

DISPATCHER CHECKLIST

Obtain Following Information:

- ① What is the emergency?
- ① What location / address / apartment or lot # ? Get directions if needed.
- ① What is a call-back number (if not available through E-911 system)?
- ① Has anyone been injured?
 - Is an ambulance needed?
 - What are the injuries?
 - ◆ IMPORTANT NOTE: If caller's voice sounds raspy or if breathing sounds labored, ask caller:
 - ① Have you been strangled or choked?
 - ① Has your neck or throat been squeezed or hurt in any way?
 - ① Are you able to breathe normally?
- If caller answers YES to any of the above, if caller's voice becomes more raspy, or if caller is unable to speak, even if caller does not complain of pain in the neck or throat area
DISPATCH EMERGENCY MEDICAL UNIT IMMEDIATELY.
- ① Identify the crime as intimate partner violence or stalking, give PRIORITY rating.
 - ★ Promptly dispatch a patrol officer.
 - ★ Dispatch a back-up unit if suspect is still at the scene.
- ① What has happened?
- ① With whom am I speaking?
 - Are you the victim?
 - Are you a witness?
- ① Who is the alleged offender?
 - Is the alleged offender present? If not:
 - Do you know where he might be?
 - Can you describe the alleged offender?
 - Can you give a description of the vehicle and direction of travel?
- ① Is the alleged offender under the influence of alcohol or any drugs or medications?
 - What kind?
- ① Are weapons involved?
 - What kind?
 - Where are they located?

- Are any present in the home?
- ① Are there pets or other animals at the scene?
 - Are they any threat or risk to the officer?
- ① Have the police been to the address before?
 - Why?
 - How many times?
- ① Are children present anywhere at the scene?
 - How many children?
 - Where are they now?
- ① Do you have a Protection Order or a No Contact Order?

Advise the caller:

- ① Do not “clean up” or otherwise change clothes or the scene until officers arrive.
- ① ***If Sexual Assault:*** The Dispatcher shall advise victim not to bathe or change clothing until officer arrives.

◆ **IMPORTANT NOTE:** Keep the caller on the line until responding officers arrive.

Provide Officers with the Following:

- ✦ Information on offender dangerousness.
- ✦ Information about presence of any weapons, and whether used in the incident.
- ✦ Specifics about incident.
- ✦ Available criminal history (IDACS, NCIC, Spillman, etc.)
- ✦ Specifics of any existing or past orders of protection (*Protection Order, No Contact Order as a Condition of Pretrial Release or No Contact Order as a Condition of Probation*)