**Section 1325.600 Minimum Training Standards for Sexual Assault and Sexual Abuse Call Handling**

a) Every 9-1-1 Authority shall develop training for its telecommunicators regarding the handling of sexual assault and sexual abuse calls. This training must meet the following minimum standards:

1) 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;

2) 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

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

b) Instructor Qualifications − Instructors must have a minimum of three years of public safety call taking and dispatch experience.

c) Training Topics

1) Review of Sexual Abuse and Sexual Assault Laws

2) Societal Perceptions of Sexual Assault/Abuse

3) Neurobiology of Trauma and Understanding Victim Response to Trauma

4) Role of the Telecommunicator

5) Call Taking Techniques

6) Trauma-Informed Response to Sexual Assault Victims

A) Calming Hysterical Callers

B) Other Possible Behaviors

7) Best Practices for Dispatching Responders and Call Taking

8) Evidence and 9-1-1 Recordings

d) The Administrator shall establish comprehensive standards for developing curriculum consistent with this Section no later than January 1, 2018.

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

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