

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

Training Agenda

Day One

- 8:30am – 9:00am **Course Introduction and Overview**
- Goals and Objectives
 - Introductions
- 9:00am – 10:00am **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
- 10:00am – 12:00pm **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
- 12:00pm – 1:00pm **Lunch**
- 1:00pm – 3:00pm **Gathering Critical Information**
- Important Role of the Call Taker
 - Identifying Important and Specific Information
 - Identifying the Caller
 - Lethality Assessment and Safety Concerns
 - Strangulation
- 3:00pm – 5:00pm **Strategic Interviewing**
- Law Enforcement
 - Prosecutors
 - Victims, Suspects, and Other Witnesses (including children)

Day Two

- 8:30am – 9:30am **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 and the Lautenberg Amendment
- 9:30am – 12:30pm **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
- 12:30pm – 1:00pm **Closing**

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