

**LOS ANGELES POLICE DEPARTMENT
DISPATCHER/OFFICER SAFETY AWARENESS
Expanded Course Outline
1850-31027**

Instructional Goal: This training will address complacency issues in dispatching and will increase the awareness of, and mitigate possible threats to, officer safety.

Performance Objective: Using lectures, group discussions, and learning activities, the student will be able to:

- Correctly interpret call details and illustrate an accurate representation of a situation.
- Recognize possible threats to officers in the field.
- Explain the elements involved in evaluating officer safety.
- Detect changes in an officer's demeanor and respond accordingly.

I. INTRODUCTION/ORIENTATION (60 minutes)

- A. Introduction
 - 1. Instructor (s)
 - a. Name
 - b. Assignment
 - c. Experience
 - d. Contact Numbers
- B. Administrative Responsibilities
 - 1. Course Roster
 - 2. Facility Information
 - 3. Agenda
- C. Brief overview of training goals and objectives
 - 1. Call Interpretation/Communications
 - 2. Threat Assessment
 - 3. Patrol Call Risk
 - 4. Shootings – Officer Down – Rescue
 - 5. Emotional Survival

II. COMMUNICATIONS (90 minutes)

- A. Importance
 - 1. Officer's life line
 - 2. Officer needs to know what they are going into
 - 3. See, hear and feel what is happening on both sides of the radio
 - 4. Tunnel Vision
 - 5. Complacency
- B. Information gathering
 - 1. Obtaining maximum information in the initial call
 - 2. Descriptive information gathering
 - 3. Clear & detailed
 - 4. Premise history
- C. Information dissemination
 - 1. Radio dispatch procedures and etiquette (agency specific)
 - 2. Maintain radio etiquette during high-risk incidents
 - 3. Other agency notification

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- 4. Supervisory notification
- 5. Multiple channels/patching
- D. Challenges in communication
 - 1. Proximity of call-takers & radio dispatchers
 - 2. CAD systems
 - 3. Staffing and structure
 - 4. Language barriers
 - 5. Cultural barriers
 - 6. Radio/MDC/MDT dead spots

III. THREAT ASSESSMENT

(90 minutes)

- A. Hazards
 - 1. Hazmat
 - 2. Weapons
- B. Excited delirium/ H&S
 - 1. Characteristics
 - 2. Verbal descriptions
- C. Suicide by Cop
 - 1. Identify potential "suicide by cop" scenarios
 - 2. Suspect Comments

IV. LOW AND HIGH RISK PATROL CALLS

(120 minutes)

- A. Routine calls that turned bad
 - 1. Domestic violence/Family disputes
 - 2. 415 man
 - 3. Burglar alarms
 - 4. Routine disturbance/party calls
- B. Car Stops
 - 1. Running Cal-ops, Code 10's and DMV
 - 2. Enhanced Information
 - 3. Hiding places in vehicles
 - 4. Surroundings
 - 5. Vehicle makes/models
- C. Domestic Violence
 - 1. Argument versus fight/weapons
 - 2. Location of incident
 - 3. Emotionally charged situations
 - 4. Officer involved
- D. Pursuits
 - 1. Vehicle
 - 2. Foot

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3. Geographical Challenges
4. Common named locations
5. Street name changes/new streets
6. Slang names

V. SHOOTINGS- OFFICER DOWN- RESCUE

(60 min)

- A. Examples (Case studies)
- B. Dispatcher's strategies
 1. Pre-arrival instructions- routes history, contacts
 2. Mapping tools- google, mapping system, etc.
 3. Floor Plans
 5. Perimeters

VI. EMOTIONAL SURVIVAL

(60 min)

- A. Officer Survival tactics on and off the street
 1. Fight or flight
 2. Training
- B. Understanding the unique stressors dispatchers face
 1. Anxiety
 2. Fear
 3. Guilt/Responsibility
 4. Criticism
 5. "Mind's eye"
 6. Lack of information
 7. Handling routine business in conjunction with the emergency
 8. Constant professionalism
- C. The importance of debrief
 1. CISD (Critical Incident Stress Debrief)
 2. Personal Care
 3. Incident debrief
 4. Critical Incident Diffusing and Debriefing