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Erie County Central Police Services, partners to host domestic violence training course for 911 call-takers

Submitted

Wed, May 29th 2019 04:05 pm

First time training has been offered in EC; EC Office for Public Advocacy, Town of Cheektowaga PD join ECCPS in collaborative effort

The Erie County Department of Central Police Services, in collaboration with the Office of Public Advocacy and the Town of Cheektowaga Police Department, will host a domestic violence training course for call-takers and dispatchers from 8:30 a.m. to 4:30 p.m. Tuesday, June 18, and Thursday, June 20. This is the first time this training has been conducted in Erie County.

“We are glad to be able to offer this training, which will help call-takers assess what is happening on the other end of the phone and then take appropriate steps to get help on the way and better protect the safety of all involved, both the caller and the responders to the scene,” said Commissioner of Central Police Services

James Jancewicz. "Over the two days, the program should train approximately 70 individuals on the best practices of handling 911 complaints related to domestic violence matters."

911 dispatchers will receive training in how to protect responders to the scene and also spot red flags from callers. Some of the topics covered will be stalking, abusive relationships, essentials of courtroom testimony, and cultural/religious differences. The class will provide dispatchers with new tactics for handling these often volatile and complex incidents.

Commissioner of Public Advocacy Karen King added, "Domestic violence incidents demand a specialized response, and 911 call-takers are the first responders to assess the situation and learn about what is going on in the home and what help is needed. This training will help dispatchers to identify problems, be sensitive to cultural differences, and interact with callers in ways that will hopefully produce better outcomes."

For more information on EC Central Police Services, visit <http://www2.erie.gov/cps/>; or on the EC Office of Public Advocacy, visit <http://www2.erie.gov/publicadvocacy/>.

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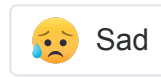
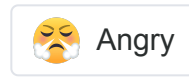
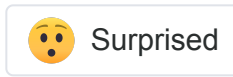
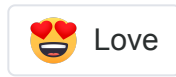
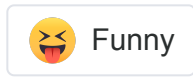
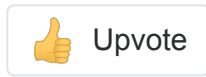
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Groundbreaking for 'Circle of Honor'

Jul. 14th, 2019 7:00 am

Buffalo Music Hall of Fame announces Class of 2019 inductees

Jul. 13th, 2019 6:15 pm

Taste of Buffalo announces 2019 food & wine awardees

Jul. 13th, 2019 6:00 pm

Musical icons to take stage at Artpark: 'Weird Al' & Sarah McLachlan to perform in Lewiston

Jul. 13th, 2019 7:05 am

Annual Porter Summerfest to benefit POTL

Jul. 13th, 2019 7:00 am

Trinity United Methodist Church to host 'Summer Breakout'

Jul. 13th, 2019 7:00 am

Grand Island Board of Education: Jacobs delivers playground funding at reorganization meeting

Jul. 13th, 2019 7:00 am

Let's go, Buff-Silo

Jul. 12th, 2019 6:05 pm

PSC approves settlement with Charter Communications

Jul. 12th, 2019 5:35 pm

Robert Steinjan Sr. Memorial Car Show set for July 13

Jul. 12th, 2019 5:35 pm

Buffalo Sabres ink Johan Larsson to one-year deal

Jul. 12th, 2019 5:35 pm

Community Missions' duck race returns for annual swim

Jul. 12th, 2019 5:35 pm

Schoellkopf Health Center achieves Five Star rating for 3rd consecutive year

Jul. 12th, 2019 5:35 pm

Poloncarz, 'Little Steven' Van Zandt proclaim 'TeachRock Day' in Erie County

Jul. 12th, 2019 5:35 pm

Jacobs honors 2019 Veterans Hall of Fame inductee Daniel McMahon

Jul. 12th, 2019 3:45 pm

37th annual Canal Fest kicks off Sunday in Tonawanda, North Tonawanda

Jul. 11th, 2019 4:10 pm

Calspan 5K Race returns to main runway at Niagara Falls International Airport

Jul. 11th, 2019 4:05 pm

2019 Brick by Brick Awards shine spotlight on NCCC Learning Commons

Jul. 11th, 2019 4:00 pm

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