

50

9-1-1 SIMULATION SCRIPTS

Reality-Based
Learning Drills

9-1-1 SCRIPTS

WHY USE SCRIPTS?

Scripts are a very entry-level learning tool — a part of MODELING, which is a very important method of training. Modeling with scripts may seem very simplistic, it is — it is meant to be. Using scripts allows the beginning learner to get the feel and rhythm of a call they may be receiving. Scripting shows the trainee they can handle a call — once they become familiar with the types of questions that must be asked. Repeating the sequence of the questions as they should be asked solidifies the concept.

Scripting allows the trainee to enter calls into CAD, cards or your 911 simulator. The entry-level learning is designed to build confidence and skill with taking an ‘easy’ call and entering the information. We keep the call simple. Learning must begin with simple and progress always.

WHEN TO USE SCRIPTS

This is the very first step in learning — an introduction to taking a call. Use scripts when a trainee is struggling with a comfort level with call taking. You can also use scripts to train responders.

HOW TO USE SCRIPTS

Entering the information is the next step. First the students just read the script. Next the student reads and enters the script into CAD simulator. The learning here is to talk and type and create a very simple call to review.

Dispatching the call is the final step.

POLICE DISPATCH

Call the response and tell them they have a call, state the call type.

PATROL 1, THEFT REPORT (allow Patrol 1 to answer)

Next give the address, who to contact and what is happening there. Patrol 1 will copy and the student will repeat Patrol 1 enroute at (give time).

FIRE AND EMS DISPATCH

Put out the tones and repeat twice. Units / Call Type / Address.

CALLER SCRIPTS

ON EACH SCRIPTED CALL YOU MUST USE AN ADDRESS AND PHONE NUMBER OF AN ACTUAL ADDRESS AND PHONE USED IN YOUR ALI ADDRESSING. BE PREPARED WITH FULL INFORMATION.

ROLE PLAYER, MAKE SURE YOU ARE CALLING IN ON THE ADDRESS THAT WOULD BE APPROPRIATE FOR THAT CALL TYPE.

ABANDONED VEHICLE

There's a vehicle outside of my farm and it has been stripped of just about all parts. It's becoming an eyesore. Can the police tell me who owns it or at least have it towed off my property?

What is your address?

And your name?

Terri LaCosta

The phone number you are calling from?

And it's on your private property?

Well, it's on the side of the road next to my fence, I guess it's not legally my property but it's touching my fence.

Does the vehicle have a license plate?

No, it's just a hulk right now and dangerous for the kids.

OK, I'll have an officer check it out as soon as one is available.

OK, hopefully he can get it moved.

Sure, well, this is a good start.

ALARM

This is operator 23 at Security Alarm, we have a motion detection alarm at (give address) it went off 5 minutes ago. It covers the lower level of the home, the back sliding doors and windows.

What is your call back number?

Are you contacting the homeowner?

Yes, I called her before I called you. Her name is Janie Kemp and it will take her about 10 minutes to get to the house.

Did she say anyone should be at the house?

She said they have no animals and no one should be there, she lives alone.

What is Ms. Kemp driving?

I didn't ask her.

Are you sending someone out to the home?

No, we don't go out if the owner and the police go.

OK, I'll get an officer dispatched out there.

BOMB THREAT

I just received a bomb threat at my abortion clinic.

What is the name of the clinic and the address?

What is the number you're calling from?

Are you calling from inside, are you in danger?

No, I'm on my cell and we're all at the gas station across the street, I didn't waste any time getting out of there, but that's a bit dangerous, I don't know if that nut is outside waiting for us out here! Can you get someone over here — I have 6 people that are terrified here!

Your name?

Dr. Raheeme

Tell me about the phone call, what did the person say exactly?

He said exactly — we have a bomb located in your death clinic. And he hung up. He sounded very young — maybe 18 or so.

Have you had threats or problems before with anyone?

No, never.

OK, Dr. Raheeme can you just keep everyone away from the clinic and don't use your cell phones. I'll dispatch a unit out but wait until they contact you.

BURGLARY

There was a burglary at my neighbor's house while they were in Hawaii. I was supposed to be watching the house for them, but I was called away on business.

What is the address of your neighbors house?

Where are you now?

I'm inside my neighbor's house

What is your address?

Is that a house or an apartment?

House.

What is the number you're calling from?

_____, my cell phone.

Your name?

A. Muhammad.

How do you know the house was burglarized?

The back door was kicked so I came in and the place has been ransacked.

No chance anyone could still be in the house.

No, we checked it out, they're long gone.

OK don't disturb anything in the house and I'll send an officer out to meet you at your house.

CHILD ABUSE

I've a neighbor who has a 3 or 4-year-old boy. Every time I see him he has bruises. My husband has seen her hit him full force across the face with an open hand.

Is this something that is happening now?

No, she hit him at Christmas time, but I saw his bruises last week and I've been thinking about it and something should be done.

What is the name and address of the family?

Her name is Betsy Gallion, she doesn't have a husband or any other kids and her address is _____,

Is that a house or an apartment?

House.

And what is your name and address?

A. Zaharra, I live at _____, which is across the street from the house.

What is the phone number you're calling from?

Do you feel the child is in danger right now for any reason?

No, not this minute, well maybe, I don't know, I think he's always in danger but I just wanted someone to do something.

OK, I'll give the information to the officer and if he needs to contact you, he can do that at the phone number you gave me?

Yes.

COMPLAINTS

I am calling to report a vehicle parked in a handicapped parking spot. A woman in a wheel chair had to park way in the back of the mall. I think it's appalling and tried to wait for the person to come back and give them a piece of my mind. It was a white van, Ford, license is 4Buy4.

Is this car there right now?

Yes it is, I'm looking at it.

What is the location of the van?

It's at city hall, the parking stalls right in front of city hall! Can you believe the nerve of some people, they just don't care about others. Do the police ever give people tickets for these kinds of infractions — I would think that if the police did something about it people wouldn't act this way. Do you know what I mean?

What is your name?

I don't want to give my name.

OK, what phone number are you calling from?

Do I have to get involved, I don't want anyone calling me.

No, you don't. I'll get an officer over to the vehicle as soon as I can.

Yeah, it would be good if you could get an officer over there before the van leaves.

Sure, that would be good for sure. Thank you.

DRUG SALES

My son just came home from the park behind my home and he was approached by three men to buy some marijuana and cocaine.

What is your address?

Is this a house or apartment?

House.

What is the phone number you're calling from?

Your name?

S. Siebert

What is the name of the park?

When did this happen?

Well, right now it would have been about 30 minutes ago.

What part of the park were they in?

By the kids playground — there's only one.

Can I talk to your son to get a description of the men?

No, my husband just took him to soccer. But he told me they were two white kids and a black kid and they were sitting on the swings when he left — there is only one area that has swings.

OK, I'll send an officer over to check the park out.

WORKPLACE DISPUTE

My employer is not allowing me to get my belongings out of my locker. I've just been fired and I don't want to cause problems but I can't even get my car keys to leave — he's locked me out.

What is the name and address of the business?

Where are you now?

Outside standing by my car, I won't go in without an officer, I don't want to be blamed for causing problems when all I want is my keys.

What is the phone number you're calling from?

_____ my cell phone.

Your name?

K. Plante

Who is the person who is refusing you entrance?

Jeremy Bourne

What is the phone number inside the business?

*OK remain outside and don't contact anyone, I'll send an officer over to talk to you.
What kind of vehicle do you have?*

A red Mustang Convertible.

OK, wait by the car and we'll be there as soon as we can.

HIT AND RUN

My car was parked in front of the police station and someone backed into the door and just left — no note or anything — just rammed into my car and took off.

Where is your vehicle parked?

In the parking lot of the police station, it's a red Honda Civic and I'm in the first row by the sidewalk.

What is the phone number you're calling from?

The phone booth here _____

What is your name?

J. Sommers

OK, if you could stay by your car, we'll get someone over to take a look at it — as soon as an officer is available.

THEFT

I want to report my bikes stolen from the carport. I think it happened last night after I got home. I cannot be sure, but believe that is when it happened.

What is your address?

_____ The descriptions are 26 inch Murrays, blue in color and kid seats in the rear of each of them. They also had headlights. Estimated value is \$1200 each. I've already called the insurance company and they said I needed a police report.

OK, is this a house or apartment?

House.

What is the phone number you're calling from?

Your name?

D. Courvoisier

I'll send an officer to your house for a report as soon as one is available.

SUSPICIOUS CIRCUMSTANCES

I can hear someone screaming from the woods behind me.

What is your address?

What is the phone number you're calling from?

Your name?

M. Ming

Can you tell me more about what exactly you are hearing and where from?

I can hear a woman screaming "Don't, stop it!" And then she just screams and cries.

Is this happening right now?

It was just once about 5 or so minutes ago, I've been listening, I opened the window but haven't heard anything since.

Have you seen any other activities, cars or anything else?

No, it's in the woods I don't know how they got in there. You have to come to my house to get back there.

OK, we'll send an officer, call us back if you hear anything or see anything else.