



# Dynamics of Domestic Violence: Handling Domestic Violence Calls

**Course Overview:** This course is designed for 911 call-takers and other first responders. A complete overview of domestic violence including contributing factors, law enforcement intervention, available resources, call-taker protocols, the Executive Office of Public Safety’s recommended protocol and a thorough review of the domestic violence laws including the most recent changes.

## This course will cover the following topics:

- Evolution of Domestic Violence
- Contributing Factors of Domestic Violence
- Law enforcement intervention
- Call-taker protocols
- Child and Elder abuse
- The Executive Office of Public Safety Recommended Protocol
- Overview of Domestic Violence including the most recent changes

## Braintree Police Department

February 24, 2026

2:30 PM – 10:30 PM

Fee: \$225

**Check with State 911 for  
Training Grant Approval**

**February 24, 2026 – Braintree Police Department | 2:30 PM- 10:30 PM**  
Instructed by: Dan MacIntosh

### REGISTRATION

ATTENDEE(S)	
1.	2.
3.	4.
5.	6.
7.	8.
9.	10.
Agency:	Street:
City	State zip
Agency Contact:	Phone #:
Contact email:	
Method of Payment: Dept. Billing <input type="checkbox"/> MasterCard <input type="checkbox"/> Visa <input type="checkbox"/> Check <input type="checkbox"/> Other <input type="checkbox"/>	
ACCOUNT or PO #	Expiration Date

\*Check with State 911 if you are eligible for reimbursement

Fax registrations to (978) 467-4257 or Scan and email to [team@hanrahanconsulting.com](mailto:team@hanrahanconsulting.com)  
Call (617) 612-5210 for more Information or visit [HanrahanConsulting.com](http://HanrahanConsulting.com)