Montana Law Enforcement Academy
Law Enforcement Officers Basic Course
Scenario / Call Handling Simulations

Call Type: Emotionally Disturbed Person (EDP) Trespass
Location: Gymnasium, MLEA Campus
Victim: Dave Ogle, Manager
Suspect: Unknown
Witness: None
Complainant: Dave Ogle, Manager

Arrest: No
Evidence: None
Statements: Suspect's Statement

Officer Risk Factor: Medium

SCENARIO

Call Dispatch:
Respond to the MLEA Campus Gymnasium at 2260 Sierra Road East. Complaint reports that an unknown person is in the gymnasium yelling and screaming. Complaint can see no other persons present. Complainant wants person removed from the grounds.

Victim:
Dave Ogle

Suspect:
Unknown

Witnesses:
None

Complainant:
Dave Ogle

PERFORMANCE OBJECTIVES
Officer(s) will be evaluated on three areas of emphasis.
1. Field Performance; Stress Conditions
2. Patrol Operations Skills
3. Managing Verbal Conflict
SCENARIO:  EDP – EMOTIONALLY DISTURBED PERSON

| Officer #1: | Role Player: |
| Officer #2: | Evaluator: |
| Officer #3: |

FIELD PERFORMANCE: STRESS CONDITIONS:
Evaluates the officer’s ability to operate in moderate and high stress situations.

[ 1 ]-Unacceptable
[ 2 ]-Needs Improvement
[ 3 ]-Meets Standards
[ 5 ]-Exceeds Standards

[ 5 ] EXCEEDS STANDARDS: Maintains calm and self-control in even the most extreme situations. Quickly restores control in the situation and takes command. Determines the best course of action and takes it without assistance.

[ 3 ] MEETS STANDARDS: Exhibits calm and self-control in most situations, determines course of action and takes it. Does not allow the situation to further deteriorate.

[ 1 ] UNACCEPTABLE: Becomes emotional, is panic-stricken, can’t function, holds back, loses temper or displays cowardice. Over/under reacts to the situation.

PATROL OPERATION SKILLS:
Evaluates the officer’s ability to provide a full range of field patrol services, including public assistance, protection of the rights and or dignity of people, reducing opportunities for anti-social and criminal activity and deterring crime whenever possible.

[ 1 ]-Unacceptable
[ 2 ]-Needs Improvement
[ 3 ]-Meets Standards
[ 5 ]-Exceeds Standards

[ 5 ] EXCEEDS STANDARDS: Aggressively checks residential/commercial areas for possible criminal activity and takes appropriate action. Spontaneously effects “location/perpetrator-oriented patrol” activities. Applies and analytical process to calls for service and when appropriate solicits the assistance of other public service agencies.

[ 3 ] MEETS STANDARDS: Uses non-assigned patrol time to check residential/commercial areas for possible criminal activity. Recognizes “out of ordinary” activity and takes appropriate follow-up action. Has a good working knowledge of community referral agencies and service providers and does not hesitate call upon them to assist persons in need.

[ 1 ] UNACCEPTABLE: Fails to thoroughly check residential and commercial areas for possible criminal activity, does not effect field investigations of suspicious persons and complete field interview notes. Does not know high-crime “target” areas/locations and how to effect “locations-oriented-patrol”. Does not recognize known offenders and locations frequented by them. Does not know nor solicit assistance from appropriate community referral agencies/service providers (i.e. auto repair, DFS, etc) nor assist persons in need.
MANAGING VERBAL CONFLICT:
Evaluates the officer’s ability to gain and maintain control of situations through the use of verbal commands and instructions.

[1] Unacceptable
[2] Needs Improvement
[5] Exceeds Standards

[5] EXCEEDS STANDARDS: Completely controls dialogue with voice, tone, word selections, inflection, and the bearing that accompanies what is said. Restores order in even the most trying situations through use of voice. Utilizes communication skills that have the ability to de-escalate volatile situations. Can use empathy to generate rapport with involved persons.

[3] MEETS STANDARDS: Speaks with authority in a calm, clear voice. Remains cognizant of the importance of proper selection of words and knowledge of when and how to use them.

[1] UNACCEPTABLE: Speaks too softly or timidly, speaks too loudly, confuses or angers listeners by what is said and/or how it is said. Fails to use proper voice tones when appropriate or speaks when inappropriate. Interjects apathy in dialogue. Is overbearing or arrogant. Escalates situations through poor communication skills.