**Section 1325.505 Call Handling Procedures**

a) The 9-1-1 Authority shall ensure that the disposition of each emergency call is handled according to the agreements it has negotiated with its participating public agencies and public safety agencies and adjacent 9-1-1 Authorities and/or public agencies or public safety agencies listed in the plan (see Section 1325.205).

b) Certified notification of the continuing agreements shall be made among the involved parties on an annual basis pursuant to ETSA Section 14.

c) In instances in which a selected agency refuses a 9-1-1 request on the basis that a request is outside its jurisdictional boundaries, the telecommunicator shall make every effort to determine the appropriate responding agency and complete the disposition of the call.

d) *The agreements shall provide that, once an emergency unit is dispatched in response to a request through the system,* that *unit shall render its services to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries*. [50 ILCS 750/14]

e) Call Handling Guidelines for Sexual Assault and Sexual Abuse Calls

1) No later than January 1, 2018, the Administrator shall establish comprehensive guidelines for the handling of sexual assault and sexual abuse calls by telecommunicators. These guidelines must meet the following minimum standards:

A) Evidence Based – describe techniques and procedures that have been demonstrated to minimize retraumatization associated with the criminal justice process by recognizing the presence of trauma symptoms and acknowledging the role that trauma has played in a sexual assault or sexual abuse victim's life;

B) Trauma Informed – describe how specific experiences impact victim trauma, memory, reactions and behavior; how interpretation of victim behavior can impact their cooperation with investigations; and how victim trauma impacts others involved in the investigation; and

C) Victim Centered – focus on the needs and concerns of the victim to ensure compassionate and sensitive delivery of services in a nonjudgmental manner.

2) The 9-1-1 Authority shall ensure that telecommunicators respond to sexual assault and sexual abuse calls consistent with these the guidelines.

3) The Department will post a link to the guidelines on its website as soon as they are available for publication, but no later than January 1, 2018.

(Source: Amended at 42 Ill. Reg. 775, effective December 27, 2017)