

**Event 8 – Family Violence
Session 6– Disputes Role Play
LD 24 Handling Disputes**

Date Revised: 11/20/2019

Course Goal: To provide the students with the basic skills necessary to complete a thorough Dispute investigation, utilizing current law and department policy.

Learning Objectives:

- The student will participate in learning activities (scenarios/role play) on how to legally and procedurally respond to a variety of disputes which minimally include the following: **[24.VII.A]** Lockout or other landlord/tenant conflict **[24.VII.A.1]**, repossession **[24.VII.A.2]**.
- The following issues should be addressed in connection with each of the dispute situations: **[24.VII.A.]** maintaining officer safety, **[24.VII.A.4.1]** providing safety to individuals and property, **[24.VII.A.4.2]** applying appropriate defusing strategies, **[24.VII.A.4.3]** if appropriate, separating parties, **[24.VII.A.4.4]** keeping the peace, **[24.VII.A.4.5]** determining if a crime has been committed, **[24.VII.A.4.6]** attempting to find solutions to the problem, **[24.VII.A.4.7]** applying effective communication skills, **[24.VII.A.4.8]**, demonstrating responsibility and professionalism. **[24.VII.A.4.9]**

Session Time: 1 hour

<ul style="list-style-type: none"> • Blank FI cards • Field Officer’s notebook • Business cards • BWV Camera • Dispute Resolution card • Training Bulletin, “Landlord/Tenant Disputes”, Vol 1, Issue XLIV, March 2014 • Summary of Laws and definitions • Eviction process flow chart 	
Outline	
<p>I. Scenarios: Disputes Practical Application</p> <p>A. Learning Activity Instructor Role Play: Handling Disputes</p> <p>1. To allow to students to have an opportunity to ask questions after simulated demonstration of a dispute situation to review and determine what would be the appropriate action. Clear up any misunderstandings and questions after the role-play.</p>	<p>Learning Activity #3 [Handling Disputes]</p> <p>Learning Activity #4</p>

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Learning Activity
Handling Disputes

- I. REQUIRED INSTRUCTIONAL ACTIVITY: Role Play (1 hour)
- A. Purpose: To allow students to apply the strategies and techniques related to resolving repossessions/landlord/tenant disputes in controlled setting.
 - B. Materials: 2 actors, 2 officers (recruit officers), Business cards, Field Interview Cards, Field officer's notebook, radios, BWV cameras, Eviction process flow chart, Landlord/Tenant Training Bulletin and Dispute resolution cards.
 - C. Procedure: Large group activity. The scenario may take place in the classroom or an outside location if available.
 - 1. Debrief the activity at the end of each role-play by asking the class the following questions.
 - a) What strategies did the officer use that worked?
 - b) If you had to do it, what would you have done differently?
 - c) Did officers advise of appropriate penal code sections and appropriate actions by all parties involved?
 - d) **The following issues should be discussed in connection with each of the dispute situations: (24.VII.A.4.1-9)**
 - 1. Maintaining officer safety
 - 2. Providing safety to individuals and property
 - 3. Applying appropriate defusing strategies
 - 4. If appropriate, separating parties
 - 5. Keeping the peace
 - 6. Determining if a crime has been committed
 - 7. Attempting to find solutions to the problem
 - 8. Applying effective communication skills
 - 9. Demonstrating responsibility and professionalism
 - D. Facilitator Instructions:
 - 1. Have students refer to defusing techniques, mediation guidelines repossession and landlord/tenant laws.
 - 2. Inform the actors as to the role they will be playing.
 - a) Have actors use the following script.
 - b) Provide the officers with just the information listed under officer.
 - c) Have the officers wait outside of the role-play area.
 - d) This way they will not know what information will be provided to the audience and actors.
 - 3. Inform the audience that they will be responsible for critiquing the performance.
 - 4. At the end of each role-play, ask the debriefing questions. Then ask for more volunteers and repeat the role-play.

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E. Role-Play #3(24.VII.A.1)

1. Tenant role-player script:

- a) At approximately 6:00 o'clock in the morning, you were sleeping inside your apartment (A). You work nights and sometimes the weekends. You heard a loud noise and got up to see what it was. The noise was coming from the guest bathroom, you walked inside, and noticed Mr. Annoyingly-loud (your landlord) with tools. You asked him to leave and he refused to do so. He said he needed to install some water valves. You are agitated, and you start yelling at him, "you have no right to be here". Tell the officers he never notified you of any repairs. You want Mr. Annoyingly-loud arrested.
- b) Continue to chip at the landlord if officers do not use appropriate defusing strategies. If appropriate strategies are used follow the officer's lead.
- c) During the mediation process. Agree to the landlord prior to completing work in the future.

2. Landlord role player script:

- a) You are the landlord of a multi-unit complex. You are a very outspoken individual. You are not fearful of confrontations, and you let people know "You know the law and your rights!". You admit in entering the apartment, because that's your right as the landlord. Your complaint is that your tenant uses a lot of water and you are putting a stop to that abuse. "it was an emergency! That is why I went in". you tell the officers, "Hey, I know my rights, I know I can go in".
- b) If asked what happened today, respond with, "Today, I decided to go in to the apartment, because I need it to change the water valves in the bathroom and sink to save water".
- c) Stand quiet, do not offer any suggestions on solving the situation unless the officers asked further information.
- d) Officers should explain what the California Law states about entering a rental unit.

3. Officer's role player script:

- a) You received a Landlord/Tenant dispute radio call at 5651 West Manchester Avenue, Apartment A, PR is standing by at the 2nd floor lobby, Incident No. 0000015620.
- b) Upon arrival show yourself code 6.
- c) Approach and conduct a thorough investigation, using all strategies discussed.

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F. Role Play #4(24.VII.A.2)

1. Repossessor role player script:

- a) You are a full-time employee of the seller. You have valid documentation and you are in the process of repossessing a vehicle. You have the vehicle attached to your tow truck. A man runs out from the house. He stands between the vehicle and the tow truck, first. The man then jumps inside the car and refuses to get out. You are unable to drive from the location. You call the police; You seek guidance and support.

2. Husband of the owner of the vehicle role player script:

- a) You are the husband of the owner of the vehicle. You hear noise and exit your home. You see a man attaching your wife's car to a tow truck. You run and stand between the front bumper of the car and rear of the tow truck. You refuse to move and listen to the repo man. You are angry and stubborn you tell the repo man and the officers you are the legal owner of the car.
- b) Chip at the diver until the officers use defusing strategies.

3. Officer role player script:

- a) You receive a radio call, "Man screaming for help at 651 N. Osage front parking lot; incident 000001974. No further info PR refuses to ID."
- b) Upon arrival show yourself Code 6.
- c) Approach and conduct a thorough investigation, using all strategies discussed.