

FONTANA POLICE DEPARTMENT
TACTICAL COMMUNICATION (5 HOURS)
EXPANDED COURSE OUTLINE

I. WELCOME / INTRODUCTION

- A. Registration
- B. Course Overview – Generate Voluntary Compliance
- C. Course Goals:
 - 1. Safety – yours and theirs IV (B)
 - 2. Enhanced professionalism
 - 3. Decrease in complaints V (A)
 - 4. Decrease vicarious liability
 - 5. Lessen stress – at home / work
 - 6. Court Power
 - 7. Increase in morale
- D. Course Objectives

II. FORCE OPTIONS

- A. Professional presence
- B. Words IV (D)
- C. Empty hand control – Manual
- D. Artificial incapacitators
- E. Impact tools
- F. Deadly Force IV (G)
 - 1. Preclusion – no other non-lethal options; based on circumstances
 - 2. Imminent Jeopardy – Intent, Ability, Means, Opportunity

III. COMMUNICATION

- A. Steps in Active Listening IV (D, F)
 - 1. Open/unbiased
 - 2. Hear the words said to you
 - 3. Interpret the words said to you
 - 4. Act appropriately
- B. How you feel about someone has nothing to do with your job
- C. Never use words which rise readily to your lips
- D. You are a PEACE OFFICER – Where you go, there should be PEACE!
- E. The Art of Representation – Power Principle V (A)
 - 1. As ego goes UP, power and safety goes DOWN
 - 2. As ego goes away, power and safety RISE
 - 3. You must DISAPPEAR to have influence over others

- F. Content 7 – 10%
- G. Voice 33-40% - It's not what you say, it's how you say it.
- H. ONV 50-60%
 - 1. Other non-verbal
 - 2. 93% = Deliver Style

- i. Elements of Voice IV (C, D)
 - 1. Any conflict between your Role and you....people will believe your voice
 - 2. Tone = Attitude towards people or the event
 - 3. ... is defined by the word a person can add to the end of your sentence
 - 4. Pace: Speed – fast or slow
 - 5. Pitch: volume – high or low
 - 6. Modulation: rhythm & inflection

[REDACTED]

J. Other Non-Verbal (ONV)

[REDACTED]

IV (B,D)

[REDACTED]

IV (D)

- 9. VOICE must be in HARMONY with ONV
 - a. Any conflict between Voice and ONV and people will believe ONV
- 10. 90% of the body can LIE

[REDACTED]

IV. CONTROL TECHNIQUES

IV (C)

[REDACTED]

[REDACTED]

VII (A)

D. RAC: Reasonable Arc of Custody

- 1. Rules that govern when you must tell a subject he is under arrest VII (E)

E. Power Principles

- 1. As ego goes UP, power and safety goes DOWN VIII (J)
- 2. As ego goes away, power and safety RISE

[REDACTED]

VIII (A-D)

[REDACTED]

VII (A, B)

[REDACTED]

[REDACTED]

VII (A, B)

[REDACTED]

VI (D)

[REDACTED]

B)

V. OUR IDENTITY

III (E)

A. The Contact Professional

1. In contact with self
2. In contact with the Organization
3. In contact with the Subject
4. If you name your weaknesses, you begin to won them and you can identify the person who pushes that button

[REDACTED] C, F)

[REDACTED]

[REDACTED] G)

[REDACTED]

B. EMPATHIZE

1. Citizens have a point of view, right or wrong, just or unjust. You do not have to agree with anything they say, you simply have to understand their perspective.

C. ASK

1. Fact finding; who, what, where, when, why, and how
2. General: Open ended
3. Direct: Closed ended
4. Leading: Isn't it true that...
5. Opinion Seeking: Asks for their opinion

D. PARAPHRASE

1. Wrap the subject's meaning with your own words and then give it back to him.
2. If you cannot say it back, you did not understand the subject.
3. Let me be sure I understand
4. Simple sentences

E. SUMMARIZE

1. Creates decisiveness and authority
2. Reconnects communication when temporarily interrupted
3. Always at the end because a decision has to be made
4. Brevity, clarity and unarguable in tone
5. Good news first. Bad news last

VIII. DEALING WITH DIFFICULT/DOMINATING PEOPLE

IV (F)

[REDACTED]

IX. TACTICAL COMMUNICATION

- A. Tactical Communication
 - 1. SAFER EIGHT TO FIVE
- B. Tactical Empathy
 - 1. The way I see the problem
 - 2. The way you see the problem
 - 3. The way I see the problem through you
- C. How would you want a family member treated?
- D. Give up a minute of your time to express empathy and listen.

X. LEARNING ACTIVITIES/REMEDATION

- A. Safety Briefing – staging and stand down areas are clearly discussed, utilizing force on force during scenarios, follow all traffic rules, no calls will be outside of the facility, test radios in the field, and discussing first aid and emergency procedures. Notify allied law enforcement agencies that training will commence.
- B. Blue Training Firearms built by Glock to perform force on force training will be utilized during this training. These training firearms are intentionally built to disperse training rounds and incapable of a live round. These Firearms will be visually identifiable, all are blue from the manufacturer, to indicate that it has been rendered incapable of discharging a live round. There will absolutely be no live fire at any time during this Learning Activity.
- C. All students and roll players are required to wear department issued ballistic vests and ear and eye protection. Some learning objectives may include the use of a helmet and face shield for students and roll players.
- D. Clothing shall cover areas that could be injured in any of the positions the shooter is expected to assume. Tank tops, low-necked shirts, shorts and similar clothing are not recommended. Shoes shall completely cover the toes and be suitable for standing and running.
- E. Instructors will discuss learning activities with roll players and explain what is expected of them at each scene along with an additional safety briefing. Activities are meant to test Officers judgment, decision making, listening, persuasion, officer safety, de-escalation, verbal commands and effectiveness under stressful conditions.
- F. Each learning activity will be performed by either two or three officers at a time. Two to three evaluators, with one firearms instructor, would be at each learning activity, with roll players, to accomplish the objectives. Each Officer will travel from location to location in a black and white vehicle and tested on their Tactical Communication and officer safety skills while handling the learning objective. Officers will need to

communicate and achieve the objective based on the evaluator's overview of their performance. Immediately after the activity, the officers will either be remediated, based on information on the rubric, and repeat the call or move on to the next call.

1. **Exercise #1 – "459 - Burglary call"** – Homeowner came home and found front door open. Homeowner did not go inside yet, but has been parked in front of the house for over 30 minutes waiting for the PD response. Nothing else has been seen or heard. Officers respond and find the open door. Officers should search the residence. House can be empty or a suspect could be hiding in the house.
 - a. Objective - [REDACTED]
 - b. [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
2. **Exercise #2 – "415 - family/possible 273.5/husband and wife"** – This scenario will develop into one of two options: a) an active shooter or husband threatening wife with a gun. Officers respond to a female calling reference her drunk husband pushing her around and threatening her. Dispatch advises numerous prior PC243e1 on previous events. No weapons in the house. Upon arrival, officers will hear loud yelling and screaming coming from inside the house. The front door can be open or closed. For option b) prior officers making entry, the husband will shoot the female inside the house. Wife can either continue yelling signifying she is still alive, or she can be silent signifying she was killed.
 - a. Objective - [REDACTED]
[REDACTED]
 - b. [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
3. **Exercise #3 – "415 Fight at a residence"** – Officers are dispatched to a 415 fight in the front yard of a residence, with one subject seen with a gun. When officers arrive, they can see two males in the front yard fighting and one subject either has the gun in his hand or on his waistband. The armed subject will be an undercover Narcotics Detective and will attempt to identify himself and ask the officers for help. If asked to throw down the gun, the Narcotics Officer can say it's a new gun and he doesn't want to throw it, or he can ask to holster it, or he can throw it away. Narcotics Detective will maintain control of the suspect and will ask for officer's help in handcuffing the suspect before he gets up from on top of the suspect. If asked to get off the suspect before he is cuffed, suspect can run away. The Narcotics Detective will not have a raid vest on or his badged hanging on his neck. During the confusion, second undercover Narcotics

Sergeant makes his presence from inside the house, identifying himself and his partner in the fight. This scenario can change to achieve different objectives.

- a. [REDACTED]
- b. [REDACTED]

[REDACTED]

5. **Exercise #5 – Suspicious subject at a residence/possible 459 in progress** – This call turns out to be a 459 in progress that goes into a foot pursuit. Officers are dispatched to a call of suspicious subject seen walking in the backyard of residence where homeowners are on vacation. Upon arrival, officers will see suspect coming out of the house with property. When suspect sees officers, he will drop the property and run away.

- a. [REDACTED]
- b. [REDACTED]
- a. [REDACTED]

6. **Exercise #6 – “Possible 5150 at a dog park”** – Officers are dispatched to a possible 5150 call, a subject in the yard babbling and talking non-sense. Dispatch also advises numerous RP’s calling at the location. Upon arrivals, the officers will approach the subject in the yard and deal with him. The subject will eventually reveal a handgun pointed at the ground, making it obvious he is wanting to kill himself, and not the officers. At no point, does the subject point the weapon to kill himself and not the officers or at himself.

a. Objective - [REDACTED]

b. [REDACTED]

7. **Exercise #7 – “Bike stop or suspicious subject”** – Officers will make a traffic stop on a bicyclist, or check a suspicious subject. The subject will usually be armed with a knife or gun, concealed. Subject can also have 2 guns, and can immediately toss the first gun when he gets stopped, still having the 2nd one concealed.

a. [REDACTED]

b. [REDACTED]

8. **Exercise #8 – “Traffic Stop with the passenger running away”** – Officers will make a t-stop on a vehicle, which is occupied by 2-3 people. As the officers are walking to the vehicle, the passenger will immediately flee on foot. Driver will remain in the vehicle, cooperative, leaving the car in drive. If a third role player is available, that third person could remain laying down in the back seat.

a. [REDACTED]

b. [REDACTED]

9. **Exercise #9 – “Traffic Stop with an armed driver”** – Officers will make a traffic stop on a vehicle with a single driver. He can be armed or unarmed. If armed, he can exit immediately and fire upon the officers, while they are still in their unit or as they walk up. If he is unarmed, he can be cooperative, and can exit the vehicle or even remain in the vehicle the whole time as a simple basic traffic stop.

a. [REDACTED]

b. [REDACTED]

10. **Exercise #10 – “415 Neighbor dispute armed with a stick”** – Officers respond to a neighbor dispute and will confront one of the neighbors involved, who will be armed with anything other than a gun or knife, perhaps a stick or something else.

- c. [REDACTED]
- d. [REDACTED]

11. **Exercise #11 – “415 Son is 5150 – similar to the Palm Springs incident”** – This is a Palm Springs type incident, where the whole team will eventually get involved. Officer will respond to a 415 son, possibly 5150. The 5150 subject inside will shoot at officers outside, either on the approach, or at the front door. The RP can meet officers outside and tell them his son is acting strange, possibly off his meds. Front door can be open, or RP can be waiting by the front door. If officers remain in front of the door, subject will shoot at the officers. From here it can be an officer down rescue, and eventually become a barricade. This can speak conversation of responsibilities of patrol supervisors while waiting for a SWAT response. (evacuation, perimeter set up, immediate arrest/response teams)

- a. [REDACTED]
- b. [REDACTED]

12. **Exercise #12 – “DV call – Officers will respond with husband/wife arguing”**. Upon contact with the two, one will be overly aggressive towards officer’s presence, trying to draw all the attention of both officers. If officers lose focus of the second party, that party can strike, stab, or shoot officers.

- a. [REDACTED]
- b. [REDACTED]

XI. CONCLUSION

- A. Remediation occurred immediately on each exercise when the objectives were not met. Instructors will speak about shortfalls that each exercise experienced on tactics and officer safety. This will allow officers to understand that each scenario may have had a very different outcome if done incorrectly.
- B. Training certificates would be distributed

GENERAL SAFETY POLICY
FONTANA POLICE DEPARTMENT

It shall be the policy of the Fontana Police Department to conduct all training in a manner as to promote an attitude of safety among instructors and students alike. The intent of this policy is to promote student and instructor safety awareness and to reduce the potential risk for injuries.

The efforts of all personnel involved in training shall be directed toward ensuring a safe atmosphere within which maximum training benefit can be realized.

Eye and ear protection are mandatory for all staff during training. The use of helmets, and full-face shields or a combination thereof, will be utilized by the students and personnel assisting in learning activities.

I. Staff / Administrative Responsibilities

- a. The instructors shall be provided with a copy of course specific safety policy pertaining to their course of instruction prior to the commitment of their class.
- b. The training staff shall ensure that at least two forms of emergency communication are accessible at the training site; cell phone and emergency police radio.
- c. Instructional staff present at the training site shall be trained in First Aid, CPR and AED procedures.
- d. The training staff shall brief the students of the Departments safety policy. The training staff shall identify medical facilities and emergency services that are available for subjects to call in the event of an emergency or student injury.
- e. A first aid trauma kit shall be immediately available at the training site and made known to all students/staff in the immediate area.
- f. The training staff shall provide a designated safe zone and restroom facilities.
- g. The training staff shall have a written operational plan detailing actions to be taken in the event of a student or instructor injury. The training staff shall identify which medical facilities and emergency services are available or subject to call in the event of an emergency. Responding medical personnel will make the final determination regarding the treating medical facility.

II. Instructor Responsibilities

- a. Instructors are responsible for conducting safety inspections and/or otherwise assessing the safety of the equipment and facility used for training.
- b. The Instructor shall review the Course Specific Safety Policy with students prior to the commencement of class.

- c. The instructors shall advise the students of the responsibility to report and/or stop unsafe actions or conditions during training.
- d. The instructors shall adhere to the expanded course outline as submitted and approved by POST for presentation as a certified training course.
- e. The instructors shall display an attitude of safety and professional demeanor at all times.
- f. The instructors shall be easily identified from among the class participants utilizing a red shirt or vest. The purpose of this is to make instructors easily identifiable to any class participant and to enhance the safety of each class.
- g. Instructors shall ask students to identify any injuries or pre-existing medical restrictions that may affect their ability to safely participate in training.
- h. Instructors shall ensure students are dressed professionally appropriate for the activities. Shoes are required. Footwear shall be similar/ comparable to uniform boots/shoes. Sandals, flip flops, or any shoes which expose toes and/or heels are not allowed.
- i. The Departments safety policy shall be re-emphasized to students immediately after returning from breaks.
- j. Instructors shall be aware of any physical fatigue factors that affect the ability of the student to safely perform.
- k. Instructors shall select a safe zone for students that is set apart from the active driving area, where students can stage entry to the active site, as well as engage in rest and recovery.

III. Student Responsibilities

- a. Students shall immediately notify the course instructor of any known pre-existing medical condition that is likely to be aggravated during training or will affect performance during training.
- b. Students shall immediately notify the course instructor of any injuries sustained during training.
- c. Students are responsible for adhering to all safety requirements of individual courses.
- d. Students share a responsibility for identifying and notifying an instructor of any unsafe condition.

- e. Students shall notify Instructors/Staff of any injuries or pre-existing medical restrictions that may affect their ability to safely participate in training.
- f. Students shall utilize safety/seat belts while driving and/or seated in the vehicle. Safety/seatbelts shall be worn while seated in the vehicle at all times.
- g. Students are required to dress professionally appropriate for the activities. Shoes are required and shall be footwear similar/comparable to uniformed duty/work boots/shoes.

IV. Response to Injury

In the event of an injury, the following actions shall be taken as necessary:

- For minor or moderate injuries, administer first aid. If more attention is needed, transport by a Department vehicle West Point Medical, Concentra Medical or other designated facility as required.

Nearest Emergency Room:

Dignity Health – St. Bernardine Medical Center
2101 N. Waterman Avenue
San Bernardino CA 92404
(909) 883-8711

Nearest Trauma Center:

Arrowhead Regional Medical Center
400 N Pepper Avenue
Colton CA 92324

- For serious injuries, obtain appropriate medical assistance. In all cases where a student loses consciousness, an evaluation shall be sought from a competent medical authority. The closest hospital/emergency medical facilities are:

Nearest Emergency Room:

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2101 N. Waterman Avenue
San Bernardino CA 92404
(909) 883-8711

Nearest Trauma Center:

Arrowhead Regional Medical Center
400 N Pepper Avenue
Colton CA 92324

- Notify the Watch Commander & the Personnel and Training Sergeant in order to complete necessary paperwork and conduct an investigation.
- Students who sustain an injury that requires treatment by a physician must obtain a medical release before they will be allowed to resume training.
- A full investigation of student injuries will be completed as needed. This will serve to identify injury trends and is especially useful in high risk training practices and techniques.
- Instructors shall be required to document details associated with any student injury that causes loss of time from the training course.

V. Severity of Injury

- a. In the event that a student suffers a minor injury (i.e. small abrasion, etc.) the student will communicate with an instructor that the injury has occurred and will inform the instructor if they are able to continue training. First Aid will be rendered to the student. If the injury is deemed to be too severe or the instructor feels it would be unsafe for the student to continue, their participation may be stopped.
- b. In the event that a student suffers a moderate injury (i.e. laceration, burn, etc.) the training will immediately stop. First aid will be rendered immediately. Instructors will obtain appropriate medical assistance and an evaluation shall be sought from a competent medical authority before the student is allowed to return to training.
- c. In the event that a student suffers a major injury (i.e. broken bones, gunshot wound, etc.) the training will immediately stop. First aid will be rendered and/or lifesaving efforts. Instructors will obtain appropriate medical assistance by calling 911 for emergency assistance or transporting to the closest hospital.

Nearest Trauma Center:

Arrowhead Regional Medical Center

400 N Pepper Avenue
Colton CA 92324

Course Specific Safety Policy
Tactical Communications
Fontana Police Department

I. Incorporation of Safety Policy

- a. This safety policy is course specific, for this class, and incorporates the General Safety Policy of the Fontana Police Department. General Safety Policy and rules of the Fontana Police Department shall be clearly explained. Students attending training from an outside agency would also be briefed on training facility safety guidelines and given a copy of the course specific Safety Policy. The training facility will be inspected in advance for adequacy of exercise surfaces, lighting, traffic safety, security, and related considerations. Inspection shall commence after returning to the training location following any break in training. The area will be of sufficient size to allow for the number of students and the maneuvers to be performed. Instructor will clearly explain that everyone is responsible for safety, NOT just the instructor. Safety must be a personal commitment at all times to the Instructor/Student.
- b. Trainees will travel from the station to the Arrowhead Springs facility in a company vehicle. These vehicles will be utilized during the training scenarios and inspected once everyone arrives to the training facility.
- c. The use of distinctive red shirts by the instructional staff will be clearly explained to the class.
- d. Safe areas shall be clearly marked and designated such as cleaning, loading and unloading and standby areas. Rules for loading and unloading of the training firearm shall be clearly communicated to all students.
- e. The instructors need to clearly communicate with all students to insure instructions are understood and to be able to stop action if a safety situation arises. This can be done through verbal commands, hand signals, and/or whistles.
- f. Adequate orientation of role players and other support personnel involved in tactical scenarios or event simulations shall be aware of applicable safety rules. Role player discipline and self-control are also fundamental to overall safety.
- g. A pre-training inspection is intended to ensure that students have the correct clothing and personal equipment. The inspection affords the opportunity for the instructor to check for inadequate, unserviceable or defective equipment. Role

players shall be included in the pre-training inspection to ensure that they are not in possession of items that could compromise student safety and to ensure that they have the proper equipment to perform their task effectively.

- h. An inspection of any props used shall be conducted prior to the application phase of training.
- i. A weapons safety check conducted after lunch breaks, following transportation to remote ranges, or after other breaks in training will help to ensure that weapons have not been inadvertently loaded. Periodic safety checks throughout the day are also appropriate.
- j. Instructors shall be aware that long periods of training, environmental conditions, or other factors may fatigue students and increase injury potential. Adverse climate conditions could reduce instructional intensity.
- k. Instructional staff and students shall attend a classroom orientation, scenario walk-thru, event simulation, or other briefing prior to the actual training.

II. Student to Instructor Ratios

- a. The student to instructor ratio for this class is set at 2:2. The instructor to student ratio will be two instructors to every two students during the learning activity.
- b. Students waiting for their turn shall wait in the appropriate safe zone.

III. Emergency Equipment

- a. The Instructor will ensure that there is a fully stocked first aid kit and a trauma shooting kit at the training location or any area where physical exercises are being conducted.

IV. Physical Assessments

- a. Each instructor is responsible for ensuring that the level of training is conducive to the individual student. The instructional staff will be easily identifiable with appropriate colored shirts prior to learning activity.
- b. The primary instructor will ensure that students are clearly advised of the physical requirements of the course and allow students an opportunity to notify the instructor of preexisting conditions, in private, so the instructor can make an assessment of the student's ability to participate.
- c. The primary instructor or the Safety Officer will immediately notify the Training Unit Sergeant if a student is prohibited from participating in the training.

V. Firearms and equipment inspection

- a. The instructor, prior to each training session, shall communicate general safety policy and procedures to trainees. The instructor should conduct periodic equipment inspections to ensure their safety and suitability for the training being provided. The instructor shall conduct an inspection prior to the start of each training session to insure that all students utilize the appropriate protective devices, clothing and shoes.
- b. All necessary safety equipment shall be provided and training should not take place if the appropriate safety equipment is not available. The equipment used in the training shall be inspected prior to the start of each training session. Defective equipment shall not be used.
- c. During the training, the instructor and the trainees shall share the responsibility for stopping the action if safety equipment fails or a breach of any safety policy occurs. Instructor or trainees may stop a maneuver or procedure by the command "STOP" or "CEASE FIRE" using whistles, verbal commands or a PA system. Instructors shall consistently enforce a professional atmosphere during Training and ensure that students abide by the rules of conduct.

VI. Protective Equipment

- a. The use of helmets, and full-face shields or a combination thereof, will be utilized by the students and personnel assisting in learning activities.
- b. All students and roll players are required to use appropriate hearing protection that is provided by the department during learning activities.
- c. All students and roll players are required to use department approved eye protection at all times. Eye protection will be provided to the students.
- d. All students and roll players are required to wear department issued ballistic vests.
- e. Clothing shall cover areas that could be injured in any of the positions the shooter is expected to assume. Tank tops, low-necked shirts, shorts and similar clothing are not recommended. Shoes shall completely cover the toes and be suitable for standing and running. Ball caps are required.

VII. Response to Injuries

- a. All instructors and officers will have in their possession a department issued cell phone or personal cell phone, preprogrammed with emergency contact phone numbers.
- b. For **minor** injuries, Instructor will be responsible for administering basic life support and first aid, using supplies at the training location until emergency medical personnel arrive or the injured party is transported by a Department vehicle.

Nearest Emergency Room:

Dignity Health – St. Bernardine Medical Center
2101 N. Waterman Avenue
San Bernardino CA 92404
(909) 883-8711

- c. In case of **moderate** injury, an instructor will notify Fontana Communications at extension 909-350-7700 for an EMS response.
- d. Instructor will be responsible for administering basic life support and first aid, using supplies at the training location until emergency medical personnel arrive or the injured party is transported.
- e. The Watch Commander and Training Sergeant will be notified as soon as possible.

Nearest Emergency Room:

Dignity Health – St. Bernardine Medical Center
2101 N. Waterman Avenue
San Bernardino CA 92404
(909) 883-8711

Nearest Trauma Center

Arrowhead Regional Hospital
400 N. Pepper Ave.
Colton, CA. 92324
909-580-1000

- f. In case of **serious** injury, an instructor will notify Fontana Communications at extension 909-350-7700 for an EMS response.
- g. Instructor will be responsible for administering basic life support and first aid, using supplies at the training location until emergency medical personnel arrive or the injured party is transported.

- h. The Watch Commander and Training Sergeant will be notified as soon as possible.
- i. ***EMS will determine which trauma center should be utilized to service the life threatening injury.***

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