



Dispatch/9-1-1 Questions to Ask When Responding to Domestic Violence Calls

- Where is the location of the emergency?
 - Are you in a safe location?
- What is the nature of the call?
 - Police, EMS, fire? If someone just requests EMS, it is important to stay on the line to determine if their injuries are domestic violence-related.
 - Is there a need for medical treatment? If so, who is it for?
- Who is calling?
 - Full name, relationship to the call, and emotional state
 - Relationship to the victim (if the victim is not the caller)
 - How can we reach you if we need to call you back?
- Who is injured?
 - Full name, age, and description of the victim
 - Relationship between the victim and offender
- Who caused the injury?
 - Full name, nickname(s), description of the offender
- What was/is being witnessed? What type of injury/assault?
 - Detailed description of the offender's actions
 - Strangulation, shooting, vehicles involved, etc.
- Who else is present?
 - Children and ages
 - List of other people on scene
- What is the mental state of the individuals present?
 - Drugs or intoxication
 - Immediate need for response by correct personnel
- When and where did the injury/assault happen?
 - Inside the home, outdoors, in a car, or in a different location
 - For sexual assault cases, the crime scene is composed of two important parts: the person assaulted and the location where the assault took place.
- Where is the person calling in relation to the incident/offense?
- Where is the offender now?
 - Still at the location? If so, get specific information (in the bedroom, in the backyard, etc.)
 - If they left, how/when did they leave? Where are they going, if known?
- Were weapons used? What type of weapon? Were items used as weapons?
 - Location of the weapon(s)
 - Description of weapon(s)
 - Are there any other weapons at the location? If there is a gun, is there more ammunition?
- What vehicles are involved?
- Description of the vehicles involved or used to leave the scene, if known
What is the history, if known?
 - History of responses to same location
 - Arrest history of residents
 - Protective orders, emergency protective orders, conditions of bond, warrants
- Registered offender
- Where can we reach you to follow up, if need be?

Safety Planning Questions to Ask:

- Are you safe to speak freely?
- Can you move to a location where you feel safe?
- Can you lock your door to hinder reentry?
- Do you think the offender will return?
- Does the offender have weapons or access to weapons?
- Did the offender make threats to kill you, harm or kill children, or commit suicide?
- Are you hurt right now?
- Where on your body are you hurt?
- Who is the offender (not just a description, but their relationship to the victim)?
- Is there anything you can do now to help yourself feel safer?