



# 911 Emergency Dispatching The Dynamics of Domestic and Family Violence For Dispatchers

**Presented by: Commonwealth Police Legacy, Inc.**

Epecially designed for:

**ALL Public Safety Dispatchers (Non-Sworn & Sworn)**

Monday: March 16, 2020

Sandwich Police Department

The seminar will run from 8:00 a.m.- 12:00 p.m. The cost of the seminar is \$175.00 per official.

Instructor: Officer Jeffrey F. Couture, Lead Training Officer of Chicopee PD

To register, simply complete the form below and fax this page to 508-622-1820 or call 508-989-9848.

During this seminar we will thoroughly discuss the following areas:

Domestic violence affects every community in the Commonwealth and can often be one of the most dangerous calls for not only responding Officers, but for everyone involved, including children. Massachusetts dispatchers are the first line of defense in providing safety for those involved until police arrive, as well as, arming responding Officers with the information they need as they look to provide a family in crisis the safest, most effective outcome possible. A better understanding of the dynamics of an abusive relationship and its physical and psychological effects can assist dispatchers in better handling domestic violence calls.

During this four-hour training block, we will discuss:

- What domestic violence is and what are its many forms and who is affected
- Review of some new legislation specific to domestic violence to keep dispatchers up to date
- Understanding the dynamics of an abusive relationship, and how and why abusers seek control
- The cycle of domestic violence
  - What are some warning signs and how does it escalate
- National and local domestic violence statistics and facts
- The physical and psychological effects on victims, including children
- How does domestic violence transcend into other crimes and criminal activity
- What makes leaving an abusive relationship so difficult and so dangerous for victims
- What dispatchers can do to keep victims safe until police arrive including a safety check list
- What dispatchers can do to provide responding officers with information they need for officer safety

Direct Department Billing Available for 911 Dispatch Clinic

Agency \_\_\_\_\_  
Street Address \_\_\_\_\_  
Phone \_\_\_\_\_  
Dept. email \_\_\_\_\_

Names of Officials Attending 911 Public Safety Dispatch Clinic (include rank if applicable)

- 1.) \_\_\_\_\_ 2.) \_\_\_\_\_ 3.) \_\_\_\_\_  
4.) \_\_\_\_\_ 5.) \_\_\_\_\_ 6.) \_\_\_\_\_  
7.) \_\_\_\_\_ 8.) \_\_\_\_\_ 9.) \_\_\_\_\_

Please make check payable to:

Commonwealth Police Legacy, Inc. and send to P.O. Box 752 Norton, MA 02766

General Questions please contact Paula Heagney at 508-989-9848