

Course Title: <b>Domestic Violent Call Evaluation</b>		Lesson Title: <b>Domestic Call Performance Testing</b>	
Instructor/OIC: Victor Mancusso		Prepared By: Rick Jacobs	Date: 3-Mar-20
Location of Training: Law Enforcement Agency		Revised By:	Date:
Alt. Location:		Target Population: Patrol Personnel	
Time/Schedule:		Max# of Participants: 6	
Total Time Req: 5-6 hours		Asst. Instructor:	
		Safety Officer:	
Approved By/Reviewed By: Lt. Peck			Date: 10-Mar-20
<b>Performance Outcomes</b>		<b>Training Methods</b>	
The participants will demonstrate their ability to adapt to, and deal with appropriately, the dynamics of a domestic violent call.		Scenario based role playing	
<b>Performance Objectives</b>		<b>Space Requirements</b>	
To evaluate the performance of the participants and to remediate any performance that does not meet accepted standards.		A location for staging A location for scenario enactments	
<b>Criteria</b>		<b>Evaluation Procedures</b>	
<ul style="list-style-type: none"> <li>• Controls the scene by separating the individuals</li> <li>• Controls the scene with strong verbal commands</li> <li>• Maintains line of sight of all parties</li> <li>• Maintains situational awareness</li> <li>• Demonstrates appropriate Use of Force</li> </ul>		<ul style="list-style-type: none"> <li>• Rubric</li> <li>• Debriefing and feedback with instructors</li> <li>• Participant Anonymous form</li> </ul>	

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<b>Equipment, Materials, and Tools</b>			
Description		Quantity	
Set of OIC cards		1	
Set of RP cards		3	
Orange Vests		4	
Full duty gear		Same as number of participants	
Duty Vehicle		Same as number of participants	
Shooting Glasses		Same as number of participants	
Airsoft Firearms		3	
Airsoft Ammo		Less than 1000 rds.	
Airsoft propellant		2 cans	
Protective Equipment		3	
First Aid Kit		1	
Non-duty handheld radios		2-3	
<b>Participant Materials</b>			
Title	Number	When Dist.	Comments
Course Explanation	# of participants	Beginning of Course	
<b>Special Materials, Notes, Comments</b>			
<b>Additional Personnel Requirements</b>			
3 - Role players 1 - Dispatchers 1 2 - Safety Officers			
<b>References</b>			

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Lesson Title: <b>Domestic Call Performance Testing</b>	Page number: 1	of 1
<b>Scenario Outline</b>		<b>Key Points &amp; Cues</b>
<ol style="list-style-type: none"> <li>1. Introduction <ul style="list-style-type: none"> <li>Statement of Objectives <ul style="list-style-type: none"> <li>• Participants will demonstrate the ability to successfully complete a domestic violent call</li> <li>• Participants will demonstrate the ability to follow SOPs in regards to performance</li> <li>• Participants will demonstrate proper use of officer safety</li> </ul> </li> </ul> </li> <li>2. Explanation of Event <ol style="list-style-type: none"> <li>2.1. Staging Area Procedures <ol style="list-style-type: none"> <li>2.1.1. Location</li> <li>2.1.2. Activity</li> <li>2.1.3. Discussion</li> </ol> </li> <li>2.2. Call Taking <ul style="list-style-type: none"> <li>Procedure for taking calls and dispatching</li> </ul> </li> <li>2.3. What to expect on scene <ol style="list-style-type: none"> <li>2.3.1. How the scenarios are based</li> <li>2.3.2. How the Role players are trained</li> <li>2.3.3. Who is in play</li> </ol> </li> <li>2.4. Q&amp;A</li> </ol> </li> <li>3. Safety Briefing <ul style="list-style-type: none"> <li>Safety rules and code word for the day.</li> </ul> </li> <li>4. Scenarios <ol style="list-style-type: none"> <li>4.1. Performance and evaluation of scenarios. Scenario scripts are included in this package, but may be adapted on scene.</li> <li>4.2. Debriefing of participants upon completion of the scenario.</li> </ol> </li> <li>5. Debriefing of Event <ol style="list-style-type: none"> <li>5.1. Discussion of events, Q&amp;A</li> <li>5.2. Feedback and evaluation form</li> </ol> </li> </ol>		<p>Write them on board</p>

Scenario 1: Testing Event - Domestic Violent - non-violent	
OIC: Lt. Peck	SO: Rick Jacobs, John Davis
<b>Primary Performance Objective</b>	
To test the ability of the participant to conduct an investigation into a domestic violent call.	
<b>Participant Performance Objective</b>	
<ul style="list-style-type: none"> <li>• Ability to follow SOPs and adapt to a changing environment.</li> <li>• Use of officer safety techniques.</li> <li>• Use of verbal commands.</li> <li>• Use of cover.</li> </ul>	
<b>Scenario Overview</b>	
<p>The deputy is dispatched to a domestic call that is non-violent at the time. Dispatch informs the deputy that the caller can hear their next door neighbors yelling at each other. Dispatch contacts the home where the domestic is taking place. Dispatch advises that the woman is belligerent and does not want LE to respond. A history shows several domestic violent, legal advice and 911 hang-up calls. Dispatch states that they can hear the man yelling in the background. No one will answer the phone on subsequent calls. There will be no acts of violence, but the role players will be rude, abrupt and uncooperative. If the deputy maintains control of the situation, they will comply. If he does not, they will continue to argue with each other. Neither will go outside or leave their home. Neither have been drinking.</p>	
<b>Training Location</b>	
Staging will be in a location at a distance from the actual event location. Location has yet to be identified. However, the event will take place in a residential area that allows for control of access to the training area.	
<b>Time of Day</b>	
This event will take place during the regularly scheduled shift for this squad.	
<b>Equipment Requirements</b>	<b>Quantity</b>
Set of OIC cards	1
Set of RP cards	3
Orange Vests	4
Full duty gear	Same as number of participants
Duty Vehicle	Same as number of participants
Shooting Glasses	Same as number of participants
Airsoft Firearms	3
Airsoft Ammo	Less than 1000 rds.
Airsoft propellant	2 cans
Protective Equipment	3
First Aid Kit	1
Non-duty handheld radios	2-3

<b>Role Player 1 Card - Part 1</b>	
Scenario No. 1	Scenario title: Testing Event - Domestic Violent - non-violent
OIC: Lt. Peck	SO: Rick Jacobs, John Davis
Role Card for: <b>Wife</b>	
Role Player Name: Emily	Identity: Wife
Affect: Angry, sarcastic, flippanant	
Behavior: Animated, moving around a lot, hand movements, gesticulating	
Socio-demographic: white, middle-class, rural, high school education only	
<b>Facts</b>	
<p>You and your husband are having an argument about money. Neither of you drink, and there has been no violence. When the officer arrives, he finds you arguing in the house. You are both extremely angry and are irritated that law enforcement is at your house, so you are abrupt, rude and uncooperative. If he gives you verbal commands, only respond to the loudest. If he asks for your personal information, refuse to give it to him at first. Try to continue the argument in his presence. If the officer exerts control over the situation, comply, but only to his most assertive commands, and only minimally. If he continues to be dominant, grudgingly give him the information he wants. If he tries to get you to leave, or asks you to step outside, refuse. It is your house and you don't have to leave. At no time are you to touch your husband or the deputy, or to try and get away.</p>	
<b>Result</b>	
<p>Ultimately, there is no arrest because there was no physical assault. Should be cleared as a domestic non-violent. Advice given.</p>	
<b>What is being observed</b>	
<p>The intent in this scenario is to give the OIC the necessary criteria to determine if the deputy uses proper procedure with a domestic, proper voice commands and officer safety techniques. In this scenario there will be no violence.</p>	
<b>Safety Equipment</b>	
<p>Shooting glasses.</p>	
<b>Scenario Props</b>	
<p>None.</p>	

### Role Player Card for - Part 2

Scenario No. | Scenario title: Testing Event - Domestic Violent - non-violent

OIC: Lt. Peck | SO: Rick Jacobs, John Davis

Role Player Name: Emily

#### Conversation Points

The officer should introduce himself and explain why he is there and ask for people's names.

If the officer does, comply, but begrudgingly and sarcastically.

If he does not, then continue arguing and ignore the officer.

Officer should separate subjects and assert control of the scene, if he does not:

If he does not exert control or separate, continue arguing and move around the room more, but not aggressively.

If he attempts to exert control, and has not introduced himself, turn on the officer and ask who he is and why he is there. State he does not have the right to be in the house.

If he does exert control, and he has introduced himself, comply in a pouting fashion.

Periodically, interrupt the officer when he is talking to the husband, claiming he is a liar and the officer is an idiot for believing him.

When officer interviews you, comply but be bratty. Use insulting tone of voice, tell him that he probably beats his own wife and will side with the husband. But at no time use any foul language or threats to anyone.

#### Prompts

##### Conditional:

- When officer shows up and gives his first command, "What are you doing here? This is none of your business." Go back to arguing.
- If officer asks what you are arguing about, "We don't have a lot of money, he spends all of it on fishing instead of bills. It's pissing me off and it needs to end, he spends too much time and money on something that doesn't matter."
- If officer asks if you've been touched at all, "Of course, he's my husband. We have sex, we hold hands, we're married."
- If officer asks what he can do to help, "I didn't want you here in the first place, you're useless. There's nothing you can do to fix this, unless you're willing to take all his fishing crap out of the house."

## Domestic Response assessment rubric

Standard	Approach	Communication	Situational Awareness	Scene control
<b>Superior</b>	<ul style="list-style-type: none"> <li>• If driving, parked tactically to make approach</li> <li>• Approached the scene using available cover and concealment, from a direction not expected.</li> <li>• Approached slowly to listen and observe, pausing to quickly assess windows, other doors, or alternative locations for complainants</li> <li>• When arriving at door, listened before knocking or ringing bell.</li> <li>• Stood to the side of the door, at an angle, or moving to a more tactical location after the initiating contact.</li> </ul>	<ul style="list-style-type: none"> <li>• Requested/searched location, call history, and background of possible complainants at address before arrival.</li> <li>• Marked out on scene before approaching location and gave location of their vehicle in regards to where they will be.</li> <li>• Informed back-up units to level of response and what is observed before contacting residents, directing units to locations before they arrive.</li> <li>• Identified themselves after initiating contact</li> <li>• Identified reason for presence</li> <li>• Communication was calm, clear, and concise while maintaining a neutral demeanor</li> <li>• Made clear articulation for entering the home and explaining what his role will be.</li> <li>• Identified who they were communicating with and who else may be in the home and requested all people to come to where the participant is.</li>   <li>• Controlled conversation with each individual by isolating them from eyesight.</li> <li>• Interviewed each person individually without the other being able to interfere through calm intervention and direction</li> <li>• Communicated with dispatch and back-up officers clearly and concisely</li> <li>• Using voice commands and control, reduced the tension in the home and between complainants, only increasing decibel of voice without increasing tension.</li> <li>• Articulated decisions and conclusions made</li> <li>• Provided information to each complainant about next steps.</li> <li>• Ended contact reasonably and with articulable totality of circumstances</li> </ul>	<ul style="list-style-type: none"> <li>• Maintained awareness of surroundings and people on scene</li> <li>• Showed awareness of opportunities for cover or concealment, used cover or concealment where appropriate</li> <li>• Demonstrated awareness of possible conditions inside home and used them to their advantage.</li> <li>• Maintained awareness of complainants during investigation and used voice controls to restrict movement.</li> <li>• Demonstrated awareness of potential hazards and isolated them as much as possible.</li> <li>• Used reasonable force during call.</li> <li>• Responded to threats, movement, and actions of complainants.</li> </ul>	<ul style="list-style-type: none"> <li>• Participant controlled their temper, emotions, and composure without escalating themselves</li> <li>• Kept complainants apart during the investigation in such away that they could not see each other, but the participant could see everyone.</li> <li>• Kept complainants from interfering during interviews of other complainants through voice control or using the layout of the home.</li> <li>• Kept control of their equipment and materials.</li> <li>• Used equipment as necessary and correctly.</li> </ul>

## Domestic Response assessment rubric

Standard	Approach	Communication	Situational Awareness	Scene control
<p><b>Satisfactory</b></p>	<ul style="list-style-type: none"> <li>• If driving, did not park in driveway.</li> <li>• Approached the scene indirectly</li> <li>• Approached slowly to listen and observe</li> <li>• When arriving at door, listened before knocking or ringing bell.</li> <li>• Stood to the side of the door (as much as possible) when initiating contact</li> </ul>	<ul style="list-style-type: none"> <li>• Requested/searched location and call history before arrival.</li> <li>• Marked out on scene before approaching location.</li> <li>• Informed back-up units to level of response and what is observed before contacting residents</li> <li>• Identified themselves after initiating contact</li> <li>• Identified reason for presence</li> <li>• Communication was calm and clear</li> <li>• Made clear articulation for entering the home</li> <li>• Identified who they were communicating with and who else may be in the home</li> </ul> <ul style="list-style-type: none"> <li>• Controlled conversation with each individual</li> <li>• Interviewed each person individually without the other being able to interfere</li> <li>• Communicated with dispatch and back-up officers</li> <li>• Using voice commands and control, reduced the tension in the home and between complainants</li> <li>• Articulated decisions and conclusions made</li> <li>• Provided information to each complainant about next steps.</li> <li>• Ended contact reasonably and with articulable totality of circumstances</li> </ul>	<ul style="list-style-type: none"> <li>• Maintained awareness of surroundings</li> <li>• Showed awareness of opportunities for cover or concealment</li> <li>• Demonstrated awareness of possible conditions inside home.</li> <li>• Maintained awareness of complainants during investigation</li> <li>• Demonstrated awareness of potential hazards</li> <li>• Used reasonable force during call.</li> <li>• Responded to threats, movement, and actions of complainants.</li> </ul>	<ul style="list-style-type: none"> <li>• Participant controlled their temper, emotions, and composure</li> <li>• Kept complainants apart during the investigation</li> <li>• Kept complainants from interfering during interviews of other complainants</li> <li>• Kept control of their equipment and materials.</li> <li>• Used equipment as necessary and correctly.</li> </ul>

## Domestic Response assessment rubric

Standard	Approach	Communication	Situational Awareness	Scene control
<b>Unsatisfactory</b>	<ul style="list-style-type: none"> <li>• If driving, parked in driveway or directly in front of scene.</li> <li>• Approached the scene directly without variance</li> <li>• Went directly to portal with little listening or observation</li> <li>• When arriving at door immediately knocked or rang bell.</li> <li>• Stood in front of door waiting for response.</li> </ul>	<ul style="list-style-type: none"> <li>• Did not request/search location and call history before arrival.</li> <li>• Did not mark out on scene before approaching location or provide location information.</li> <li>• Did not communicate with back-up units en route.</li> <li>• Did not or poorly identified themselves after initiating contact</li> <li>• Did not or poorly identified reason for presence</li> <li>• Communication was difficult or insufficient to establish authority and presences</li> <li>• Entered the home without articulation</li> <li>• Did not or poorly identified who they were communicating with and who else may be in the home.</li> <li>• Poorly controlled conversation with each individual</li> <li>• Did not separate each person individually</li> <li>• Did not respond to communication with dispatch and back-up officers or did so poorly.</li> <li>• Voice commands were not used appropriately to reduce tension or made things worse.</li> <li>• Did not communicate with complainants about findings.</li> <li>• Did not provided adequate information to each complainant about next steps.</li> <li>• Ended contact abruptly and unprofessionally.</li> </ul>	<ul style="list-style-type: none"> <li>• Largely unaware of surroundings</li> <li>• Did not locate, identify, or use any cover or concealment for safety</li> <li>• Was unaware or unconcerned about conditions in home.</li> <li>• Lost track of complainants or allowed complainants to move about freely during investigation</li> <li>• Unawareness of potential hazards</li> <li>• Force used was unreasonable or inappropriate if needed.</li> <li>• Was unaware of threats, movement, and actions of complainants.</li> </ul>	<ul style="list-style-type: none"> <li>• Participant did not maintain their temper, emotions, and composure consistently.</li> <li>• Allowed complainants to be too close or interactive during the investigation</li> <li>• Could not keep complainants from interfering during interviews of other complainants</li> <li>• Lost control or did not use their equipment and materials when necessary.</li> <li>• Did not or inadequately used their equipment as needed..</li> </ul>