

***Domestic Violence Training for Rural Communications Professionals  
(Dispatchers/Call Takers)***

## **Training Agenda**

### **Day One**

- 8:30 am – 9:00 am     **Course Introduction and Overview**
- Goals and Objectives
  - Introductions
- 9:00 am –10:00 am     **Liability for Communications Professionals**
- Sample Law Cases
  - *48 Hours* video – Failure to Protect
  - How to Reduce Risk of Lawsuits
  - State Domestic Violence Laws and Liability Statutes
- 10:00 am –12:00 pm     **Dynamics of Domestic Violence**
- Definition of Domestic Violence
  - Power and Control
  - Cultural and Diversity Considerations
  - Barriers to a Victim’s Safety and Knowledge Needed to Help
  - Domestic Violence is a Crime and is Dangerous
  - Rural Challenges
- 12:00 pm – 1:00 pm     **Lunch**
- 1:00 pm –3:00 pm     **Gathering Critical Information**
- Important Role of the Call Taker
  - Identifying Important and Specific Information
  - Identifying the Caller
  - Lethality Assessment and Safety Concerns
  - Strangulation
- 3:00 pm –5:00 pm     **Strategic Interviewing**
- Law Enforcement
  - Prosecutors
  - Victims, Suspects, and Other Witnesses (including children)

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**Day Two**

8:30 am–9:30 am     **State and Federal Legal Issues and Definitions**

- Evidence-based Prosecution
- Rules of Evidence
- Protection Orders
- Federal Legal Definitions
- Violence Against Women Act (VAWA)
  - ◆ Full Faith and Credit
  - ◆ Crossing State Lines
  - ◆ Battered Immigrant Women
- Firearms Provisions (Lautenberg Amendment)

9:30 am – 12:30 pm     **Critique of Sample 9-1-1 Domestic Violence Calls**

- Identify Positive Aspects of Response to the Call
- Identify Ways to Improve Response to the Call

12:30 pm – 1:00 pm     **Closing**

Training schedule permitting, NSA will attempt to offer participants a break once every hour.