



## OAKLAND POLICE ACADEMY DISPATCH TRAINING

Combined Regional Emergency Services Training  
Oakland Community College

2900 Featherstone Road • Auburn Hills, MI 48326-2845 • [oaklandcc.edu/crest](http://oaklandcc.edu/crest)



OAKLAND  
DISPATCH  
ACADEMY  
SERVICE THROUGH EDUCATION

## UNDERSTANDING DOMESTIC VIOLENCE

**INSTRUCTION BY:** Oakland Police Academy Dispatch Instructors

**SPECIAL GUESTS:** Representatives from HAVEN and the Oakland County Prosecutor - Domestic Violence Unit

**COURSE DESCRIPTION:** This class will educate the 911 professional on the cycle of domestic violence. There will be extensive group exercises and interaction. Instruction is provided by two local experienced 911 professionals. Our guest speakers will review 911 calls that have been used as evidence in prosecution of these cases and discuss the positive and negative impacts of the call-takers skills. **Module II approved.**

### TOPICS INCLUDE:

- Facts About Domestic Violence
- Types of Domestic Violence
- Power & Control
- Staying
- Causes of Abuse
- Laws
- Statistics
- Officer Safety
- S.A.F.E.
- Call Review
- Call Handling Techniques

**DATE:** May 27, 2022

**TIME:** 8:00 am - 4:30 pm

**COST:** \$200.00 (911 SNC Module II Approval #OCC200903B)

**LOCATION:** Oakland Community College  
Auburn Hills Campus - J-Building  
2900 Featherstone Road  
Auburn Hills, MI 48326-2845

**REGISTRATION:** Phone: 248.232.4220  
Fax: 248.232.4225

**QUESTIONS:** [911training@oaklandcc.edu](mailto:911training@oaklandcc.edu)

**– This Course is SNC Approved – Module II –**

**CANCELLATION POLICY:** Class reservations may be cancelled up to 7 calendar days prior to the first day of class with a 100% refund, less than 7 days, but prior to the first day of class with a 50% refund, on the first day of class with a 0% refund. All "no shows" will be charged full price. Please include the registered person's name, course name and date, your signature and date. Students are responsible for amounts not covered by third party sponsors or departments unwilling to satisfy the invoice.



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# TRAINING NOTICE