

**Scenario Title****Roleplayer name**

Identifying information (if needed)

Time of day | Weather

v.20220313

Instructor/OIC: Joe Porbunderwala	Prepared by: Adam Assur	Date: 2-June-19
Target audience: Recruit training	Revised by: George Strait	Date: 13-Mar-22
Max# of Participants: 2	Asst. instructor: Tom Johnson	
Total time req: 20 mins per participant	Safety Officer: Charlie Sheen	
Approved by/reviewed by: Lt. Grimm		Date: 13-Mar-22
<b>Performance Outcomes</b>	<b>Training Methods</b>	
<ul style="list-style-type: none"> <li>• Control the conversation</li> <li>• Identify the correct response for the call</li> <li>• Take adequate notes</li> <li>• Ask appropriate questions</li> </ul>	Scenario performance	
<b>Training Objective</b>	<b>Space Requirements</b>	
Manage a domestic non-violent call and refer complainant to the correct course of action.	Classroom or other sequestered space.	
<b>Criteria</b>	<b>Assessment procedures</b>	
Uses calming language Asks questions politely Provides complainant correct course of action	Rubric Debrief	
<b>References</b>		
List of references		
<b>Scenario description</b>		
<ul style="list-style-type: none"> <li>• Dispatch sends the participant and possibly one cover officer to a location responding to a domestic. The dispatcher provides only the information of the name, address, and that it is child custody issue. If asked, dispatch will tell the participant that the child's biological parent has not returned with the child after visitation yet. Nothing else is provided.</li> <li>• The participant and possibly one cover officer will arrive at a door. The roleplayer will respond to the knock on the door angry and demanding the participant arrest their ex-spouse for being late with the kids.</li> <li>• Participant will execute the rest of the call and respond to the roleplayer's questions, demands, and make a conclusion about what to do next to advise the roleplayer.</li> <li>• Upon completion of the scenario, debrief the participant and tell them when their report is due.</li> </ul>		

Roleplayer card	
Call	Child custody complaint
Appx. Time	10 minutes
Affect	Complainant is angry because the ex is late for dropping off the kids

Results
The officer should listen and then advise them to document the issue and contact their attorney.

Facts	Behaviors
<ul style="list-style-type: none"> <li>The ex-spouse is late returning the kids</li> <li>The complainant has their court order that shows the spouse is supposed to have the kids home an hour ago</li> <li>The court order is dated over a year ago</li> <li>The ex-spouse called and said they would be late</li> <li>The kids are six and eight years old</li> <li>This happens a lot.</li> </ul>	<ul style="list-style-type: none"> <li>Display a lot of angry emotion</li> <li>Use obscenities when discussing the ex-spouse</li> <li>Move around a lot</li> <li>Display the court order to the officer regularly</li> <li>Show a lot of frustration</li> </ul>

Conversations
<ul style="list-style-type: none"> <li>The spouse lives two hours away and are always at least an hour late. They don't care and told me to live with it.</li> <li>The six year old is a boy and has medication he needs to take at night. The eight year old is a girl and favors the other spouse, so she believes the other spouse is planting negative things in her head.</li> <li>The other spouse is not always employed, so they have no excuse for being late.</li> <li>The other spouse cheated on them and likes to party, so you are worried they are drunk or on drugs.</li> <li>Make up other complaints that sound like your doing everything to get them in trouble.</li> </ul>

Prompts
<p>If the officer doesn't ask for names and date of births of everyone:  <i>"You're not taking this seriously! You don't even know who anyone is! I want a supervisor!"</i></p> <p>If the officer doesn't ask to look at the court documents:  <i>"Are you even aware of the law? I have it right here and you won't even look at it."</i></p> <p>If the officer tells you it is a civil matter they cannot enforce:  <i>"So, you don't care that the :: other spouse :: may be drunk with kids in the car?!"</i></p> <p>If the officer doesn't tell you it is a civil matter:  <i>"So you're going to arrest them as soon as they get here, right?"</i></p>