RIPA

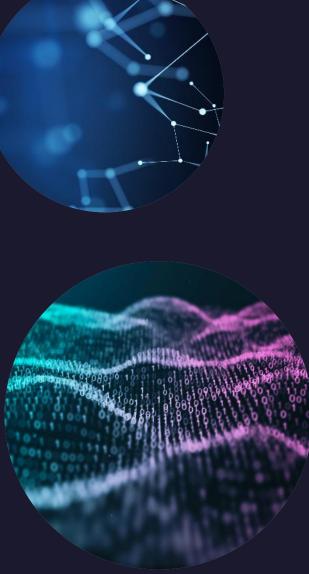
Call For Service Subcommittee

June 21, 2022

Meagan Poulos

Jennifer Dwyer





Learning Domain 104: Telephone Technology and Procedures

Workshop hosted in January 2022

II. LEARNING OBJECTIVES

5.

- A. Obtaining information from victims, witnesses, or personnel from other agencies
 - 1. Primary Questions
 - a. <u>Where</u>
 - b. What
 - c. When
 - d. Who
 - e. Weapons
 - Descriptions
 - Vehicle (CYMBALS: color, year, make, body, anything else, license, state)
 - b. Persons (head to toe, outside to inside)
 - 3. Secondary Questions
 - a. Why
 - b. How
 - c. Supplemental Information
 - 4. Effectively Managing a Call
 - a. Build Rapport
 - b. Control the flow of information
 - Implicit and Explicit Bias Consideration
 - a. Addressing caller by name
 - b. Proper use of pronouns
 - c. Protected classes

Please Note -

Section A-5:

- Implicit and Explicit Bias Considerations for Call Takers
 - dispatchers need to be aware
 that interactions with callers
 should be free from bias.

With multiple different groups of subject matter experts, bias is a theme that has been added throughout the entire course

Learning Domain 110: Radio Technology and Procedures

Workshop hosted in January 2022

- E. Importance of clear voice projection, good <u>diction</u> and proper modulation in radiocommunications
 - 1. It is critical for the public safety dispatcher to be understood by field units
 - 2. Techniques to enhance communication
 - Speaking slowly/distinctly
 - Not telegraphing emotions (i.e., anger, frustration, sarcasm, and humor)
 - Speaking with conviction and confidence
 - Conveying a positive attitude
 - Avoiding superfluous transmissions
 - Including enough information in the first transmission to get the point across
 - Anticipating questions
 - Controlling multiple units transmitting
 - Refrain from bias implications based on tone, pitch of voice, <u>inflection</u> or word selection
 - Repeat Callers
 - Repeat Locations

Please Note -

Section E-3:

Bias considerations for Radio
 Dispatchers – touching on the concept of dispatch priming and how dispatchers' word
 selection, tone and pitch can influence a peace officers' response technique(s)

Learning Domain 100: Professional Orientation and Ethics

Workshop hosted in May 2022

- E. Professional demeanor and ethical behavior, including:
 - 1. Impact of conduct both on and off duty (Dispatcher Code of Ethics)
 - Sexual harassment
 - 3. Ethical and/or character-based dilemmas
 - Awareness of personal biases (e.g., implicit and explicit)
 - Personal and professional values (6 pillars of character)
 - 6. Agency values and expectations (the Tenets of Procedural Justice)
 - 7. Inclusion within the communications center
- F. Developing a community service mindset
 - 1. Community expectations of public safety services
 - 2. Serving varying stakeholders (officers, etc)
 - 3. The Tenets of Procedural Justice



Please Note -

Section E-4:

• Dispatchers need to be aware of implicit and explicit bias

Section F-3:

 Introducing the Tenets of Procedural Justice

Future Basic Course Workshops Will Cover

- Wellness Management
 - Community Policing and Tenets of Procedural Justice
- Cultural Diversity

- Gang Awareness
- Hate Crimes
- Critical Incidents

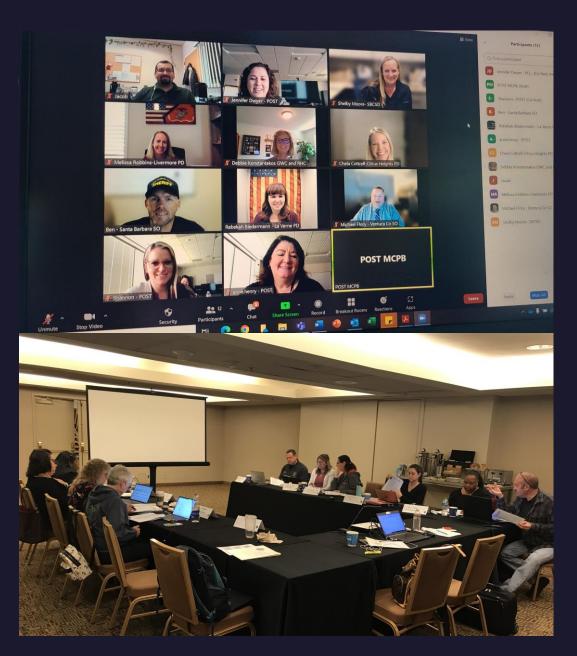
• Terrorism and Extremist Group Awareness

• Mental Health, Crisis Intervention and De-Escalation



Subject Matter Experts

- Supervisors, Training Officers, Managers
- Basic Course Instructors/Academy Coordinators
- Sherman Block Leadership Institute Graduates
- Professional Organizations
- Legislative
- Public Memembers





Thank You

Meagan Poulos

Legislative Liaison & Public Information Officer

meagan.poulos@post.ca.gov

Jennifer Dwyer Dispatch Program Manager jennifer.dwyer@post.ca.gov