

Law Enforcement Communications

Guide Card Set

Select a category to navigate to the appropriate guide card.

All Callers Interrogation

All Incident Types

A-Z Index

Exit Protocol

All Callers Interrogation

Ask **every caller** these questions before proceeding to an incident - specific guide card.

1. Where is the **location** of the emergency/incident?
2. Where are **you** in relation to the incident?
3. What is the **phone number** you are calling from?
4. What is your **first and last name**?
5. What is your emergency? Tell me **exactly what is happening**?

Main Menu

Incident Types

Exit Protocol

Incident Types

Abduction/Kidnapping

Active Shooter

Aircraft Emergency

Alarms

Assault & Battery

Assault & Battery -Gun/Stab

Bomb Threats

Break & Enter

Break & Enter - In Progress

Carjacking

Child Lost / Found

Deceased Person

Disabled Vehicle

Disorderly Conduct

Disturbance

Escaped Prisoner

Fraud / Forgery

Holdup / Robbery

Holdup Alarm

Home Invasion

Homicide / Murder

Hostage Situation

Impaired Driver

Larceny / Theft

Missing Person

MVA - Hit and Run

MVA - Collision

Narcotics

Obscene Phone Calls

Officer Down / Needs Help

Prowler/Trespasser

Rape / Sexual Offence

Shoplifting

Stalking

Stolen Vehicle

Suicide

Threats

Unintended Acceleration

Vandalism

Main Menu

Exit Protocol

A-Z

Index

A

Abduction/Kidnapping

Active Shooter

Aircraft Emergency

Alarms

Assault and Battery

Assault and Battery - Gunshot/Stabbing

Main Menu

A-Z

Index

B

Bombs Threat / Bomb Found

Break and Enter

Break and Enter - In Progress

Main Menu

A-Z

Index

C-D

Carjacking

Child Found

Diseased Person - Natural or Suspicious

Disabled Vehicle

Disorderly Conduct

Disturbance (Verbal/Fight/Family)

Main Menu

A-Z

Index

E-F

Escaped Prisoner

Fraud/Forgery

Main Menu

A-Z

Index

G-I

Holdup - Robbery

Holdup - Alarm

Home Invasion

Homicide/ Murder

Hostage Situation

Impaired Driver

Main Menu

A-Z

Index

J-N

Larceny/Theft/Theft from Vehicle

Missing Person

MVA - Hit and Run

MVA - Collision

Narcotic - Activity / In Progress

Main Menu

A-Z

Index

O-R

Obscene Phone Calls

Officer Down / Needs Help

Prowler / Trespasser

Rape / Sexual Offence

Main Menu

A-Z

Index

S-Z

Shoplifting

Stalking

Stolen Vehicle

Suicide (Attempted)

Threats

Unattended Acceleration/Vehicle Unable to Stop

Vandalism

Main Menu

Exit Protocol

Routine Disconnect

Stay on the Line

Urgent Disconnect

Stay on the Line Protocol

If it's safe to do so:

1. Keep all bystanders away from the area.
2. Have someone meet and direct responding units to the scene.
3. Do not approach or enter any hazardous or dangerous areas.
4. I'm going to let you go now.
5. Help is being sent.
6. If anything changes before responders arrive, call us back immediately.

Main Menu

Exit Protocol

Routine Disconnect

Stay on the Line

Urgent Disconnect

Stay on the Line Protocol

1. I'll stay on the line with you as long as I can.
2. If it's safe to do so, keep all bystanders away from the area
3. Have someone meet and direct responding units to the scene.
4. Do not approach or enter any hazardous or dangerous areas.
5. If anything changes before responders arrive, just let me know.
6. Tell me when the responders get there.

Main Menu

Exit Protocol

Routine Disconnect

Stay on the Line

Urgent Disconnect

Stay on the Line Protocol

If you must disconnect urgently:

1. I need to hand up now (to take another call)
2. If it's safe to do so, keep all bystanders away from the area.
3. Do not approach or enter any hazardous or dangerous areas.
4. If anything changes before responders arrive, call us back immediately.

Do NOT stay on the line if it prevents you from processing other emergency calls.

Main Menu

Exit Protocol

Routine Disconnect

Stay on the Line

Urgent Disconnect

Stay on the Line Protocol

Consider staying on the line with the caller (as long as doing so does not threaten or jeopardize the caller's safety in any way) in the following situations.

- Child Callers
- Fire or HAZMAT incidents
- Mass casualty incidents
- Suicide attempts
- Trapped caller or people

Main Menu

Abduction / Kidnapping

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Tell me exactly what happened.

How long ago did this happen?

Any weapons seen?

Are there any known witnessed injuries?

Obtain mode and direction of travel

Get vehicle description (CYMBALS)

Get a description of the victim

Get a description of the suspect

Do you know the suspect or victim?

Is the victim familiar with the suspect?

If YES, what relation?

Who was the last person to see the victim?

Does the suspect have a history of violent or mental issues?

Does the victim have a cell phone?

If YES, what is the phone number, wireless provider, etc.

If it is a child, was the child with anyone such as an adult, child or pet?

Main Menu

Exit Protocol

Abduction / Kidnapping

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

1. If safe to do so, remain at the scene until responding units arrive.
2. Do **not** pursue the suspect — call back with any updates on direction of travel.
3. Preserve any items the suspect or victim may have touched — do not clean or disturb.
4. Gather a recent photo of the victim for responding officers.
5. Gather a list of the victim's clothing, identifying features, and any medications they may need.
6. If the victim is a child, refer to agency AMBER Alert policy.
7. Call back immediately if the situation changes before units arrive.

Main Menu

Exit Protocol

Abduction / Kidnapping

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

What is the relationship between the caller, victim, and suspect?

Is this a domestic/custody situation? Is there a custody order or restraining order in place?

Has this happened before? Has the suspect ever taken or threatened to take this person before?

Did the victim leave voluntarily or show signs of resistance?

Were there any witnesses? Can any witnesses be kept on scene?

Is there any known destination the suspect may be heading to? (Home address, family, friends, workplace)

Does the suspect have access to multiple vehicles?

Is the victim aware of the suspect's intent — did they communicate before the incident?

Are there any social media accounts or contacts that might indicate the suspect's location?

Main Menu

Exit Protocol

Abduction / Kidnapping

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

DISPATCHER ACTIONS

Notify other jurisdictions for potential backup and border crossing alerts.

Provide responding officers with pertinent information for safe response.

Run police check for wanted or criminal history of suspect and vehicle information.

Follow agency protocol for issuing an **AMBER Alert** if a child victim is involved.

Coordinate cellular carrier ping/trace per agency protocol if victim has a phone.

If vehicle has GPS/telematics, notify appropriate service provider.

Record all comments and disposition provided by officer into the CAD.

Main Menu

Exit Protocol

Active Shooter

Vital Point Questions

Pre-Arrival Instructions

Actions

Useful Information

What is your exact location?

Are you in a safe place? If **NO**, can you get to a safe location?

How long ago did this happen?

Any weapons seen? How many? What type? Describe.

What is happening right now?

Are they shooting or has the shooting stopped?

How many suspects?

Give me a description of each suspect.

Where is the suspect (s) now?

If caller does not know, ask where the suspect (s) were last seen?

Are there any explosives? If **YES**, where are they?

Are there any hostages? If **YES**, where are they? How many?

How many people are injured?

Where are they?

Do you know if the suspect (s) arrived in a vehicle? If **YES**, ask for location and description.

Are you familiar with the layout of the building? If **NO**, is somebody near you that is familiar?

Main Menu

Exit Protocol

Active Shooter

Vital Point Questions

Pre-Arrival Instructions

Actions

Useful Information

Do not endanger yourself.

Run / Hide / Fight — in that order of priority:

- **RUN:** If there is an accessible escape route, leave immediately. Leave belongings behind.
- **HIDE:** If evacuation is impossible, hide in a locked room, barricade the door, silence phones.
- **FIGHT:** As a last resort only — use improvised weapons, work as a group.

Move to a safe location — **away from the shooter, away from glass, towards exits.**

If suspect is still on scene, **do not confront the suspect(s).**

Once outside: **keep hands visible, fingers spread**, comply with all officer instructions.

If injuries: EMD call according to agency policy.

If possible, stay on the line until responding units arrive.

Ask caller and witnesses to remain at scene as long as they are in a safe location.

Main Menu

Exit Protocol

Active Shooter

Vital Point Questions

Pre-Arrival Instructions

Actions

Useful Information

Active Shooter: An armed person(s) who has used deadly physical force on other persons and continues to do so while having unrestricted access to additional victims.

CALL TAKER ACTIONS

- Keep the caller on the phone until officers arrive and made contact with them, if safe to do so.
- The call taker will continue to update the CAD with ALL additional information provided by the caller in a timely manner.
- The call taker will relay updated information and any safety concerns to the radio dispatcher.
- Notify Communications Supervisor.

FOLLOW-UP/SPECIAL CONSIDERATIONS

- BOLO may be requested by responding officers
- Several calls may be received for this same event
- Treat each on its own merit.
- Media and public citizens call should be directed to the PIO.
- The location of the incident may change as the shooter(s) moves.
- Follow agency policy for officer status checks.

Main Menu

Exit Protocol

Active Shooter

Vital Point Questions

Pre-Arrival Instructions

Actions

Useful Information

DISPATCHER ACTIONS

- Notify the other jurisdictions for potential backup.
- Provide responding officers with pertinent information necessary for safe response.
- Run police check for wanted or criminal history of suspect.
- Record any comments or disposition provided by the officer into the CAD.
- Notify EMS according to agency policy.

Location may change: The shooter's position may evolve rapidly. Relay real-time updates to responding officers as they come in.

Media and public: All calls from media and public citizens should be directed to the Public Information Officer (PIO) — not the communications centre.

BOLO: If suspect(s) flee, initiate BOLO immediately with full description, vehicle, direction of travel.

Jurisdiction notifications: Notify neighbouring jurisdictions immediately — active shooters frequently cross boundaries.

[Main Menu](#)

[Exit Protocol](#)

Aircraft Emergency

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

CALL ON BOARD:

- What is the name of the airline? What is the flight number?
- What is the departure city? Where is the destination?
- Do you know where you are located right now?
- Is the aircraft still in flight? What is your seat number?
- Are there any injuries?
- Who is causing the disturbance?
 - Can you give me a description of the person?
- Does the suspect(s) have any weapons?
- What kind are they or describe them? How many?
- Approximately how many people are onboard?

CALLER ON GROUND

- Type of aircraft?
- (Commercial, military, helicopter, crop duster, etc.)
- Is the aircraft still in flight? Is there visible fire or smoke?
- Is the crash site accessible by ground? What is the tail number of the aircraft, if possible?
- Do you hear or see anyone on the aircraft?
- Approximately, how many are injured? What type of injuries?

Main Menu

Exit Protocol

Aircraft Emergency

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Do not endanger yourself.

If on board: Stay calm and listen carefully. Do not attempt to physically intervene unless you are certain you can do so safely as part of a coordinated group effort.

If crash is on ground:

- Stay on the line and give us updates on any changes.
- Do not approach the aircraft until emergency units arrive.
- If injuries are visible, follow agency EMD policy.
- Keep bystanders at a safe distance from the aircraft and any fuel spill.

If crash is reported, follow agency policy on contacting the Fire Department.

Have someone available to meet and direct responding units to the scene.

Call back if anything changes.

Main Menu

Exit Protocol

Aircraft Emergency

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

IF CALLING FROM ON BOARD

Are you calling from a cellular telephone or an aircraft phone? What is the number?

Is the pilot aware of the situation? Has a distress signal been sent?

Have any cabin crew members been notified or incapacitated?

Is the suspect armed with a firearm, edged weapon, or improvised weapon?

Has the suspect communicated any demands?

Is there any indication this is a coordinated event?

IF CALLING FROM GROUND

Did you witness the aircraft go down?

Was there a mid-air collision or break-up?

Is debris localized or spread over a wide area?

Is the aircraft near any structures, power lines, fuel storage, or populated areas?

What are current weather conditions at the crash site?

Main Menu

Exit Protocol

Aircraft Emergency

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Airport coordination: If the incident is near or at an airport, refer to airport pre-incident plans and notify airport emergency services.

Military aircraft: May carry munitions and/or nuclear materials — notify appropriate military authority immediately.

Cargo aircraft: Most cargo aircraft carry hazardous materials — obtain cargo manifest information for responding units.

In-flight threats: The more specific and technical the caller's description of the threat or device, the higher its credibility.

Access to crash site: May require specialized equipment (chainsaws, bulldozers, helicopters). Consider terrain, weather, and distance when planning response.

Communications backup: Arrange immediate backup in communications centre for mass-casualty aircraft events — call volume will spike.

Mutual aid: Units may need directions to scene or staging areas.

Main Menu

Exit Protocol

Alarms

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Where is the alarm? What area or zone/room was activated?

What type of fire alarm is this? Robbery/ Holdup/ Smoke

If Carbon Monoxide - go to guide card

What type of building is it?

If business: Is it closed?

Has the building been evacuated?

If reported by a Private Caller

Is there any visible smoke or fire?

If yes, proceed to appropriate Fire Related guide card

What's the name of the business/resident/owner?

How many floors or stories are there?

Do you know what caused the alarm?

Are there any people inside?

If reported by an Alarm Monitoring company:

Are there any other types of alarms activated (burglar, holdup, other)

Is the owner known? Has the owner been notified? Is the owner or keyholder en-route?

What is the protected area?

If yes: what is the description of the vehicle and estimated time of arrival

What's the telephone number for the premise?

Main Menu

Exit Protocol

Alarms

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Private Caller

- The fire department is being sent.
- Do not endanger yourself.
- Stay on the line, and I'll tell you exactly what to do next.

Commercial/Industrial/Multi-dwelling

- Do not use the elevator.
- Do not reset or silence the alarm.
- If it's safe to do so, leave the building, close the doors behind you, and remain outside.
- Have someone meet and direct responding units to the scene.
- Call back if the situation changes before units arrive.

Alarm Monitoring Company

- Contact a keyholder and call us back with an estimated time of arrival (ETA).
- Call us back if you get a reset of the alarm, additional alarms, or other information.

Main Menu

Exit Protocol

Alarms

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Is the alarm audible or only monitored remotely?

Has this alarm been activated before? Is it a known false-alarm location?

Is there a security guard or property manager on site?

Are there any known hazardous materials stored on the premises?

Are there dangerous animals present that responding officers should know about?

Is anyone working on the alarm system currently?

Has the utility company been contacted if it is a utility-related alarm?

Is the owner/keyholder able to be reached? Do they have a remote disarm capability?

Main Menu

Exit Protocol

Alarms

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Never assume a reset means no problem. When in doubt, send units out.

Repeat false-alarm locations: Note history but do not reduce response priority based on past false alarms — treat each activation on its own merit.

Unknown alarm type: If the type of alarm cannot be determined, consider the possibility of a crime in progress and alert appropriate units.

Occupancy hazards: Occupancy type determines the nature of hazards. Industrial and warehouse occupancies may contain chemicals, heavy equipment, or compressed gas.

Elderly assistance alarms: Modern housing units for the elderly are often equipped with handicapped assistance alarms that can be confused with security or fire alarms.

Holdup alarms: If a holdup alarm is received, refer to the **Holdup Alarm** guide card and treat as an in-progress robbery until confirmed otherwise.

Main Menu

Exit Protocol

Assault and Battery

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Are you in a safe place?

What is the location of the incident?

Has there been a time lapse or is this in progress?

Is the suspect still there?

Is the victim still there? (If not the caller)

Is anyone injured? (If **YES**, follow agency policy for notification of EMS)

What is the description of the suspect and victim?

Obtain personal description?

What is the mode and direction of travel if suspect or victim has left the scene?

What is the vehicle description CYMBALS?

Colour, Year, Make/Model, Body Style, Additional Information, State or Province of License Plate

Do you know the suspect or victim?

Is the victim familiar with the suspect? If **YES**, what relation?

Main Menu

Exit Protocol

Assault and Battery

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

1. If safe to do so, stay with the victim until responding units arrive.
2. Do **not** disturb the scene or move anything — preserve evidence.
3. If the victim is bleeding, apply firm pressure with a clean cloth and do not remove it.
4. Do not allow the suspect and victim to be alone together if both are still present.
5. If the suspect threatens to leave, note their direction and vehicle description and call back immediately.
6. Call back if the situation changes.

Main Menu

Exit Protocol

Assault and Battery

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

What started the assault? Was there a prior argument or dispute?

Is this a domestic incident? Is there a restraining order or protection order in place?

Has this suspect assaulted this victim before?

Are there any witnesses? Can they be kept on scene?

Is the suspect known to be violent or to carry weapons regularly?

Did the victim fight back? Are there injuries to both parties?

Were there any children present during or after the incident?

Is the victim currently with the suspect against their will?

Main Menu

Exit Protocol

Assault and Battery

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Domestic violence considerations: Even if the victim denies being assaulted, officers should assess the scene independently. Victims of domestic violence often minimize injuries or protect the suspect.

Restraining orders: Always check for active restraining orders or protection orders against the suspect — a violation may result in additional charges.

Scene preservation: Physical evidence (blood, torn clothing, broken objects) is critical. Advise the caller not to clean up the scene before officers arrive.

Children on scene: If children were present during or witnessed the assault, note this in the CAD — child welfare services notification may be required per agency protocol.

DISPATCHER ACTIONS

Provide responding officers with pertinent information necessary for safe response.

Run police check for any wanted or criminal history of the suspects or vehicle information.

Record any comments or disposition provided by the officer into the CAD.

Main Menu

Exit Protocol

Assault and Battery - Gunshot/Stabbing

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Was this an accident or intentional?

Are you in a safe place?

Who was shot / stabbed?

Who shot / stabbed the victim?

Acquire full suspect description (top to bottom).

Is the suspect still on scene? **If NO**, gather mode and direction of travel and vehicle description — **CYMBALS**.

Type of weapon used? (Firearm — handgun/rifle/shotgun; Edged — knife/machete/box cutter)

How many shots were fired? From what distance, if known?

Where on the body is/are the wound(s)?

Is the victim conscious and breathing?

Where is the weapon now?

Has either party been drinking or using drugs?

Main Menu

Exit Protocol

Assault and Battery - Gunshot/Stabbing

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

If safe to do so, stay with the victim until responding units arrive.

Bleeding control:

- Use a clean, dry cloth and apply **firm, steady pressure** directly over the wound.
- Do not remove the cloth if it soaks through — add more cloth on top.
- If the wound is on a limb and bleeding is uncontrolled, a tourniquet may be applied 2-3 inches above the wound if one is available.

Do **not** remove any weapon or object that is embedded in the wound.

Do **not** disturb the scene or move anything else.

If the suspect is still on scene, **do not approach or confront them**.

Call back if the situation changes.

Main Menu

Exit Protocol

Assault and Battery - Gunshot/Stabbing

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Did you witness the shooting/stabbing?

Was this a random attack or was the victim targeted?

Is there any known motive — gang activity, robbery, domestic dispute?

Have you applied pressure to the wound? Is the victim actively bleeding?

Is the suspect known to the victim?

Did the suspect flee on foot or in a vehicle? What direction?

Are there other victims or witnesses at the scene?

Are there any shell casings or evidence visible on the ground?

Was a cell phone used to call for help — could it be evidence of the incident?

Main Menu

Exit Protocol

Assault and Battery - Gunshot/Stabbing

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Scene safety first: Advise responding officers whether the suspect is still at or near the scene before they arrive — armed suspects represent a lethal threat.

Evidence preservation: Shell casings, weapons, blood evidence, and clothing are all critical evidence. Advise the caller to disturb nothing beyond what is needed for first aid.

Tourniquet guidance: Use of tourniquets cannot be fully instructed over the phone. Advise only if the caller has training or the bleeding is immediately life-threatening and a commercial tourniquet is available.

Gunshot wounds to the torso: External pressure is less effective for torso/chest wounds — the priority is EMS arrival. Advise caller to keep victim still and warm.

DISPATCHER ACTIONS

Dispatch unit(s) according to policy.

Provide responding officers with pertinent information necessary for safe response.

Run police check for any wanted or criminal history of the suspects or vehicle information.

Record any comments or disposition provided by the officer into the CAD.

[Main Menu](#)

[Exit Protocol](#)

Bomb Threat / Bomb Found

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

1st PERSON (Suspect)

- Bomb location?
- What time is the device supposed to explode?
- What does the bomb look like? What type of bomb is it?
- How is it activated?
- Who is the target and why?
- Where are you?

2nd or 3rd PERSON

- Who received the call?
- Do you know who the caller was?
- What exactly was said?
- Suspects Voice: Male/Female, Young/Old, Calm/Emotional/Excited, Accent, any background noises heard?
- Are you evacuating the building?
- Do not recommend, advise caller to follow their own policy, if NO policy exists, the caller has to make the decision.

BOMB FOUND

- Where is the bomb?
- Are you evacuating?
- Do not recommend, advise caller to follow their own policy, if NO policy exists, the caller has to make the decision.
- What is the description of the suspect(s)
- What is the mode and direction of travel if suspect or victim has left the scene?

Main Menu

Exit Protocol

Bomb Threat / Bomb Found

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Do not endanger yourself.

Do not use cell phones, two-way radios, or any radio transmitting device within 300 feet (100m) of the suspected device. Radio frequencies can trigger certain detonators.

Evacuation decision belongs to the building/organization — do not recommend for or against. Advise caller to follow their own emergency policy. If no policy exists, the caller makes the decision.

If evacuating:

Do not use elevators

Do not touch or move any suspicious items

Close doors behind you but do not lock them

Move a minimum of 1,000 feet (300m) away from the building

Attempt to keep a threatening caller on the line as long as possible. Remain calm and professional.

Do not activate the fire alarm — the resulting evacuation could place people in danger.

Do not turn lights or electrical equipment on or off.

Call back if anything changes before units arrive.

Main Menu

Exit Protocol

Bomb Threat / Bomb Found

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

CREDIBILITY ASSESSMENT

How specific is the caller's knowledge of the device? (High specificity = higher credibility)

Did the caller use technical terminology related to explosives?

Did the caller identify a motive or grievance?

Did the caller identify themselves or any group affiliation?

Was the caller reading from a script or speaking spontaneously?

VOICE ANALYSIS

Describe the caller's voice characteristics:

- Sex: Male / Female
- Age estimate: Young / Middle-aged / Elderly
- Emotional state: Calm / Angry / Excited / Crying / Laughing
- Speech: Clear / Slurred / Muffled / Whispering
- Accent or dialect? Speech impediment?
- Any distinctive phrases or repeated words?

BACKGROUND ENVIRONMENT

What background sounds were audible during the call?

- Traffic / Street noise
- Machinery or industrial sounds
- Music or radio
- Other voices
- PA system or announcements
- Aircraft or trains

Was the call made from inside a building or outdoors?

Did you have Caller ID? What number was displayed?

Main Menu

Exit Protocol

Bomb Threat / Bomb Found

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Evacuation decisions are entirely the responsibility of the building owner/occupant or their established policy. Dispatchers must not recommend evacuation — liability concerns and tactical considerations require this remain the caller's decision.

Radio and cell phone hazard: Electronic transmitting devices can trigger radio-controlled IEDs. All personnel within 300 feet (100m) of a suspected device should silence and power down all non-essential electronics.

Credibility indicators: The more specific and technically accurate the threat description, the higher its credibility. Vague threats may still require full response — treat all bomb threats as credible until cleared.

Multiple calls: Many bomb threats generate multiple calls from different witnesses. Track and document each caller separately — location and content discrepancies between callers may help triangulate the device's location.

Secondary devices: Be alert to the possibility of a secondary device designed to target first responders. Advise responding officers of this hazard.

Suspicious Package vs. Bomb Threat: If a package has been found, do not X-ray or use handheld radio near the item. Notify bomb squad before any examination.

Bomb squad notification should occur simultaneously with law enforcement dispatch, not afterward.

[Main Menu](#)

[Exit Protocol](#)

Break and Enter

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

IN PROGRESS

- Are you in a safe place? Where are you in the building right now?
- How many suspects are there?
- Can you describe the suspect(s)? (top to bottom)
- Are there any weapons? What kind?
- Where are the suspects now — inside, outside, trying to enter?

If inside:

- Where was entry made? (Door, window, garage)
- What part of the building are they in?
- Are there any vehicles associated with the suspect(s) in the area?
- Vehicle description — **CYMBALS**

AFTER THE FACT (Time lapse)

- Are you in a safe place? Could suspects still be inside?
- Was entry made or only attempted?
- Has the building been checked? By whom?
- Was anyone seen leaving the area? Description? Direction?
- What was taken or what appears to be disturbed?
- When was the break-in discovered?

Main Menu

Exit Protocol

Break and Enter

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

1. **Do not endanger yourself** — do not approach or confront the suspect(s).
2. If you are inside the building and the suspect is also inside: **barricade yourself in a locked room and stay quiet.**
3. Do not turn lights on or off — this may alert the suspect to your presence.
4. Have someone meet and direct responding units to the scene.
5. Do not touch or disturb anything — preserve the scene for forensic examination.
6. If the suspect exits, note their direction of travel and vehicle description and call back.
7. Call back if the situation changes before units arrive.

[Main Menu](#)

[Exit Protocol](#)

Break and Enter

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Did you witness the break-in or did you find it upon arrival?

Is this a repeat incident at this location?

Are there any surveillance cameras — interior or exterior? Have you checked the footage?

Is the property alarmed? Has the alarm company been notified?

Do you know if anything specific was targeted — cash, electronics, a safe?

Is there any indication of who may be responsible — disgruntled employee, known associate?

Are there any hazardous materials or drugs on the premises that officers should know about?

Is there a security guard or building manager who can be contacted?

Main Menu

Exit Protocol

Break and Enter

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Scene containment: Responding officers should approach quietly and from multiple directions to contain the suspect if still inside — advise officers of last known position of suspect and caller.

Evidence preservation: Fingerprints, tool marks, footprints, and broken glass are key forensic evidence. Advise caller not to clean up or touch anything.

Business vs. residential: Commercial break-ins after hours may be covered by alarm monitoring company protocol. Residential break-ins require higher urgency, especially if occupants are home.

Repeat locations: Check CAD history for this address — pattern break-ins may indicate organized crime or targeted activity.

[Main Menu](#)

[Exit Protocol](#)

Break and Enter - In Progress

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Tell me exactly what happened.

How long ago did this happen?

Any weapons seen?

Are there any known witnessed injuries?

Obtain mode and direction of travel.

Get vehicle description (CYMBALS)

Colour, Year, Make/Model, Body Style, Additional Information, State or Province of License Plate

Get a description of the victim.

Get a description of the suspect.

Do you know the suspect or victim?

Is the victim familiar with the suspect? **If YES**, what relation?

Who was the last person to see the victim?

Does the suspect have a history of violent or mental issues?

Does the victim have a cell phone? **If YES**, what is the phone number and wireless provider?

If it is a child, was the child with anyone such as an adult, child or pet?

Main Menu

Exit Protocol

Break and Enter - In Progress

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

1. **Do not endanger yourself.**
2. If you have not already been seen — **stay hidden and stay quiet.** Do not make any noise.
3. Move to a locked room or the furthest point from the suspect if possible.
4. Silence your phone and put it on lowest brightness.
5. If the suspect comes into contact with you — **comply and do not resist.** Your safety is the priority.
6. Do not attempt to chase or confront the suspect.
7. Stay on the line — I will guide you until units arrive.
8. Have someone meet and direct responding units to the scene if it is safe.
9. Call back if anything changes.

Main Menu

Exit Protocol

Break and Enter - In Progress

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Did the suspect(s) see you or do they know you are inside?

Have the suspect(s) made any statements or threats?

Are there any weapons visible to you?

Do you recognize the suspect(s)?

Is there a back or secondary entrance the suspects may use to flee?

Are there other occupants in the building who may be unaware?

Do you have access to a landline in addition to your cell phone in case cell signal is lost?

Main Menu

Exit Protocol

Break and Enter - In Progress

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Caller's safety is paramount: Keep the caller calm and quiet. They should not attempt heroics — compliance and hiding are the correct responses when a suspect is actively inside.

Silent dispatch: Consider requesting a silent approach from responding units to avoid alerting the suspect.

Multiple entry/exit points: Advise responding officers of all known entrances and exits so the suspect can be contained.

If caller is in contact with suspect: Switch to yes/no questions only — 'tap once for yes, twice for no' — to avoid revealing the caller's location.

[Main Menu](#)

[Exit Protocol](#)

Carjacking

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Vehicle description — **CYMBALS** (Color, Year, Make/Model, Body Style, Additional info, License plate State/Province)

Just occurred or is there a time lapse?

- Did the caller see the direction of travel?
- Did the caller see or know the suspect(s)?
- How many suspects? Names? Physical descriptions (top to bottom)?
- If the caller knows the suspect(s): Is this the result of a domestic dispute? Is there a restraining or protective order?

Is the vehicle equipped with telematics or GPS? (OnStar, LoJack, etc.) **If YES**, what is the name of the service provider? Do you have their contact number and your account password?

Did the suspect(s) have any weapons? Describe.

If occupants are still in the vehicle:

- How many occupants remain in the vehicle?
- Where are the occupant(s) seated?
- Name(s), age(s), and descriptions of occupant(s)?
- Does any occupant have a cell phone? What is the number?
- Does any occupant have any weapons?
- Are there any injuries?

Main Menu

Exit Protocol

Carjacking

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

1. Do not endanger yourself.
2. Have someone meet and direct responding units to the scene.
3. **If occupants remain in the vehicle:** Stay calm. Do not attempt to stop the vehicle or draw attention to yourself. If safe to do so, call 9-1-1 from the vehicle.
4. **For telematics-equipped vehicles:** Contact your service provider (OnStar, LoJack, etc.) immediately — they can track and potentially disable the vehicle.
5. Call back if the situation changes.

Main Menu

Exit Protocol

Carjacking

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Where did the carjacking occur? Was this a targeted location (gas station, parking lot, driveway)?

Did the suspect use physical force or threaten the victim?

Did the suspect appear to be under the influence of drugs or alcohol?

Did the suspect demand anything in addition to the vehicle?

Was there a second vehicle or accomplice involved?

Has the victim contacted their insurance company or OnStar?

Are there any surveillance cameras in the area where the carjacking occurred?

Main Menu

Exit Protocol

Carjacking

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Telematics priority: If the vehicle is equipped with GPS telematics (OnStar, LoJack, etc.), initiating contact with the TSP simultaneously with dispatch can result in real-time vehicle tracking and remote engine shutdown capability — this should be a first-priority action.

Occupants in vehicle: If children or others remain inside the stolen vehicle, treat as an abduction/kidnapping in addition to a carjacking — see the Abduction/Kidnapping guide card and consider AMBER Alert criteria.

Domestic carjacking: If the carjacker is known to the victim (domestic partner, acquaintance), check for restraining orders and assess the risk of a hostage situation.

Time-critical: Every minute of delay reduces the probability of recovery — BOLO should be issued immediately on receipt of vehicle description.

[Main Menu](#)

[Exit Protocol](#)

Child Lost / Found

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Where is the child right now?

Where was the child found or last seen?

Describe the child:

- Age and sex
- Hair color and length
- Eye color
- Height and weight (estimated)
- Clothing description (top to bottom)
- Any identifying features (birthmarks, glasses, braces)

Who is with the child right now?

Does the child know their name, address, or phone number?

Is the child lost, or did someone abandon them?

Has the child run away from home?

Did anyone leave the child or appear to abandon them?

Is the child injured or in distress?

Main Menu

Exit Protocol

Child Lost / Found

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

1. Remain with the child until responding units arrive.
2. Keep the child calm and safe — do not leave them alone.
3. Do not allow the child to leave with anyone unknown to you before officers arrive.
4. If the child appears injured or ill, follow agency EMD policy.
5. Gather any information the child can provide: name, parents' names, address, phone numbers.
6. Refer to your agency's policies on issuing an **AMBER Alert** if abduction is suspected.
7. Call back if anything changes.

[Main Menu](#)

[Exit Protocol](#)

Child Lost / Found

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Does the child appear to know the person they were with before being found?

Is the child coherent and able to communicate?

Does the child appear to have been harmed, neglected, or abused?

Has anyone in the area been seen with the child recently?

Does the child mention any names — parents, siblings, guardians?

Is the child showing signs of medical distress (confusion, hypothermia, dehydration)?

Are there any vehicles in the area that may be associated with whoever left the child?

Child Lost / Found

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

AMBER Alert: Most plans call for activation for children 17 years of age or younger who may have been abducted. Consult agency policy for local criteria.

Wireless Emergency Alert (WEA): Can be activated simultaneously with AMBER Alert to push descriptions to all mobile devices in the area.

Child safety: Do not allow anyone who cannot be identified to take custody of the child — wait for officers to arrive.

Signs of abuse or neglect: If the child shows signs of physical abuse, sexual abuse, or neglect, note this in the CAD and advise responding officers. Child protective services notification may be required.

Main Menu

Exit Protocol

Deceased Person / Body Found

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

DECEASED PERSON (Expected / Known)

- Why do you think they are deceased?
- Where is the subject's body?
- Do you know the name of the deceased person?
- What is your relationship to the deceased?
- Do you know their medical history?
- Are you a Hospice, nursing home, or healthcare worker?
- Is there a DNR (Do Not Resuscitate) order on this patient?
If YES, is there an up-to-date DNR order on site for responding units?

BODY FOUND (Unknown / Suspicious)

- Why do you think they are deceased?
- Where is the subject's body? (Indoor / outdoor, specific location)
- Do you think the subject died from natural causes?

If NO: Does the death look suspicious or is it a possible suicide? (If suicide suspected, go to **Suicide** guidecard.)

- Were weapons involved or present? If YES — what type and where is it?
- Do you know the name of the deceased person?
- Who else is at the location?
- Was anyone seen leaving the area? **If YES** — vehicle information and direction of travel.
- When was the body discovered? Do you know how long the person may have been deceased?

Main Menu

Exit Protocol

Deceased Person / Body Found

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

1. Do not endanger yourself.
2. **Do not touch, move, or disturb anything at the scene** — preserve all evidence.
3. Do not allow anyone else to enter or disturb the scene.
4. Have someone meet and direct responding units to the scene.
5. If the death is suspicious: clear the immediate area and treat as a crime scene.
6. **For Hospice/DNR cases:** Gather the DNR order and the patient's medication list for responding units.
7. Call back if the situation changes.

Main Menu

Exit Protocol

Deceased Person / Body Found

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Did you touch or move the body or anything around it?

Is there any evidence of a struggle — overturned furniture, broken items, blood?

Are there any notes or messages visible at the scene?

Does the person have any identification on them?

Is the scene accessible to responding units, or are there access issues (gated property, locked door, etc.)?

Are there any dangerous animals or hazards at the scene officers should know about?

Anything unusual or suspicious about the scene?

Main Menu

Exit Protocol

Deceased Person / Body Found

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Scene preservation is critical: All dispatcher notes and CAD entries are admissible as evidence. Document the exact condition of the scene as reported by the caller.

Suspicious vs. natural death: Officers and the coroner will make the final determination — do not characterize the death over the phone. Document caller observations only.

DNR orders: A valid DNR order means CPR is not to be initiated. Ensure responding units are aware before arrival. The DNR must be current and on-site to be valid.

Rigor mortis / decomposition: If the caller describes rigor mortis, lividity, or decomposition, this indicates extended time of death — advise the coroner accordingly.

Law enforcement jurisdiction: Sudden, unexpected, or suspicious deaths require law enforcement attendance regardless of apparent cause.

Disabled Vehicle

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Are you in a safe place?

What is the exact location of the vehicle? (Street name, direction, nearest cross-street or landmark)

What is the description of the vehicle? (**CYMBALS**)

Is the vehicle on the roadway? Is it blocking traffic?

Are the hazard lights (flashers) on?

Are reflectors or flares in use to warn oncoming traffic?

Is the roadway blocked — partially or completely?

Have all persons exited the vehicle? Are they safely off the roadway?

Are there any injuries?

What is the reason the vehicle is disabled? (Mechanical, flat tire, accident, fuel)

Main Menu

Exit Protocol

Disabled Vehicle

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

1. Do not endanger yourself — stay as far from traffic as possible.
2. If the vehicle is blocking traffic, **exit the vehicle and move well off the roadway** — do not stand between vehicles.
3. Activate your hazard lights if they are not already on.
4. If you have flares, reflective triangles, or road cones — place them behind the vehicle at safe intervals to warn approaching traffic.
5. Do not attempt to push the vehicle unless it is safe to do so.
6. Have someone meet and direct responding units to the scene.
7. Call back if the situation changes.

Main Menu

Exit Protocol

Disabled Vehicle

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Is the vehicle in a high-risk location — on a bridge, in a tunnel, in a curve, on a highway with high-speed traffic?

Is the vehicle partially on the roadway creating a hazard to passing traffic?

Have any other vehicles struck or nearly struck the disabled vehicle?

Is there a passenger who cannot safely exit — elderly, disabled, infant?

Are there any hazardous materials in the vehicle (propane, fuel cans, chemicals)?

Is the vehicle a commercial or heavy vehicle that may require specialized towing?

Does the occupant need mechanical assistance, towing, or only a police welfare check?

Main Menu

Exit Protocol

Disabled Vehicle

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Secondary collision risk: Disabled vehicles on highways and high-speed roads are a major secondary collision hazard, especially at night or in poor weather. Prioritize response accordingly.

Highway/freeway locations: On divided highways, advise the caller to exit well beyond the solid white line and up an embankment if possible — never stand on the roadway or the shoulder between lanes.

Vulnerable occupants: If the disabled vehicle contains elderly passengers, infants, or individuals with disabilities, ensure officer response is expedited — heat/cold exposure and traffic risk are elevated.

Commercial vehicles: Disabled transport trucks or buses may require specialized towing equipment and traffic diversion — coordinate early.

[Main Menu](#)

[Exit Protocol](#)

Disorderly Conduct

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

What is the subject doing? Describe the behaviour.

Describe the suspect (top to bottom).

Is the subject staying in one place or moving in a specific direction? **If moving**, which way?

Is the subject violent or threatening anyone?

Is the subject under the influence of drugs or alcohol?

Are any other witnesses present and observing this behaviour?

Is the subject armed or believed to have access to a weapon?

Is the subject engaging with or threatening specific individuals, or is it general public disturbance?

Main Menu

Exit Protocol

Disorderly Conduct

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

1. Do not endanger yourself — maintain a safe distance from the subject.
2. Do not attempt to physically intervene or confront the subject.
3. Have someone meet and direct responding units to the scene.
4. Monitor the subject's behaviour and location and call back with any changes.
5. Call back if the subject becomes violent or leaves the area.

Main Menu

Exit Protocol

Disorderly Conduct

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Do you know who this person is?

Has this person been seen in this area before behaving this way?

Has anyone tried to speak to or calm the subject? What was the response?

Does the subject appear to be in a mental health crisis?

Is there a business or property owner who should be notified?

Are there children or vulnerable persons in the immediate vicinity?

Is the behaviour creating a public safety risk — blocking traffic, near a road, etc.?

Main Menu

Exit Protocol

Disorderly Conduct

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Mental health considerations: Disorderly conduct may be the result of a mental health crisis, substance use, or medical condition (e.g., hypoglycemia, head injury). Advise responding officers to consider a mental health assessment.

Crisis Intervention Team (CIT): If your agency has a CIT or mental health response team, consider activating them for subjects in apparent mental health crisis.

Excited Delirium: Subjects who are violently disorderly, extremely agitated, unresponsive to pain, or displaying superhuman strength may be experiencing excited delirium — a medical emergency. Dispatch EMS simultaneously.

Public safety threshold: Not all disorderly conduct requires the same urgency — assess whether the behaviour poses an immediate physical risk to others.

[Main Menu](#)

[Exit Protocol](#)

Disturbance - Fight/Verbal/Family

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Are you in a safe place?

Number of people involved?

What is the relationship of the persons involved? (Family, neighbours, strangers, co-workers)

Physically fighting or just verbally arguing? **Weapons involved** or believed to be accessible?

Any alcohol or drugs involved?

Are any children present?

Does the suspect(s) involved have a restraining order or order of protection served on them?

Any injuries? Type and extent? **If YES**, follow agency EMD policy.

Are the suspects still at the scene?

If suspects have left the scene:

- What are their descriptions (top to bottom)?
- Mode and direction of travel?
- Vehicle description — **CYMBALS?**
- How long ago did they leave?
- Possible known address they are heading to?

Main Menu

Exit Protocol

Disturbance - Fight/Verbal/Family

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

1. Do not endanger yourself.
2. Do not attempt to physically intervene — maintain a safe distance.
3. Have someone meet and direct responding units to the scene.
4. Call back if the situation escalates — weapons drawn, physical fighting, injuries.
5. Call back if any parties leave the scene.

Main Menu

Exit Protocol

Disturbance - Fight/Verbal/Family

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

What triggered the disturbance? Is there a known ongoing dispute?

Is this a recurring situation at this location?

Is there a history of violence between the parties?

Has law enforcement been called to this address before for similar incidents?

Are there neighbours or bystanders involved or at risk?

Is any party being physically restrained or unable to leave?

Do any of the parties involved have a history of mental illness or prior arrests for violence?

Main Menu

Exit Protocol

Disturbance - Fight/Verbal/Family

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Domestic disturbances: Always treat domestic calls with elevated priority — they have a high potential for sudden escalation to violence. Officers should not approach a domestic call without backup.

Restraining order violations: If a protection order exists and the violating party is present, note this as a separate chargeable offence.

Weapons escalation: Even if no weapon has been used yet, the presence of weapons significantly elevates risk. Advise responding officers immediately.

Children in the home: Document child presence and consider whether child protection services notification is required.

Repeat address: Frequent calls to the same address for disturbances indicate a high-risk domestic situation — note pattern in CAD.

[Main Menu](#)

[Exit Protocol](#)

Escaped Prisoner

Vital Point Questions	Pre-Arrival Instructions	Inquire of Caller	Useful Information
Is this an escape or a failure to return from a work release or leave program?		Acquire method of escape: (On foot, vehicle, accomplice)	
What is the location of the incident? (Facility name and address)		If a vehicle was involved: Vehicle description — CYMBALS	
What facility did the prisoner escape from? (Jail, prison, youth detention, mental health institution)		Last known direction of travel? Known destination?	
When did this happen? How long ago?		If repeat escape: Where did the escapee go before? (Parents, spouse, friends, associates)	
Is the escapee considered dangerous? What are they in for?		Were any hostages taken? Number? Descriptions?	
Acquire full suspect information:		Were any accomplices involved? Number? Descriptions?	
• Full name and any known aliases • Physical description (top to bottom) • Any distinguishing marks, tattoos, or scars			
Were any weapons involved in the escape? Type and current location.			

Main Menu

Exit Protocol

Escaped Prisoner

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

1. Do not endanger yourself.
2. If you have visual on the escapee — maintain safe observation distance only. Do not attempt to apprehend.
3. Have someone meet and direct responding units to the scene.
4. If the escapee is on foot in a populated area, alert the public to stay inside through available channels.
5. Call back if the situation changes.

Main Menu

Exit Protocol

Escaped Prisoner

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Is the facility now in lockdown? Is a headcount being conducted?

How did the escape occur? (Fence cut, door compromised, transport vehicle, walked away)

Was any staff injured during the escape?

Does the escapee have any known contacts outside the facility?

Does the escapee have any medical conditions that may affect their behaviour or route?

Is there a mug shot or recent photograph available to transmit to responding units?

Has any other jurisdiction been notified?

Main Menu

Exit Protocol

Escaped Prisoner

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

BOLO priority: A BOLO should be issued immediately upon confirmation of escape — time is critical. Include full physical description, last known clothing, direction of travel, and any known associates or destinations.

Known associates check: Run a check on the escapee's known visitors, family members, and associates — these are the most likely contact points after escape.

Repeat escapees: If this is a repeat escape, the previous destination should be considered the most likely destination again.

Dangerous vs. non-dangerous: Even a non-violent offender who has escaped should be considered potentially dangerous due to desperation and uncertain mental state.

Inter-agency coordination: Correctional facilities typically have their own emergency protocols — coordinate closely with the facility's security team.

[Main Menu](#)

[Exit Protocol](#)

Fraud / Forgery

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Acquire full suspect information:

- Suspect(s) name/identity
- Suspect(s) description (top to bottom)

Acquire the suspect's exact location:

- Specific location within the building from the officer's entry point
- CYMBALS if in a vehicle — direction of travel

What is involved in the crime?

- Counterfeit currency
- Fraudulent cheques or money orders
- Identity theft (stolen ID, credit cards)
- Cybercrime or online fraud
- Gaming devices
- What appears to be wrong with the item (cheques, traveler's cheques, ID, credit cards, etc.)?

Is this in progress or has it already occurred?

Is the suspect still on scene? **If NO** — direction and mode of travel, vehicle description (CYMBALS).

Main Menu

Exit Protocol

Fraud / Forgery

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

1. Do not endanger yourself.
2. **Do not accuse the suspect directly** — this may trigger a confrontation. Stall with normal transaction processing if possible.
3. Secure the fraudulent item without altering it — place it in a plastic bag if possible.
4. Do not return the fraudulent item or currency to the suspect.
5. Have someone available to meet and direct responding units to the scene.
6. Call back if the suspect becomes aggressive or attempts to leave.
7. Provide access to elevator machine room if possible.

Main Menu

Exit Protocol

Fraud / Forgery

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Do you have the fraudulent item in hand? Is it secured?

How did you identify the item as fraudulent? (Counterfeit pen, training, visual comparison)

Have you had previous contact with this suspect? Are they a regular customer?

How much was the suspect attempting to fraudulently obtain?

Are there surveillance cameras covering the area where the fraud occurred?

Did the suspect use any accomplices or work with a distraction?

Did the suspect provide any identification? Was the ID itself possibly fraudulent?

Main Menu

Exit Protocol

Fraud / Forgery

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Evidence handling: Fraudulent documents and currency are key evidence — instruct staff not to write on, fold, or damage them. Preserve any associated packaging or envelopes.

Counterfeit currency: Counterfeit bills may be identified by pen test, UV light, or visual comparison. However, pen tests are not 100% reliable. Officers will confirm upon arrival.

Identity theft/cybercrime: If the fraud is online or involves identity theft, the investigation may require involvement of a specialized unit (financial crimes, cyber). Note this in the CAD.

Pattern awareness: Serial fraud suspects often target multiple businesses in the same area on the same day — circulate description to neighbouring businesses.

[Main Menu](#)

[Exit Protocol](#)

Holdup / Robbery

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Location type? Business / Residence / Vehicle / Street

Name of business?

Is this happening now or has there been a time lapse?

How many suspects?

Description of each suspect? (top to bottom)

Any injuries? **If YES**, follow agency EMD policy.

Any weapons involved? What kind? How many? Describe.

Suspect's exact location / direction of flight?

Mode and direction of travel? Vehicle description — **CYMBALS**

(In progress) What is your exact location within the premises?

Are there other people present? Staff? Customers? How many?

(Already occurred) What was stolen?

If cash was stolen: what denominations and what type of container was it put in?

Main Menu

Exit Protocol

Holdup / Robbery

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

1. Do not endanger yourself — **comply fully with the suspect's demands**. No money or property is worth a life.
2. Do not activate any visible alarm in sight of the suspect — use silent alarms only if already trained to do so.
3. Once the suspect leaves: **lock the door if safe to do so and do not allow anyone in or out**.
4. Do not allow anyone to touch the counter, cash register, demand note, or anything the suspect may have touched.
5. Note the suspect's direction of travel as they exit.
6. Have someone meet and direct responding units to the scene.
7. Call back if the situation changes.

Main Menu

Exit Protocol

Holdup / Robbery

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Did any suspect make a specific demand (note, verbal)? What were the exact words?

Did any suspect display or use a weapon? What type?

Did the suspect(s) enter as customers before committing the robbery?

Are there surveillance cameras covering the area?

How many staff members and customers were present?

Did the suspect(s) wear disguises or masks?

Did the suspect(s) arrive or flee in a vehicle? Direction?

Was any dye pack or GPS tracking device inserted in the cash?

Does the business have a silent alarm — was it activated?

Main Menu

Exit Protocol

Holdup / Robbery

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Comply — do not resist: Staff should be trained to comply with all demands and not resist. No amount of money justifies risking lives. Advise callers to comply if still in contact with the suspect.

Scene preservation: The crime scene — especially the counter, demand note, and anything touched by the suspect — must be preserved for fingerprints and DNA. Clear the area and prevent contamination.

Silent alarms: If a silent alarm was activated, advise responding officers so they can approach without lights and sirens.

Dye packs / GPS trackers: If the caller indicates a dye pack or tracker was inserted in the stolen cash, advise the responding units — this may aid in suspect tracking.

BOLO priority: Every minute after the robbery increases the distance the suspect can travel. BOLO should be issued within seconds of receiving a description.

Main Menu

Exit Protocol

Holdup Alarm

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Is this a business or a residence?

If business: What is the name?

If received from a alarm company

Is it a burglary or holdup alarm?

Has the owner been notified?

Is a keyholder responding?

If Audible alarm

Is there anyone in the area?

If Yes; what are the descriptions?

What are the vehicle descriptions?

Are there any signs of forced entry?

Main Menu

Exit Protocol

Holdup Alarm

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

1. Do not endanger yourself.
2. Do not approach or enter the building until officers have confirmed it is clear.
3. **If you are on-site (keyholder/owner):** Do not enter the building — wait outside for responding officers.
4. Have someone meet and direct responding units to the scene.
5. Call back if the situation changes before units arrive.

Main Menu

Exit Protocol

Holdup Alarm

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Do you know the cause of the alarm?

Is the alarm system monitored? By which company?

Has this alarm been triggered before? Was it a false alarm?

Is there a history of break-ins at this location?

Does the business have a cash safe on premises?

Are there surveillance cameras? Are they operational?

What type of premises is it? (Bank, retail, convenience store, pharmacy)

Main Menu

Exit Protocol

Holdup Alarm

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Silent response: Many agencies have a silent response protocol for holdup alarms — avoid broadcasting on open channels with sirens/lights until officers are in position, as this may alert a suspect inside.

Treat as occupied: Assume the premises is occupied and the situation is active until officers confirm otherwise.

Alarm company vs. caller: When the report comes from an alarm monitoring company, obtain their contact number and confirm whether they have made contact with the premises.

High-risk locations: Banks, pharmacies, convenience stores, and pawn shops are high-frequency robbery targets — these should always receive a priority response.

Main Menu

Exit Protocol

Home Invasion

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Type of structure? (House 1 or 2 story, apartment, condo, business)

Where are you located right now?

Are you in a safe place?

DO NOT advise the caller to run or hide — advise them to do whatever they feel is safest. It is their decision.

Give me a description of the suspect(s).

Do you see any weapons? What kind? How many?

Do you have any weapons in your possession?

Is there anyone else in the structure? How many? Where are they located?

Are there any injuries?

How did the suspect(s) gain entry? (Forced door, window, unlocked entry)

Do you know how the suspect is travelling? Vehicle description? (CYMBALS)

Get caller's description — clothing and location within the structure.

Main Menu

Exit Protocol

Home Invasion

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

1. Do not endanger yourself.
2. **If you can safely barricade:** Lock or barricade an interior door, stay quiet, and wait for officers.
3. **If you can safely escape:** Leave the premises immediately and call from a safe location.
4. Do not confront the suspect under any circumstances.
5. If possible, stay on the line and speak quietly — use yes/no answers if you cannot speak freely.
6. Have someone meet and direct responding units to the scene.
7. Call back if the situation changes.

Main Menu

Exit Protocol

Home Invasion

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Is the caller whispering or unable to speak freely? Switch to yes/no questions if needed.

Did you see the suspect enter the home?

Do you know the suspect? Have they been to this address before?

Is there a domestic violence history or restraining order?

Are there children in the residence?

Are there surveillance cameras at the location?

Has this happened before at this address?

Anything unusual or suspicious about the incident?

Main Menu

Exit Protocol

Home Invasion

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Caller safety first: The caller may be hiding and whispering — use closed yes/no questions to minimize risk of detection by the suspect.

Treat as armed: All home invasions should be treated as involving armed suspects until officers confirm otherwise.

Barricade vs. escape: Advise callers to choose whichever option they feel is safest — do not dictate the choice. If children or others are involved, their safety factors into the decision.

EMS standby: Request EMS standby per agency protocol — injuries may not be immediately known.

Distinguish from B&E: Home invasion differs from B&E in that the occupants are present. Treat with the highest urgency.

Main Menu

Exit Protocol

Homicide / Murder

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

What is the exact location?

How many victims? Are they known to the caller?

Just occurred or time lapse? When did this happen?

Type of weapon or method used.

Is anyone else injured? Type and extent of injuries?

Is the suspect still on scene? Known to caller? Name and description?

Home address or places the suspect is known to frequent?

If suspect has fled: direction and mode of travel? Vehicle description? (CYMBALS)

Who was the last person to see the victim?

Is there anyone else at the location?

Main Menu

Exit Protocol

Homicide / Murder

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

1. Do not endanger yourself — if the suspect may still be in the area, do not approach.
2. **Do not touch, move, or disturb anything at the scene** — preserve all evidence exactly as found.
3. Do not allow anyone else to enter or leave the scene.
4. Have someone meet and direct responding units to the scene.
5. Call back if the situation changes.

Main Menu

Exit Protocol

Homicide / Murder

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Did you witness the incident?

What was the sequence of events leading up to the homicide?

Was there a prior argument, altercation, or known dispute?

Is there any prior history of violence between the victim and suspect?

Do you know the victim's next of kin?

Are there any surveillance cameras in the area?

Was there any unusual activity at the location before this occurred?

Anything unusual or suspicious about the circumstances?

Main Menu

Exit Protocol

Homicide / Murder

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Scene preservation is critical: Advise the caller not to touch, move, or disturb anything. Physical evidence — including footprints, shell casings, blood patterns, and the position of the body — is crucial to the investigation.

Dispatcher notes as evidence: All notes made during the call are admissible in court. Document accurately and completely.

Multiple calls: Several calls may be received for the same incident — keep detailed records from each caller, as each witness account may contain different detail.

Suspect still on scene: If the suspect has not fled, treat as an immediate armed threat to responding officers. Advise all units.

Media and public: All media and public inquiries must be directed to the Public Information Officer (PIO) — not the communications centre.

Main Menu

Exit Protocol

Hostage Situation

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

What type of hostage situation? (Random, family member, suicidal, revenge, terrorism)

How many hostage takers? Names/identities and descriptions (top to bottom).

Weapon information:

- Type of weapons
- Location of weapons
- Any known or suspected incendiary devices?

Suspect's exact location:

- Specific location within the building
- CYMBALS if in a vehicle
- Direction of travel

How many hostages? Location? Are any injured? If YES to injuries — follow agency EMD policy.

What are the suspect's demands?

Has the suspect communicated with anyone outside? Media? Law enforcement?

Main Menu

Exit Protocol

Hostage Situation

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

1. Do not endanger yourself.
2. **Do NOT advise the caller to negotiate with the suspect** — this must be handled by trained negotiators.
3. If safely possible, keep the caller on the line and provide real-time updates.
4. If the caller is a hostage and cannot speak freely, switch to yes/no questions.
5. Have someone meet and direct responding units to the scene.
6. Call back if the situation changes.

Main Menu

Exit Protocol

Hostage Situation

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Is this a domestic situation? Is there a restraining or protection order in place?

Does the suspect appear to be under the influence of drugs or alcohol?

Has the suspect harmed anyone yet?

Have any hostages been released? How many remain?

How long has the situation been ongoing?

Is the caller inside or outside the building?

Do you know if the suspect has a history of violence or mental illness?

Anything unusual about the incident?

Main Menu

Exit Protocol

Hostage Situation

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Negotiation is specialized: The call taker's role is information gathering — do not attempt to negotiate. Trained hostage negotiators must handle all suspect communication.

Keep caller connected: If the caller is inside and can safely remain on the line, this is a vital intelligence feed. Use yes/no questions if they cannot speak freely.

Radio discipline: Clear the channel — unnecessary radio traffic during a hostage situation can compromise officer safety.

EMS staging: EMS should be staged nearby but not on scene until law enforcement confirms the area is secure.

Media isolation: Establish a separate phone number for media inquiries immediately — media activity near the scene can escalate the situation.

[Main Menu](#)

[Exit Protocol](#)

Impaired Driver

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

What is your current location?

Where is the vehicle now? What street or highway?

What direction is the vehicle traveling?

Vehicle description — CYMBALS (Colour, Year, Make/Model, Body Style, Additional markings, License Plate State/Province)

What is the license plate number?

What is the vehicle doing? (Weaving, crossing centre line, driving too slow, running red lights, speeding)

Approximate speed of the vehicle?

How many occupants are visible in the vehicle?

Has the vehicle been involved in any collisions yet?

Main Menu

Exit Protocol

Impaired Driver

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

1. Do not endanger yourself.
2. **Do not attempt to stop the driver** — this is extremely dangerous.
3. If you are safely following, continue to provide real-time location updates.
4. Do not cut off or block the vehicle.
5. If the vehicle stops, maintain a safe distance and observe but do not approach.
6. Call back if the situation changes or the vehicle is involved in a collision.

Main Menu

Exit Protocol

Impaired Driver

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Are you following the vehicle? Remind caller not to follow in a dangerous manner.

Did you see the driver exit or enter the vehicle?

Did you smell alcohol or observe drug use or drug paraphernalia?

Did the vehicle stop anywhere? Where?

Did the vehicle make contact with any other vehicles, objects, or pedestrians?

How long have you been observing this vehicle?

Is the caller a passenger in the vehicle? (If so, advise them not to interfere with the driver.)

Anything unusual about the driving behaviour?

Main Menu

Exit Protocol

Impaired Driver

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Real-time relay: An impaired driver call benefits enormously from a caller who is safely following. Keep them on the line and relay continuous updates — location, direction, speed, and behaviour — directly to responding officers.

Plate run priority: Run the plate as soon as received. The registered owner's information may be valuable.

Collision risk: A vehicle travelling at impaired speeds can cause a fatal collision at any moment — treat as urgent and mobilize resources immediately.

Do not attempt a stop: Advise the caller firmly not to attempt a citizen's stop — this is dangerous and potentially illegal.

Main Menu

Exit Protocol

Larceny / Theft/ Theft from Vehicle

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Is this in progress? If not, when did it occur?

What was taken? Description and approximate value?

Has the suspect been detained?

Suspect(s) information:

- Name/identity (if known)
- Description — top to bottom

Weapon information:

- Type of weapons involved
- Location of weapons

Is the suspect still there?

If NO — acquire mode and direction of travel, vehicle description (CYMBALS)

If YES — what is the suspect's exact location?

Theft from vehicle: Was the vehicle locked? Signs of forced entry? What items were taken?

Main Menu

Exit Protocol

Larceny / Theft/ Theft from Vehicle

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

1. Do not endanger yourself.
2. Do not attempt to detain or confront the suspect.
3. Do not touch or disturb anything the suspect may have touched — preserve evidence.
4. If the suspect is still on scene, observe from a safe distance and provide updates.
5. Have someone meet and direct responding units to the scene.
6. Call back if the situation changes.

Main Menu

Exit Protocol

Larceny / Theft/ Theft from Vehicle

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Did you witness the theft?

How did the suspect gain access? (Smash and grab, pickpocket, shoplifting, forced entry)

Are there surveillance cameras in the area that may have captured the incident?

Has this happened before at this location?

Is the stolen property insured or traceable? (Serial numbers, GPS, vehicle VIN)

Do you know the suspect, or have you seen them in the area before?

Anything unusual or suspicious about the incident?

Main Menu

Exit Protocol

Larceny / Theft/ Theft from Vehicle

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Scene preservation: Advise the caller not to touch anything the suspect may have contacted — fingerprints and DNA are critical for investigation.

Serial numbers matter: If the caller can provide serial numbers for stolen electronics, firearms, or other valuables, these can be entered into NCIC/CPIC immediately to aid recovery.

Surveillance footage: Ask if any nearby businesses have cameras. Footage should be preserved and not overwritten — advise the caller to request the business preserve the footage for investigators.

In-progress vs. reported: If the theft is still in progress and the suspect is on scene, prioritize officer safety — treat as potentially armed.

[Main Menu](#)

[Exit Protocol](#)

Missing Person

Vital Point Questions	Pre-Arrival Instructions	Inquire of Caller	Useful Information
Is this the first time this has happened?		Does the person have a cell phone? What number?	
Full description of the missing person: • Age, sex, height, weight • Hair colour/style, eye colour • Clothing description • Distinguishing marks (tattoos, scars, piercings)		Possible mode and direction of travel? (Foot, vehicle, bus, bicycle)	
Did the subject take personal belongings, money, medications, or ID?		If vehicle — CYMBALS description.	
Was the person alone or with anyone when last seen?		Any unusual or suspicious circumstances?	
Was anyone injured or threatened before the person went missing?		Was the subject expressing suicidal ideation before going missing?	
Medications, medical conditions, or mental/physical disabilities?		Any known locations they may have gone to? (Friends, family, hangouts)	
If on critical medication — when is the next dose due?			

[Main Menu](#)

[Exit Protocol](#)

Missing Person

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

1. Have someone meet and direct responding units.
2. Gather a recent photograph of the missing person for responding officers.
3. Collect any clothing or personal items that may assist canine tracking — place in a sealed bag.
4. Gather a list of the person's medications.
5. Document the last known location, time, and what the person was wearing.
6. Do not alter the missing person's bedroom or belongings — officers may need to examine them.
7. Call back immediately if the person makes contact or returns.

Main Menu

Exit Protocol

Missing Person

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

What is the caller's relationship to the missing person?

When and where was the person last seen? Who saw them last?

Has the person run away before? How long were they gone?

Does the caller have a recent photo of the missing person?

Do you have any clothing or personal items for canine tracking?

Did the missing person leave any notes or send any messages?

Is there any known domestic violence history or custody dispute?

Have other family members or friends been contacted?

Anything unusual or suspicious about the disappearance?

Main Menu

Exit Protocol

Missing Person

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Vulnerability determines priority: Children under 12, elderly persons with cognitive decline, persons with disabilities, and individuals who expressed suicidal intent should all receive the highest priority response.

AMBER Alert criteria: Review agency AMBER Alert activation requirements. Most plans apply to children 17 and under. Honour requests from other jurisdictions even if local criteria aren't met.

Cell phone trace: If the missing person has a cell phone, a carrier ping/trace may be authorized per agency protocol — initiate early.

Photo critical: A current photograph is the single most valuable tool for locating a missing person quickly. Ensure responding officers receive one.

Do not delay: Time is the most critical factor in missing persons cases, especially involving children. Initiate response immediately.

Main Menu

Exit Protocol

Motor Vehicle Accident - Hit and Run

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Is anyone hurt? If YES — follow agency EMD policy.

When did this occur? How long ago did the vehicle flee?

Acquire suspect vehicle information:

- CYMBALS (Colour, Year, Make/Model, Body Style, Additional details, License Plate)
- Direction of travel
- Description of driver and any passengers

Acquire information regarding what was struck:

- Description of item or vehicle struck
- Location and whether it can be moved safely
- Roadway blockage or known hazards

Are there any hazardous materials present?

Is the roadway blocked?

Acquire information regarding cause of accident. (Unknown, debris, possible DUI, pedestrian strike, intentional)

Main Menu

Exit Protocol

Motor Vehicle Accident - Hit and Run

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

1. Do not endanger yourself.
2. Do not attempt to follow or pursue the fleeing vehicle.
3. If there are injured persons, remain with them and follow the dispatcher's instructions.
4. Preserve any vehicle parts left at the scene (bumper fragments, mirror pieces, paint transfers) — do not move them.
5. Ask witnesses to remain at the scene until officers arrive.
6. Have someone meet and direct responding units to the scene.
7. Call back if the situation changes.

Main Menu

Exit Protocol

Motor Vehicle Accident - Hit and Run

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Did you witness the collision and the fleeing vehicle?

Did the fleeing driver appear impaired?

Did the vehicle have any distinctive damage, markings, or modifications?

Did the vehicle stop briefly before fleeing? Where?

Are there any surveillance cameras (traffic, business) that may have captured the incident?

Were there other witnesses? Can they provide descriptions?

Was a pedestrian or cyclist struck?

Anything unusual or suspicious about the incident?

Main Menu

Exit Protocol

Motor Vehicle Accident - Hit and Run

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

BOLO is time-critical: Issue the BOLO immediately — the suspect vehicle's position expands with every minute. Provide the best description possible with colour, make, model, direction, and any damage.

Physical evidence: Vehicle parts left at the scene (bumper, mirror, paint) contain valuable forensic evidence. Advise the caller not to move anything.

Surveillance footage: Traffic cameras, nearby business cameras, and dashcam footage from other motorists can capture the fleeing vehicle. Note nearby camera locations for investigators.

Injured victim: If a pedestrian or cyclist was struck, prioritize EMS dispatch regardless of whether the vehicle fled.

Main Menu

Exit Protocol

Motor Vehicle Accident - Collision

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Acquire vehicle information for all vehicles involved if possible:

- Vehicle type and CYMBALS for each vehicle

What type of collision? (Car vs. car, truck vs. pole, single vehicle rollover, multi-vehicle, etc.)

Is anyone entrapped in a vehicle? How many?

Is anyone injured? If YES — follow agency EMD policy.

Is the roadway blocked? Which lanes?

Are there any hazards visible?

Contact Fire Department if:

- Leaking gasoline, propane/natural gas, or battery acid
- Hazard placard or unknown cargo visible
- Smoking vehicle or strange odor
- Vehicle on fire

Acquire cause of accident if known: (Unknown, debris in roadway, possible DUI, single/multi-vehicle, weather conditions, juveniles, intentional)

Main Menu

Exit Protocol

Motor Vehicle Accident - Collision

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

1. Do not endanger yourself.
2. Do not stand in the roadway — move to a safe location away from traffic.
3. Do not approach any vehicle that is smoking, on fire, or has a hazmat placard.
4. Do not move injured persons unless there is immediate danger (fire, traffic).
5. Stay away from any downed power lines — treat all lines as live.
6. Have someone meet and direct responding units to the scene.
7. Call back if the situation changes.
- 8.

Main Menu

Exit Protocol

Motor Vehicle Accident - Collision

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Did you witness the collision?

Were airbags deployed?

Is there a possible impaired driver involved?

Are there power lines or utility poles down?

Are pedestrians or cyclists involved?

Is there a commercial vehicle? Is a hazmat placard visible? What is the placard number?

Is anyone ejected from a vehicle?

What are the weather and road conditions at the scene?

Anything unusual or suspicious about the incident?

EPA notification may be required for reportable quantities

Main Menu

Exit Protocol

Motor Vehicle Accident - Collision

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Useful Information:

- Consult ERG (Emergency Response Guidebook) using placard number
- CHEMTREC: 1-800-424-9300 24/7 chemical emergency hotline)
- Establish hot/warm/cold zones based on ERG isolation distances
- Do not approach without proper PPE and air monitoring
- Document all exposed persons for medical follow-up

Main Menu

Exit Protocol

Narcotics - Use/Overdose

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Is this in progress or a time lapse?

What kind of narcotics are suspected? (Heroin, fentanyl, cocaine, methamphetamine, prescription pills)

Evidence of weapons on or near premises?

Suspect(s) description? Vehicle description? (CYMBALS)

If narcotics overdose — follow agency EMD policy:

Deliberate or accidental overdose?

Where is the victim? What is the exact location?

What type of drugs were taken? How much? How long ago?

Is the victim conscious and breathing?

If conscious — is the victim violent or combative?

Is there a NARCAN/Naloxone kit on scene? Has it been used?

Any other people present?

Main Menu

Exit Protocol

Narcotics - Use/Overdose

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

1. Do not endanger yourself.
2. Do not approach the scene if weapons are known or suspected.
3. **If overdose victim is unconscious and not breathing normally:** Follow agency EMD policy immediately.
4. **If NARCAN is available and the caller is trained:** Advise use per package directions. Go to NARCAN/Naloxone guidecard.
5. Keep the victim on their side if unconscious and breathing (recovery position).
6. Have someone meet and direct responding units to the scene.
7. Call back if the situation changes.

Main Menu

Exit Protocol

Narcotics - Use/Overdose

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Do you know what specific substance is involved?

Is there drug paraphernalia visible? Describe.

Are there children at the scene? Ages?

Are there other individuals who may also be affected or under the influence?

Is the scene secure? Are there weapons visible?

Has anyone at the scene attempted to administer NARCAN?

Does the caller know if fentanyl or fentanyl analogues may be involved?

Anything unusual or suspicious about the incident?

Main Menu

Exit Protocol

Narcotics - Use/Overdose

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Fentanyl hazard: If fentanyl or fentanyl analogues are suspected, advise responding officers of airborne/skin contact risk. Full PPE including gloves and mask should be used before handling any substance or paraphernalia.

NARCAN effectiveness: NARCAN (naloxone) reverses opioid overdose and can save a life in minutes. If a kit is present and the caller is trained, encourage immediate use. Multiple doses may be needed for fentanyl overdoses.

Children at scene: The presence of children at a narcotics scene requires child protective services notification per agency protocol — initiate early.

Violent patient: A person in stimulant (cocaine, methamphetamine) overdose or withdrawal may be extremely agitated and violent. Advise officers to approach with caution.

[Main Menu](#)

[Exit Protocol](#)

Obscene Phone Calls

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

What type of call is it? (Threatening, obscene, hang-ups, silent/breathing calls)

Do you know who the caller is?

How many times has this happened? Over what timeframe?

Do you have caller ID? What number is displayed?

Can you describe the caller's voice? (Male/female, approximate age, accent, speech patterns)

Was anything specific said about the victim's location, appearance, or routine?

Have you received any related threatening letters, messages, or emails?

Main Menu

Exit Protocol

Obscene Phone Calls

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Hang up on the caller — do not engage in conversation.

Do not attempt to trace or return the call yourself.

Keep a detailed log of every call: date, time, duration, exact content, and any number displayed.

Record the calls if possible using call recording on your device.

Do not share the log contents publicly or on social media.

If you feel physically threatened at any time, call back immediately.

Call back if the situation changes.

Main Menu

Exit Protocol

Obscene Phone Calls

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

What was said during the call? Document as verbatim as possible.

Did the caller reveal any personal information about the victim? (Name, address, daily routine)

Is the caller known to the victim? (Ex-partner, neighbour, coworker, unknown)

Is the victim currently in fear for their physical safety?

Has the victim reported this before? Is there an open case file?

Is there a pattern to when the calls occur? (Time of day, day of week)

Have the calls escalated in frequency, detail, or threat level?

Main Menu

Exit Protocol

Obscene Phone Calls

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Documentation is evidence: A detailed log of every call — date, time, duration, exact words — is essential for prosecution. Advise the caller to begin logging immediately.

Threat escalation: Obscene or harassing calls can escalate to physical threats or stalking. If the calls contain specific personal details about the victim's location or routine, treat as a potential stalking situation and escalate response.

Telephone tracing: Advise the caller to contact their telephone service provider — most carriers can initiate a trace or call block. Police may also be able to request call records with appropriate legal authority.

Caller ID spoofing: Be aware that caller ID numbers may be spoofed — the displayed number may not be the actual origin.

Main Menu

Exit Protocol

Officer Down / Needs Help

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Are you in a safe place?

Where is the officer? Exact location?

What happened?

Is the officer injured? What type of injury? (Gunshot, stabbing, physical assault, vehicle collision)

If YES — follow agency EMD policy. Conference EMS, remain on the line.

Is the officer still in danger? Is the suspect still there?

Suspect known? Description?

If suspect has left: was anyone seen leaving the area?

Can you give a description?

Mode and direction of travel? Vehicle description? (CYMBALS)

Is the officer's weapon secured?

What was the nature of the call the officer was responding to?

Main Menu

Exit Protocol

Officer Down / Needs Help

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Do not endanger yourself.

Assist the officer only if it is safe to do so.

If the officer is injured and bleeding: Apply firm direct pressure to the wound with a clean cloth if trained and able to do so safely.

Do not move the officer unless there is immediate danger.

Have someone meet and direct responding units to the scene.

Call back if the situation changes.

Main Menu

Exit Protocol

Officer Down / Needs Help

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Did you witness what happened to the officer?

Is the officer conscious and breathing?

Is there another officer at the scene?

Is there a patrol vehicle nearby that can be used as a reference point?

Are there any bystanders who witnessed the incident and can provide additional information?

Main Menu

Exit Protocol

Officer Down / Needs Help

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Officer Down is the highest priority: Immediately clear the radio channel and dispatch all available units. This is an all-hands situation.

Notify chain of command: Agency protocol for Officer Down typically requires immediate notification of supervisor, shift commander, and department administration.

EMS simultaneously: Do not wait for scene to be confirmed secure before dispatching EMS — every second counts for a traumatically injured officer.

Suspect information first: Relay all known suspect description, vehicle, and direction of travel to responding officers before they arrive — officer safety en route depends on it.

Radio discipline: An Officer Down declaration clears all non-emergency radio traffic. Enforce this strictly.

[Main Menu](#)

[Exit Protocol](#)

Prowler / Trespasser

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

PROWLER

Was someone seen or only heard? Description?

Do you know the person? If YES — name and description.

Where is the suspect right now?

If the suspect has left — mode, direction of travel, vehicle description (CYMBALS).

Is anyone armed? (Suspect or caller)

Where exactly is the suspect in relation to the house?

Are you in a safe place? Where are you within the house?

Is there anyone else with you?

Any hazards to responders? (Dogs, fences, dark yard, outbuildings)

TRESPASSER

Is this happening now or has it already occurred?

Was someone seen or only heard? Description?

Do you know the person? If YES — name and description.

Where is the suspect right now?

If the suspect has left — mode, direction of travel, vehicle description (CYMBALS).

Is the property posted with No Trespassing signs? Has the owner been notified?

Are you in a safe place? Is anyone else with you?

Has this occurred before? Is there a restraining order?

Main Menu

Exit Protocol

Prowler / Trespasser

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

1. Do not endanger yourself.
2. **Do not go outside or confront the suspect** — remain inside with doors and windows locked.
3. Do not activate exterior lights or make noise that could alert the suspect.
4. Move to an interior room away from windows and doors if possible.
5. If possible, stay on the line and keep monitoring without revealing your location.
6. Have someone available to meet and direct responding units to the scene.
7. Call back if the situation changes.

Main Menu

Exit Protocol

Prowler / Trespasser

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Did the suspect make any verbal contact or threats?

Has this suspect been seen before at this location?

Are there exterior lights that can be activated without confronting the suspect?

Is there a history of incidents at this address?

Are there dogs or other animals on the property that may hinder officers?

Do any neighbours have surveillance cameras that may cover the area?

Anything unusual or suspicious about the incident?

Main Menu

Exit Protocol

Prowler / Trespasser

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Silent approach: If the suspect is still believed to be on the property, advise responding officers to approach quietly — lights off if possible — to maximize the chance of apprehension.

Property hazards: Dogs, fences, poor lighting, and outbuildings are common hazards at residential prowler calls. Gather this information and relay to officers.

Restraining orders: Check for any active protection orders associated with the address or suspect name. This affects officer authority and approach.

Trespassing vs. B&E: If there are signs of forced entry or the suspect has entered the structure, escalate to the Break and Enter guidecard.

Main Menu

Exit Protocol

Rape / Sexual Offence

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

IN PROGRESS

Where did this happen? Exact location?

Are you in a safe place now?

Are you the victim? If not — victim's name?

Any injuries? What are they? If YES — follow agency EMD policy.

Any weapons involved? What kind?

Do you know the suspect? Suspect description / name?

Is the suspect still there? Have they left the scene?

Suspect location / direction of flight? Vehicle description?
(CYMBALS)

REPORT (After the fact)

When did this happen?

Suspect description / name?

Any weapons involved?

Has the victim changed clothing, bathed, or altered the scene since the incident?

Main Menu

Exit Protocol

Rape / Sexual Offence

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Do not endanger yourself.

Do not disturb the scene.

Tell the victim:

- Do not change clothing, bathe, or shower
- Do not use the bathroom if possible
- Do not eat, drink, or brush teeth
- Do not flush the toilet

If clothing has already been changed — gather all clothing and place in a paper bag (not plastic).

If the victim has already bathed — stop up the tub or shower; do not drain.

Keep the victim calm and in a safe location away from the suspect.

Have someone meet and direct responding units.

Call back if the situation changes.

Main Menu

Exit Protocol

Rape / Sexual Offence

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Is the victim known to the suspect? (Acquaintance, intimate partner, stranger)

Is the victim a minor?

Was alcohol or drugs involved?

Was the incident reported immediately or is there a time delay?

Does the victim require immediate medical attention?

Has the victim already bathed, changed clothing, or used the bathroom? (Critical for evidence)

Is the victim in a safe location away from the suspect?

Does the victim want a female officer? (If available, relay to responding units.)

Anything unusual or suspicious about the incident?

Main Menu

Exit Protocol

Rape / Sexual Offence

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Evidence preservation is paramount: Physical evidence — DNA, trace evidence, and bodily fluids — is highly perishable. Every instruction to the victim regarding not bathing, not changing clothing, and not flushing the toilet directly affects the ability to prosecute.

Paper bags, not plastic: If clothing has been removed, instruct the caller to place it in a paper bag. Plastic bags create moisture that can destroy DNA evidence.

Victim-centred approach: Be compassionate and non-judgmental. The victim may be in shock, distressed, or reluctant to speak. Adjust your pace accordingly.

SANE notification: Sexual Assault Nurse Examiners should be notified early — they conduct forensic medical examinations and are a critical part of the evidence chain.

Delayed reporting: Sexual offences are often reported hours or days after the incident. A time delay does not reduce the seriousness — respond and document accordingly.

[Main Menu](#)

[Exit Protocol](#)

Shoplifting

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Is the suspect in custody?

If NOT in custody:

- Description of suspect (top to bottom)
- Mode and direction of travel
- Vehicle description (CYMBALS)

What was taken? Description and approximate value?

When did this happen?

If suspect is in custody:

Juvenile or adult?

If juvenile:

- Have parents been notified?
- Are parents present?

Is the suspect being physically restrained?

Is the suspect violent or combative?

Does the suspect have any weapons?

Main Menu

Exit Protocol

Shoplifting

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Do not physically confront or restrain the suspect beyond what is necessary under store policy.

If suspect is still on premises: Observe from a safe distance — do not use physical force.

If suspect is in custody: Keep suspect separate from customers and staff. Do not allow them to leave.

Ask witnesses to remain at the scene until officers arrive.

Secure the stolen merchandise — do not alter or repackage it.

Preserve any surveillance footage — do not allow it to be overwritten.

Call back if the situation changes.

Main Menu

Exit Protocol

Shoplifting

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Did you witness the theft directly?

Is there surveillance footage of the incident?

Did the suspect have any accomplices?

Is the suspect known to the store? Banned previously?

Has this individual stolen from this location before?

What is the approximate value of the stolen merchandise?

Was the suspect approached or confronted by store staff before leaving?

Anything unusual or suspicious about the incident?

Main Menu

Exit Protocol

Shoplifting

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Loss prevention limits: Loss prevention officers have limited legal authority to detain a suspect — advise them not to use excessive force and to wait for police if the suspect becomes combative.

Juvenile protocol: If the suspect is a minor, specific procedures apply — parents must be notified, and the juvenile must be handled per agency juvenile procedures.

Surveillance footage: Footage is admissible evidence — instruct the business to preserve it immediately and not allow it to be overwritten before officers can copy it.

Merchandise value determines charge: The value of stolen merchandise may determine whether the charge is a summary offence or indictable offence — document accurately.

Main Menu

Exit Protocol

Stalking

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Are you in a safe place?

Do you know who is stalking you?

Is the suspect currently present or have they left?

How are you being stalked? (In person, by vehicle, phone calls, text/email, social media, mail)

Have you been physically threatened?

Suspect description? (Top to bottom)

If the suspect has left:

- Mode and direction of travel
- Vehicle description (CYMBALS)

Is there a restraining order or protection order against this person?

Main Menu

Exit Protocol

Stalking

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

1. Do not endanger yourself.
2. If inside — lock all doors and windows. Do not answer the door.
3. **Do not confront the suspect under any circumstances.**
4. Move away from windows and exterior walls if the suspect is outside.
5. If possible, stay on the line until units arrive.
6. Do not delete any messages, voicemails, or electronic communications from the suspect — these are evidence.
7. Call back if the situation changes.

Main Menu

Exit Protocol

Stalking

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

How long has the stalking been occurring?

Has the victim reported this before? Is there an existing case file or file number?

Has the victim kept any records? (Dates, times, screenshots, messages, photos)

Has the suspect made explicit threats — verbal, written, or online?

Does the victim know if the suspect owns or has access to weapons?

Is this connected to a domestic relationship or prior intimate partner?

Has the suspect contacted the victim's family, friends, or employer?

Has the suspect shown up at the victim's workplace or other regular locations?

Main Menu

Exit Protocol

Stalking

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

- **Stalking escalates:** Stalking behaviours frequently escalate in intensity and can progress to physical assault or homicide. Treat every stalking call with urgency — do not minimize.
- **Documentation as evidence:** Advise the victim to document every incident in writing (date, time, what happened) and preserve all digital evidence (screenshots, voicemails, emails). This is critical for obtaining a restraining order and prosecution.
- **Restraining orders:** If no order exists and the victim is in ongoing fear, advise responding officers — they can explain the process for applying for an Emergency Protection Order (EPO).
- **Electronic stalking:** Cyberstalking via social media, GPS tracking apps, or shared accounts is increasingly common. Advise the victim not to alert the suspect that they are aware of the tracking.

Main Menu

Exit Protocol

Stolen Vehicle

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Is this a carjacking? If YES, move to the Carjacking Guide Card

When did this occur?

Did anyone borrow the vehicle and not return it?

Does anyone else have keys?

Are there any past due payments? If YES, check for a repossession order.

Description of vehicle? (Use **CYMBALS** — Color, Year, Make, Body Style, Additional features, License plate, State)

Do you know who took it? Suspect name / description?

Do you know the direction of travel?

Is the vehicle equipped with a GPS tracker (e.g., OnStar)? If YES, have you contacted OnStar or the provider?

Stolen Vehicle

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

1. Do not endanger yourself.
2. Have someone available to meet and direct responding units to your location.
3. Do not touch or move any evidence at the scene.
4. Call back immediately if the situation changes or if you locate the vehicle.

Main Menu

Exit Protocol

Stolen Vehicle

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

What is your name and callback number?

What is the exact address where the vehicle was taken from?

What is the full vehicle description — make, model, year, colour, and licence plate?

Do you have the Vehicle Identification Number (VIN)?

Was the vehicle locked when it was taken?

Did you witness anyone take the vehicle?

When was the last time you saw the vehicle?

Are there any identifying features — damage, decals, custom rims, etc.?

Is there any property inside the vehicle?

Do you have any suspects in mind or any information about who may have taken it?

Main Menu

Exit Protocol

Stolen Vehicle

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

CYMBALS — Color, Year, Make, Body Style, Additional features, Licence plate, State/Province.

GPS tracking services (OnStar, LoJack, manufacturer apps) can often locate a stolen vehicle in real time — encourage callers to contact their provider.

Always check for outstanding repossession orders before proceeding with a stolen vehicle report.

A VIN is the most reliable way to identify a recovered or disguised vehicle.

Carjacking involves the use of force, threats, or intimidation to take a vehicle directly from the owner — treat as a violent crime and refer to the Carjacking Guide Card.

If a child or vulnerable person is believed to be inside the stolen vehicle, escalate priority and notify all units immediately.

Main Menu

Exit Protocol

Suicide (Attempted)

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Attempted or Threatening — 1st Person (Caller is the person in crisis)

What is your plan for suicide?

Do you have any weapons or medications nearby?

- Description of weapons
- Description of medications

Have you taken anything, used a weapon, or hurt yourself? If YES, follow agency EMD policy — treat as medical emergency.

Is anyone else there with you?

Why do you want to kill yourself?

Completed: If caller is reporting a death by suicide, go to Deceased Person Guide Card

Attempted or Threatening — 3rd Person (Caller is reporting on behalf of someone else)

Where is the person now? Exact address or location?

What is the person's name?

When did you last have contact with them?

What have they done or what are they threatening to do?

Do they have access to any weapons or medications?

Has there been a previous history of suicide attempts?

Is anyone else present with the person? Who?

Why do they want to kill themselves?

Can you get them back on the phone? Would they be willing to speak with me?

Main Menu

Exit Protocol

Suicide (Attempted)

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

1. Stay on the line — do not leave the person alone.
2. Keep the person calm and talking.
3. Do not confront, argue with, or try to physically restrain them.
4. Remove or secure any weapons or medications if it is safe to do so.
5. If they have already harmed themselves, follow medical pre-arrival instructions.
6. Call back immediately if they leave the location or the situation changes.

Main Menu

Exit Protocol

Suicide (Attempted)

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Is the caller the person in crisis, or someone calling on their behalf?

What is your name and callback number?

Where are you (or where is the person) located right now?

Is the person conscious and breathing?

Have they already harmed themselves in any way?

What substances or methods have they used or threatened to use?

Is there a history of previous suicide attempts or mental health crises?

Are there other people at the scene who could be at risk?

What is the relationship between the caller and the person in crisis?

Has there been a recent significant life event (loss, separation, legal trouble)?

Is the person willing to speak with me (the dispatcher)?

Main Menu

Exit Protocol

Suicide (Attempted)

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Suicide calls require calm, non-judgmental communication — use active listening, avoid minimizing their feelings.

Safe messaging guidelines: Avoid asking for detailed descriptions of methods, and do not repeat method details over the radio unnecessarily.

If the caller has already taken medications or self-harmed, this is also a **medical emergency** — dispatch EMS concurrently.

Crisis Intervention Team (CIT) officers receive specialized training for mental health calls — request one if your agency has them.

Warning signs of imminent risk: specific plan, access to means, prior attempts, expressing hopelessness or farewell, giving away possessions.

If the caller disconnects, attempt to call back immediately and dispatch to the last known location.

National mental health resources (such as crisis lines) can be offered to callers who are supporting someone in crisis.

Main Menu

Exit Protocol

Threats

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Are you in a safe place right now?

Is the threat directed at you or someone else?

What is the nature of the threat?

How was the threat made? (in person, by phone, text, online, written note, etc.)

Who made the threat?

- Suspect name(s)/identity
- Suspect description (top to bottom)

Are there any weapons involved?

- Type of weapon(s)
- Location of weapon(s) if known

Where is the suspect right now? Are they still on scene?

- Use **CYMBALS** if the suspect is travelling in a vehicle
- Direction of travel

Is there a history of violence between the parties?

Do you have a restraining/protection order?

Acquire the caller's description (clothing) and location to meet with the officer.

Main Menu

Exit Protocol

Threats

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Do not endanger yourself.

Do not confront or approach the suspect.

Leave the area if you can do so safely.

Preserve any evidence — do not delete messages, emails, or voicemails.

Lock doors and windows and move to an interior room if you cannot leave.

Call back immediately if the situation changes or the suspect returns.

Main Menu

Exit Protocol

Threats

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

What is your name and callback number?

Where are you located right now? Are you safe?

What exactly was said or written in the threat?

When did the threat occur?

Do you know the person who made the threat?

Has this person threatened you before?

Do you have any protection or restraining orders against this person?

Do you believe the threat is credible? Why?

Has the suspect already left the scene?

Are there any witnesses to the threat?

Is there any evidence of the threat — text messages, emails, voicemails, written notes?

Main Menu

Exit Protocol

Threats

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Threats can be made verbally, in writing, electronically (text, email, social media), or through physical gestures.

The credibility of a threat depends on the suspect's history, the specificity of the threat, and whether they have the means to carry it out.

Document the exact words used — this is critical for any future prosecution.

Threats made via phone or electronic communications may be traceable and preserved as evidence.

A restraining or protection order does not guarantee safety — notify the responding officer immediately if a protection order is in place.

If the threat involves a weapon or imminent danger, treat as high-priority and dispatch accordingly.

Repeat or escalating threats may indicate a pattern of criminal harassment — document all previous incidents in the CAD.

Main Menu

Exit Protocol

Unintended Acceleration / Veh unable to Dtop

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

What type of vehicle are you driving? Use **CYMBALS** to gather vehicle information.

What have you already done to try to stop the vehicle?

Is this your vehicle, or are you familiar with how to operate it? This determines which pre-arrival instructions to provide.

What is your current location and direction of travel?

What speed are you currently travelling?

Are there any passengers in the vehicle?

What is the suspected reason for the unintended acceleration?

- Accelerator stuck/unable to release
- Driver is incapacitated
- Other mechanical malfunction

Go to Pre-Arrival Instructions immediately.

Main Menu

Exit Protocol

Unintended Acceleration / Veh unable to Dtop

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Step 1: Firmly and steadily apply the brakes — **DO NOT pump** the brakes. Use both feet if needed.

Step 2: Shift the transmission to "**Neutral**" (**N**) position.

Step 3: Steer the vehicle to a safe location away from traffic.

Step 4: Shut off the engine:

- **Engine START/STOP button:** Press and hold the button for at least **3 seconds** to shut off the engine. DO NOT tap it.
- **Conventional Key Ignition:** Turn the key to the **Accessory (ACC) position** to cut the engine. **DO NOT remove the key** — this may lock the steering column.

Call back if the situation changes.

Main Menu

Exit Protocol

Unintended Acceleration / Veh unable to Dtop

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Can you speak safely without losing control of the vehicle?

What is the make, model, and year of the vehicle?

What is your current location and direction of travel?

Approximately how fast are you going?

Have you tried applying the brakes firmly and steadily?

Does the vehicle have an ENGINE START/STOP button or a conventional key ignition?

Are there any passengers in the vehicle?

Are there hazards ahead on the road — traffic, intersections, pedestrians?

Have you tried shifting the transmission into Neutral?

Is the vehicle equipped with any collision avoidance or automatic braking system?

Main Menu

Exit Protocol

Unintended Acceleration / Veh unable to Dtop

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

NHTSA-recommended steps to stop a runaway vehicle:

1. Apply brakes firmly and steadily (do not pump)
2. Shift to Neutral
3. Steer to safety
4. Shut off the engine

Push-button start vehicles require a sustained press of 3+ seconds to shut off while moving — a single tap may do nothing or engage other functions.

Conventional key ignition: Turning to ACC shuts off the engine without locking the steering. **Removing the key entirely will lock the steering wheel** — advise the caller NOT to remove the key.

This incident may escalate to an MVA if the vehicle crashes — have EMS on standby.

In some vehicles, engaging **Park (P)** while moving can cause mechanical damage and sudden stopping — Neutral is the preferred option.

If the caller cannot regain control, keep them calm, continuously update their location, and prepare to coordinate emergency response for a collision.

Main Menu

Exit Protocol

Vandalism

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

Is this vandalism in progress? If NO, when did it occur?

What was vandalized and how? (manner and extent of damage)

Suspect information (if known):

- Suspect name(s)/identity
- Suspect description (top to bottom)

Are any weapons involved?

- Type of weapon (e.g., broken windows by gunshot, tires slashed with knife)
- Location of weapon if known

Where is the suspect right now? Are they still on scene?

- Location in building or area
- Use **CYMBALS** if suspect is travelling in a vehicle
- Direction of travel

Acquire the caller's description (clothing) and location to meet with the officer.

Main Menu

Exit Protocol

Vandalism

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

1. Do not endanger yourself.
2. Do not confront the suspect.
3. Leave the area if you can do so safely.
4. Do not disturb the scene or touch any evidence.
5. Preserve any surveillance footage if you have the ability to do so.
6. Call back immediately if the situation changes or if the suspect returns.

Main Menu

Exit Protocol

Vandalism

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

What is your name and callback number?

What exactly was vandalized and where is the property located?

How was it vandalized — graffiti, broken windows, vehicle damage, other?

What is the approximate value of the damage?

When did this occur?

Do you know who is responsible?

Is the suspect still in the area?

Were there any witnesses to the vandalism?

Is there any surveillance footage (cameras nearby or on the property)?

Has this property or location been vandalized before?

Main Menu

Exit Protocol

Vandalism

Vital Point Questions

Pre-Arrival Instructions

Inquire of Caller

Useful Information

- Notify police for traffic control
- School bus incidents — EMS surge and parent notification may be required
- EV/Hybrid fires require extended water application
- Airbag deployment — advise crews of undeployed airbags in multi-impact collisions

Main Menu

Exit Protocol