



# Santa Cruz Consolidated Emergency Communications Center


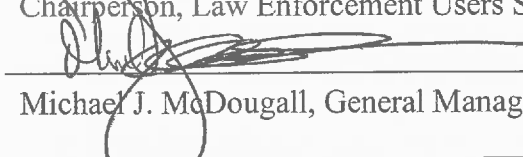
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**9-1-1** FIRE  
POLICE  
MEDICAL



Michael J. McDougall  
General Manager

## COMMUNICATIONS OPERATIONS LAW ENFORCEMENT POLICY

<b>Policy No.</b> 4740	Date Issued: June 1, 1996
Section: 4700 – Specific Procedures	Date Revised: February 1, 2007
Accreditation Standards: None	
<b>SUBJECT: DOMESTIC DISPUTES</b>	
APPROVED: 	_____
	Chairperson, Law Enforcement Users Subcommittee
APPROVED: 	_____
	Michael J. McDougall, General Manager

### 1.0 Policy

The safety of domestic violence victims, whether the threat of violence is immediate or remote, is our primary concern. The response of peace officers to domestic disputes is particularly important because a call for service is frequently the victim's point of entry into the criminal justice and social service systems.

**\*\* DISPATCH AN OFFICER AND COVER UNIT, IF APPLICABLE,  
TO ALL DOMESTIC DISPUTES \*\***

Always assign high priority dispatch status (in-progress emergency) to calls where there is evidence of an assault in progress (273.5 PC) such as screams or an interrupted or disconnected call.

273.5 PC - Any person who willfully inflicts upon his/her spouse, or any person who willfully inflicts upon any person with whom s/he is cohabiting, or any person who willfully inflicts upon any person who is the mother or father of his/her child, corporal injury resulting in a traumatic condition.

## 2.0 Procedure

- 2.1 Obtain as much information about the type of domestic dispute as possible. For officer safety purposes, relay all information to the responding officers.
- ◆ Location of incident including address, apartment number, cross streets, etc.
  - ◆ Number of parties involved and their relationship.
    - Who is the caller and what is his/her relationship to the parties involved (victim, witness)?
  - ◆ Type of disturbance; what happened? Is it verbal or physical.?
  - ◆ Any weapons involved or present?
  - ◆ Is anyone injured? If so, is an ambulance needed?
  - ◆ Any involved party under the influence of alcohol or drugs? If yes, what substance?
  - ◆ Location of the involved parties. Are they separated?
  - ◆ Is the suspect present? What is his/her name? Description?
    - If not present, where might s/he be?
  - ◆ Are children or other people present? Are they involved? If so, how?
  - ◆ Any previous calls? How many?
  - ◆ Does the victim have a current restraining order?
  - ◆ Is the suspect currently on parole or probation? If so, for what offense?
- 2.2 If the Reporting Party is an involved party and the dispute is violent, keep the Reporting Party on the phone, if it is safe to do so, until the officers arrive on scene
- 2.2.1 If it is not safe for the caller to remain on the phone, advise him/her to ensure his/her own safety (for example, wait at a neighbor's home).
- 2.2.2 If you are speaking with a victim of domestic violence, do not ask him/her if s/he wishes to "press charges" or "prosecute". Any comment or statement that seeks to place the responsibility for enforcement action with the victim is inappropriate.
- 2.3 If the Reporting Party is not involved in the disturbance, ascertain the following:
- ◆ Where is the Reporting Party?
  - ◆ What is the Reporting Party hearing or observing? Type of noises, arguing, screaming, slapping, objects breaking, etc.
  - ◆ Any dialogue?
  - ◆ Shots heard?
  - ◆ How long has the disturbance been going on?

- 2.4 If the Reporting Party or an involved party asks that no report be taken or to cancel the responding officers, relay this information to the responding officers.