

Call Response

Facilitator Guide

Session Overview

Introduction & Learning Objectives	05m
PROBLEM STATEMENT – PART I	10m
GROUP EXERCISE – Non-Verbal Cues/Indicators	15m
PROBLEM STATEMENT – PART II	10m
Discussion – Response Tactics	10m
Break	10m
Discussion – Investigative Contacts	15m
PROBLEM STATEMENT – PART III	15m
Discussion – Pre-Attack Indicators	15m
Break	10m
Discussion – Review of Officer Safety Concepts	05m
GROUP EXERCISE – Note Card Exercise	35m
MEDIA – Suspect Shoots Two Officers	05m
Discussion – Media Clips	10m
Break / End of Session	10m

Total Session Time: 3 hours

Main Topics of Session:

- *OODA Loop*
- *Pre Attack Indicators*
- *Field Contacts*
- *Review of Officer Safety Concepts*

Facilitators Needed: 1(PP)

Location: Classroom

Materials Needed:

- *PowerPoint – Call Response*
- *Media (1 min) – Suspect Shoots Two Officers #1*
- *Media (1 min) – Suspect Shoots Two Officers #2*

Students Should Already Have:

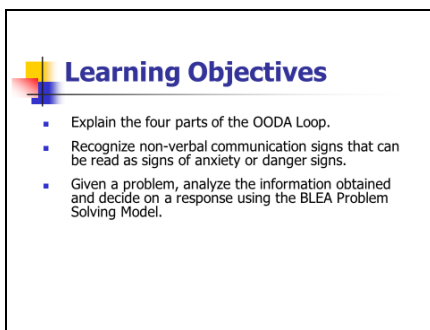
[THUMB DRIVE]

- *HANDOUT - Non-Verbal & Pre-Attack Indicators*
- *HANDOUT - Type of Contact and Law Enforcement Function*



Call Response

Facilitator Guide



SAY TO CLASS

In order to use your understanding of the OODA Loop to your advantage, make sure that you take advantage of the window of opportunity you create by interrupting the suspect's OODA Loop. In defensive tactics, this is also known as breaking the 'chain of attack'.

Statistics show that the majority of law enforcement contacts end in a civil manner. Most offenders do what officers order them to do. This is why officers get taken off guard. Some officers fall into the trap of complacency, because calls become 'routine' and most contacts are cooperative. Instead, officers should approach all calls with a tactical mindset and be prepared (at least mentally) as if they are going to be assaulted. It is crucial that you learn to set up routines, habits, and rituals that automatically put you in a position to observe non-verbal communication cues (AKA: pre-attack indicators) so you are not taken by surprise.

- Position of Advantage
- Most contacts are cooperative - don't be lulled into thinking it can't happen
- Must be habit



Call Response

Facilitator Guide

Problem Statement, Part I

You are on patrol at 2115 hours near the edge of the city. The sun has just set, so it's starting to get dark out. You turn down a small side road that is forest on both sides. This is a 3-mile dead-end road that is rarely used. There are only 4 houses at the end of this road.

About 1.5 miles in, you see a vehicle stopped on the side of the road up ahead. The vehicle is facing your direction, on the other side of the street. As you get within a few hundred feet, you notice that it's a dark green, newer Nissan Maxima. The left and right side front doors are open, and you see someone moving around inside.



PROBLEM STATEMENT - *Suspicious Vehicle* (PART I)

You are on patrol at 2115 hours near the edge of the city. The sun has just set, so it's starting to get dark out. You turn down a small side road that is forest on both sides. This is a 3-mile dead-end road that is rarely used. There are only 4 houses at the end of this road.

About 1.5 miles in, you see a vehicle stopped on the side of the road up ahead. The vehicle is facing your direction, on the other side of the street. As you get within a few hundred feet, you notice that it's a dark green, newer Nissan Maxima. The left and right side front doors are open, and you see someone moving around inside.



GROUP EXERCISE - Non-Verbal Cues/Indicators

Time: **15 min** (5 prep / 5 work / 5 discuss)

Materials: • Easel & Paper

Instructions: In your squads, answer the following question: *What non-verbal cues can be read as signs of anxiety or danger signs?* Once completed, one person from each squad will present answers.

NTF: Verbally provide the class with the following question, then divide the recruits into their learning teams and have them brainstorm and record their responses on easel charts. Also, share with the recruits that another name for "Fight Indicators" is "Pre-attack Indicators".

This will be discussed in greater detail toward the end of the session.



Call Response

Facilitator Guide

Problem Statement, Part II

You call in to dispatch to 'on-view' this suspicious vehicle call. You slow down and stop your patrol car about 50 feet from the Maxima. Just as you roll to a stop, the male inside the Maxima gets out. He has a nervous, wide-eyed look and is staring right at you. He has his hands down at his side. His clothing is filthy and worn, and his hair is unkempt.

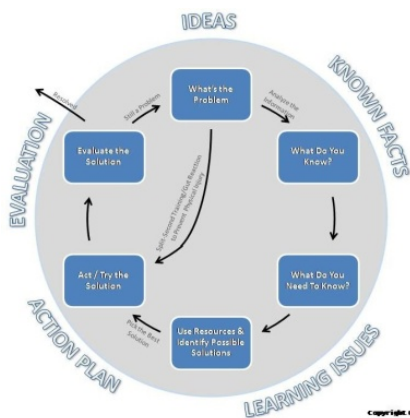
As you are walking towards him, you notice a second person ducking down in the back seat of the Maxima.



PROBLEM STATEMENT - Suspicious Vehicle (PART II)

You call in to dispatch to 'on-view' this suspicious vehicle call. You slow down and stop your patrol car about 50 feet from the Maxima. Just as you roll to a stop, the male inside the Maxima gets out. He has a nervous, wide-eyed look and is staring right at you. He has his hands down at his side. His clothing is filthy and worn, and his hair is unkempt.

As you are walking towards him, you notice a second person ducking down in the back seat of the Maxima.



QTC: #1 - What's the Problem?

QTC: #2 - What do you Know?
(Who are clients & indirect clients?)

QTC: #3 - What do you need to Know?

QTC: #4 - What are your resources? Possible solutions?

QTC: #5 - What's your plan of action?

QTC: #6 - How will you evaluate your results?



Call Response

Facilitator Guide

Are you at Social, Terry or Sherry?

With the information given choose your side and defend your conclusion.....

Brainstorm Exercise

- Where would you park?
- How would you approach?
- Would you notify dispatch?
- What questions might you ask of subjects?
- What circumstances would change the scenario

**DISCUSSION**

QTC: At this point, what is your primary responsibility?

AR: You need to talk to the subjects and investigate to determine if a crime has been or is being committed.

QTC: Can you detain them?

AR: No, not at this point. This is suspicious, but there is not reasonable suspicion quite yet.

It could be a disabled motorist. It's worth investigating, but you'd need more to detain them.

**BREAK**

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SAY TO CLASS

At this point you need to further investigate what is going on. You accomplish this by making a field contact. Field contacts are dynamic. They require an officer to prepare for how he/she is going to initiate the contact. An officer must also prepare to re-evaluate the level of contact initiated and modify as deemed necessary.

- Field Contacts
- Level of suspicion may change



STUDY

STUDY MATERIAL - HANDOUT - Type of Contact and Law Enforcement Function [THUMB DRIVE]

Instructions: The info in this handout will be testable. Please make sure to read and understand it.



NOTE TO FACILITATOR

Conduct a short lecture on the reasons for conducting investigative contacts. This should be a very brief overview since this information will be covered in more detail in future sessions.

Problem Statement, Part III

You make contact with the first subject, and ask if the second subject wouldn't mind stepping out of the car. The second subject is another adult male. He keeps putting his hands in his pockets, and looking around. They tell you that their car broke down here.

What do you do? What questions would you ask? What information is available to you to investigate the situation?



Call Response

Facilitator Guide



PROBLEM STATEMENT - *Suspicious Vehicle* (PART III)


You make contact with the first subject, and ask if the second subject wouldn't mind stepping out of the car. The second subject is another adult male. He keeps putting his hands in his pockets, and looking around. They tell you that their car broke down here.



DISCUSSION

QTC: What would you need in order to detain them (what would raise your level of proof to Reasonable Suspicion?)

AR: Evidence of stripping the car,
Being unable to prove they own / belong with the vehicle,
Running the plate and having it come back as stolen



Every situation

- Respond
- Arrive and approach
- Secure the scene
- Then...investigate



IMPORTANT POINT

These are just a few of the many non-verbal signs that could be construed as dangerous or indicate a person is in high anxiety. When the subject is in this state it is possible for an officer to be attacked or the subject may flee. One sign alone might not mean much, but clusters of these non-verbal cues are critical to an officer and his/her survival on the street.

During the Observation and Orientation phases, you should ask yourself:

- Does this behavior indicate a threat of violence?
- What behavior should I expect in a given situation?
- Does the behavior I am seeing make sense?


- Danger signs

- Think the worst until you know otherwise




Call Response

Facilitator Guide



Pre-attack indicators

- Field Contacts
 - Are dynamic
 - An officer must *prepare* for how to initiate a field contact (make a decision)
 - An officer must prepare to *re-evaluate* the level of contact initiated and *modify* as necessary



2 minute drill..

In groups list as many pre-attack indicators as you can..

**STUDY**

STUDY MATERIAL - HANDOUT - Non-Verbal & Pre-Attack Indicators [THUMB DRIVE]

Instructions: The info in this handout will be testable. Please make sure to read it and learn it. You will also need to know it for the mock scenes in the next Module.

**BREAK**

Call Response

Facilitator Guide



NOTE TO FACILITATOR

Lead a 5-minute review of the officer safety concepts introduced in Mod 02/Ses 02 (Intro to Patrol Procedures).

Officer Safety Concepts Review

<p>Angles of Exposure:</p> <ul style="list-style-type: none"> • Contact/Cover • Threat Assessment • Maximize Your Angle / Minimize Theirs • Avoid Crossfire / Know Your Backdrop • Use Cover & Concealment • 360-degree Awareness 	<p>Suspects:</p> <ul style="list-style-type: none"> • Control • Officer Advantage / Suspect Disadvantage • OODA Loop • Distance vs. Reaction Time
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Note card exercise

Decide how you would respond to given scenario...your response, approach, how you would make scene/subjects safe, who you would talk to, how you would investigate and resolve.



Call Response

Facilitator Guide

**GROUP EXERCISE - Note Card Exercise**

Time: **35 min** (5 prep / 10 work / 20 discuss)

- Materials:
- 5 note cards - each with a different call printed on it
 - Easel & Paper

Instructions: In your squads, you have 10-min to determine how you would respond, arrive, secure and investigate the call you have been given on your note card. List the details on your easel and be prepared to explain your responses to the class.

NTF: Depending on the experience level of the class at this point, give each squad a different call scenario (i.e. Res. Burglary in progress, disturbance outside a bar, on-view stolen vehicle, etc.) on a note card. In their groups, have them determine how they would respond, approach, make the scene safe, investigate & resolve the call.

Walk around the groups and be available to answer questions or provide additional call info if they request it.

After the 10-min work period, go around the room and have each squad present their call and how they handled it.

**MEDIA (1 min) - Suspects Shoots Two Officers #1****MEDIA (1 min) - Suspects Shoots Two Officers #2**

Lead a 10-minute discussion about the media clips.

For more information about this incident, see:

- FG Supplemental - KCRA News - Stevenson
- FG Supplemental - Stevenson - Officer Down

**BREAK/END OF SESSION**