



Title "Were weapons involved or mentioned?"	Date 05/02/2019
CDE Number P-1905001	CDE Credit Hours 0.5 HRS

Being an Emergency Telecommunicator can be a daunting task. Our daily routines involve giving life saving instructions and providing reassurance to people when they are having a really hard time, with scene safety at the forefront of our minds. We are faced with a variety of situations with little to no time to prepare for what is next when we pick up that line. Lucky for us, we are in a dispatch center where any scene safety concerns will not directly effect our safety. Our responders are going to be responding to the scene where scene safety information is critical.

Police protocol has done an excellent job with making sure that we are addressing any scene safety concerns through Key Questions and PDIs. This information needs to be gathered quickly so the responders are geared with the right information when they get on scene, but attention to detail is what makes or breaks these situations.



For example: The caller says that the man robbing the bank has a gun.

Things to consider: What kind of gun? Is it long or short? Does he have more than one?

Remember that the suspect might not be the only one with a weapon. Often times the callers have a weapon for self defense. This is just as important to gather for officer safety which is



why we need to ask the weapons question anytime we are directed to by protocol. In EPD Version 6.1, there will be a PDI added to educate the caller on how to interact with officers if they are armed.

"Do not approach officers with any weapons in your hands, keep your hands visible at all times, and follow their commands."

Even when a weapon is not directly involved with the incident, the callers will often volunteer information about previous situations that are worth noting. "No, but last week he threatened me with a knife." Recording this as, "No-but caller reports" will help us notify officers that there is a potential for weapons even though it was not directly related to this call.



KEEP IN MIND! Information from ProQA does not transfer to the CAD screen until we hit a send point! Documenting information about weapons directly into the CAD notes will get the information to responders much quicker!



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I verify that I read and am familiar with the contents of this document.

Please return this to your agency's training coordinator for CDE credit. If you have any questions please contact us at 911training@elpasoteller911.org

X _____

Signature

DATE

X _____

Printed Name

X _____

Agency