

Domestic Violence intervention

This course introduces telecommunicators to the dynamics of a domestic violence call. It explains various forms of domestic violence and how to respond to victim and child callers. Techniques to protect callers and responders, as well as for reducing liability and providing effective courtroom testimony, are presented.

Goals

Upon completion of this course, the student will be able to demonstrate the following skills.

1. Define domestic violence and explain the impact of these incidents on society and the telecommunicator's role in responding to these calls.
2. List four types of domestic violence.
3. Explain the Cycle of Violence.
4. Identify characteristics of the batterer and the domestic violence victim, and the situational and psychological obstacles that prevent a victim from leaving abusive relationships.
5. Identify barriers to seeking help faced by immigrant victims of domestic violence.
6. Describe the significance of court orders in relation to domestic violence calls.
7. Describe how a telecommunicator should communicate with children who have witnessed, or are reporting domestic violence, to effectively gather information.
8. Identify the telecommunicator's role in protecting police officers and the caller/victim in domestic violence incidents.
9. List the Principles of Effective Testimony and explain how the telecommunicator can respond to defense counsel tactics designed to discredit their testimony.
10. Explain how the telecommunicator can minimize liability risk by avoiding inappropriate responses to a domestic violence call.

Overview

- Module 1 The Telecommunicator's Role
- Module 2 Dynamics of Domestic Violence
- Module 3 Handling the Domestic Violence Call
- Module 4 Children and Domestic Violence
- Module 5 Protecting and Preparing Responders

- Module 6 Courtroom Testimony and the Telecommunicator
- Module 7 Domestic Violence and 911 Liability
- Final Quiz

Requirements

This self-paced, online course is part of an ongoing effort by PowerPhone to provide timely and essential learning to telecommunicators on new advisories and procedures important to the PSAP community. After completing all sections of this class, you will need to score a minimum of 75% on the final quiz to earn 8.0 CEUs.

- Desktop, laptop or mobile device
- Speakers / Headphones
- High-speed Internet access
- Internet Browser (Google Chrome preferred)