

St. Paul Blueprint for Safety

Dispatching 911 Domestic Abuse Calls

In addition to adhering to general agency policy, ECC dispatchers will take the following actions in dispatching and responding to domestic abuse– related calls, using the protocols and training memos referenced and included as part of this policy.

1. Implement the provisions of this policy in accordance with *Protocol 2: Dispatching 911 Domestic Abuse Calls*.
2. Treat each domestic abuse call as **Priority 2** if any of the following circumstances exist, including calls where the suspect has left the scene:
 - a. A weapon is involved.
 - b. A physical assault is occurring or has just occurred.
 - c. It appears that violence is imminent; or the caller is afraid or the argument is escalating.
 - d. The suspect has made severe threats, such as threatened to kill the victim, take or harm children, harm or kill pets, burn down the house, or commit suicide.
 - e. The suspect has left the scene and is likely to return soon.
3. Code calls as **Priority 3** if any of the following circumstances exist:
 - a. The suspect is gone and unlikely to return soon.
 - b. There is a reported violation of a no-contact order, order for protection or harassment restraining order with no threat of harm where the suspect is not at the scene and unlikely to return soon.
 - c. There is a verbal argument between parties with no known history of violence and no threat of harm.
 - d. A third party reports shouting or a loud argument with no further information. NOTE: Go to Priority 2 if it is determined that there is a history of violence at that address or between the parties.
 - e. When in doubt, code the call as **Priority 2**.
4. Relay the nature of the emergency and the response priority to responding officers.
5. 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.
6. Relay to responding officers all available information about the type and level of danger involved, including description of violence, threats, and injuries.
7. Communicate and document information related to the nature of the emergency and the safety of all involved to responding officer.

