

# **PROPOSED TRAINING PROGRAMS**

Learning Objectives as Developed from

Job Task Analysis for

Entry-level Telecommunicators

&

Telecommunicator Supervisors

## **TRAINING PROGRAMS**

### **Introduction:**

The tasks that the PAC selected for inclusion in a Training Program were sorted into certain topic areas, e.g. Dispatch, Interviewing, etc. and clustered. Based on the tasks in each cluster, learning objectives were prepared and presented to PAC for approval. Those two instructional programs follow.

**STATE OF MAINE**

**PROPOSED ENTRY-LEVEL  
TELE-COMMUNICATOR TRAINING  
PROGRAM**

## **INTRODUCTION TO PUBLIC SAFETY TELECOMMUNICATIONS**

1. Define the term “public safety telecommunicator”.
2. List the desirable characteristics of the professional telecommunicator.
3. Define stress and its stages.
4. Identify healthy approaches to managing stress.
5. Recognize job related stress and list physical and cognitive signs of stress.
6. Identify and discuss factors regarding the stressful nature of work.
7. Explain the Telecommunicator’s Code of Ethics.

## **TELECOMMUNICATOR LEGAL ISSUES**

1. Identify the definition of a Duty to Act.
2. Identify the definition of a Standard of Care.
3. Identify an act of commission.
4. Identify an act of omission.
5. Identify major areas where telecommunicators expose themselves to liability.
6. Identify effective ways telecommunicators can protect themselves and their agency from lawsuit.
7. Identify equipment in the communications center that can assist in liability protection.
8. Identify what causes a "special relationship" to occur.
9. Identify what answer should be given when a caller asks for a way to leave a residence.
10. Identify the question that should be asked of a caller in a potentially dangerous situation.
11. Identify the liability and limits of the telecommunicator for release of improper legal/medical advice or information from law enforcement records.
12. Define new laws related to confidentiality of medical records.
13. Define the difference between civil litigation and criminal prosecution.
14. Define "negligence" and describe three elements of a negligence action.
15. Discuss the concept of sovereign immunity.
16. Identify three major cases that impact on the issue of telecommunicator liability.
17. List in writing three general rules the telecommunicator should follow to reduce the risk of civil liability.

## **INTERPERSONAL COMMUNICATIONS**

1. Identify the definition that best describes communication.
2. Identify techniques used to “control” an interview.
3. Identify effective steps necessary for communication to take place.
4. Identify effective steps used when giving feedback.
5. Identify effective techniques for improving verbal communications.
6. Identify effective techniques used to improve listening skills.
7. Identify effective styles of responding to questions.
8. Identify the concept of empathy.
9. Identify basic communications skills.
10. Identify the characteristics of respect.
11. Identify what it means to “own” feelings.
12. Identify cultural issues that may hinder or help effective communications.

## **OVERVIEW OF EMERGENCY SERVICES**

1. Identify emergency service agencies the telecommunicator may encounter in daily activities and identify the agencies' primary responsibilities.
2. Identify at least three common call types encountered by the following emergency service agencies and general response guidelines used by the responders:
  - a. fire department
  - b. emergency medical services
  - c. local law enforcement agency
3. Identify three benefits public safety agencies receive from E-911.
4. Identify three ways that telecommunicators handle or route E-911 calls.
5. Identify three features of a basic 911 system.
6. Define "public safety answering point" and "emergency call".
7. Identify the definition of a "Secondary Public Safety Answering Point".

## **CALL TAKING PRIORITIZATION AND RESOURCE ALLOCATION**

1. Demonstrate the correct way to answer a 911-telephone line.
2. Discuss the concept of professional control and the helpful hints of call taking.
3. Discuss the components of effective listening.
4. Discuss and explain the application of the five W's in call taking.
5. Identify and demonstrate the principles to follow in controlling the crisis or upset caller.
6. Identify the correct way to close a call.
7. Describe the use of call guides in the communications center.
8. Define the goal of dispatch and factors that might hinder the attainment of that goal.
9. List the field resources available to the telecommunicator.
10. Identify and discuss factors pertaining to resource allocation.
11. Identify and discuss two aids in resource allocation.
12. Identify and discuss call priorities for fire, law enforcement and emergency medical services.
13. Identify the essential elements to be recorded in documenting calls for service.
14. Identify basic steps and issues in handling "cell phone" calls.



## **TELECOMMUNICATIONS SYSTEMS AND EQUIPMENT**

1. Define “telecommunications system”.
2. Identify the telephone systems and related equipment typically in use in Maine emergency communications centers.
3. Identify radio system equipment used in typical emergency communications centers.
4. Identify and define terms commonly associated with telecommunications equipment.

## **DISPATCH TECHNIQUES, RULES AND PROCEDURES**

1. Identify/Demonstrate the effective voice, including what common errors communicators must guard against while on the radio.
2. Cite the "six W's and the H" of broadcasting a public safety call.
3. List the correct format when broadcasting descriptions of persons and vehicles.
4. Identify dispatch techniques/responsibilities for providing field unit safety.
5. Identify the steps taken before transmitting on a radio.
6. Identify the speed at which information should be broadcast.
7. Define "welfare check".
8. Identify three procedures that, if performed, would aid in officer safety on traffic stops.
9. Identify five indicators that a problem may exist at the scene.
10. Identify six steps that the dispatcher can take to assist in officer safety.
11. Identify the procedure used when fire and/or emergency medical services are dispatched to a scene where law enforcement intervention is needed.
5. List word brevity phrases and phonetic alphabet.
6. Translate 12-hour time into 2400 hour time.
7. Demonstrate the correct format for broadcasting "Attempt to Locate" messages.
8. Name the most important points to remember when classifying calls for service.
9. Demonstrate the correct format for broadcasting numerics and alpha-numerics.
10. Identify major tips to quick and efficient gathering of information.
11. When an exact address is not known by the caller, identify what information will assist responders.
12. Identify the concept of positive call termination.
13. Identify the two addresses the reporting party may give you.
14. Define "ANI" and "ALI" and their relevance to telecommunications.
15. Identify which question should be asked of every caller in a potentially dangerous situation.
16. Identify the method used for receiving additional calls from the same location.

17. Identify three tips that are used for dealing with an angry caller.
18. Identify four tips for dealing with an hysterical caller.
19. Identify five questions that can be asked of children who do not know their address.
20. Identify three general guidelines used for dealing with a person with mental problems.
21. Identify the number one rule for dealing with a profanity call.
22. Identify the question that should be asked on a crime-in-progress or one that has just occurred.
23. Identify how "in-progress" calls should be handled differently from others.

## **FIRE DISPATCH PHRASING AND TERMINOLOGY**

1. Identify ways in which emergencies are transmitted to a dispatch center.
2. Define the terms "Mutual Aid" and "Automatic Aid".
3. Identify common prioritizing or categorizing systems.
4. Define "staging".
5. Identify specific event guidelines related to:
  - a. Multiple Stories
  - b. Residential/Commercial
  - c. Haz Mat
  - d. Crime Scene
  - e. Limited Access Roadway
  - f. Major Incidents
  - g. Mass Casualty Incident
6. Define "decontamination".
7. Define "Post Incident Analysis (PIA)".
8. Define "Incident Command System" and its structure.
9. Define commonly used terms in the fire service.
10. Identify the elements necessary to have a fire.
11. Identify the three phases of fire.
12. Identify the primary duties of the fire service.

## **DISPATCH TECHNIQUES FOR FIRE**

1. Identify basic information necessary for successful fire dispatching.
2. Identify advice to be given to caller at fire scene.
3. Identify information necessary to dispatch to various fires, such as:
  - a. Commercial Structure
  - b. Residential Structure
  - c. Aircraft
  - d. Appliance
  - e. Commercial Fire Alarm
  - f. Residential Fire Alarm
  - g. Bark Fire
  - h. Boat Fire
  - i. Brush Fire
  - j. Chimney Fire
  - k. Dumpster / Garbage Fire
  - l. Electrical Fire
  - m. Forest Fire
  - n. Illegal Fire
  - o. Pole Fire / Overhead Wires
  - p. Shed / Shack Fire
  - q. Smell of Smoke
  - r. Unknown Fire
  - s. Vehicle Fire
  - t. Wild land Fire
4. Identify information needs necessary to dispatch to situations other than fire, such as:
  - a. Bomb Threat
  - b. Carbon Monoxide
  - c. Flammable Liquid
  - d. Hazardous Material
  - e. Natural Gas / Propane Leaks
  - f. Odor Investigation
  - g. Wash Down

## **EMERGENCY MEDICAL DISPATCH**

1. Identify the concept of emergency medical dispatch and its relationship to the public safety telecommunicator.
2. Define pre-arrival instructions as they relate to telecommunications.
3. Identify major kinds of information that should be relayed to the responding EMS providers.
4. Define what constitutes a medical emergency.
5. Demonstrate the ability to take control of a call using directed interview techniques.

## **SPEECH AND HEARING IMPAIRED CALLERS: SPECIAL CONSIDERATIONS**

1. List and explain general background information and regulations of the Americans with Disabilities Act.
2. List and explain the current and emerging technical issues regarding TTY, HCO, VOC, et. al. and computer modems.
3. Identify and explain the training issues involved in providing emergency services to speech and hearing impaired callers.
4. Identify issues involving community education between the deaf community and public safety agencies.
5. Define issues concerning those individuals who are not deaf, but are hearing or speech impaired.
6. Define the need for refresher training in ADA and TTY issues.
7. Define the acronyms TTY, VCO, HCO, et. al.
8. Identify the formats used for communication via a TTY.
9. Identify four methods to identify a TDD or TTY call.
10. Identify the code used when placing a TTY, VCO, HCO, et. al. caller on hold while emergency assistance is dispatched.
11. Identify the code used when it is the other persons turn to communicate on a TTY, VCO, HCO, et. al.
12. Identify the code used to signify the end of the conversation on a TTY, VCO, HCO, et. al.
13. Identify the code used when you are hanging up or completing a TTY, VCO, HCO, et. al. call.
14. Identify two things to consider when receiving an operator-assisted relay call.
15. Demonstrate the ability to take control of a call and obtain the six W's of information gathering.
16. Demonstrate positive call termination.
17. Demonstrate the proper use of a TTY, VCO, HCO, et. al.

## **INCIDENT COMMAND SYSTEM**

1. Identify the purpose of the Incident Command System.
2. Identify four of the five major functional areas of the Incident command System.
3. Identify the three command staff functions.
4. Identify the two situations that require, by Maine Law, that the Incident Command System be used.
5. Identify two major benefits of the incident command system to the communications center.
6. Identify the definition of "Staging".
7. Given three organizational charts, identify one that places the members of the incident command team in their proper location.
8. Identify basic elements of NIMS and IS 7000.



## **DEALING WITH HAZARDOUS MATERIALS EMERGENCIES**

1. Define “hazardous materials”.
2. Identify why the first few minutes of a HazMat incident are critical.
3. Identify the elements that comprise the “priority of safety”.
4. Identify elements that may indicate a HazMat incident exists.
5. Identify the purpose of the following marking systems:
  - a. NFPA 704
  - b. International (UN)
  - c. Biomedical
  - d. Military (DOD)
  - e. Pipeline
  - f. American Chemical Society’s Abstract
  - g. Shipping Papers
  - h. Material Safety Data Sheets
6. Identify agencies that should receive notification of HazMat incidents.
7. Define the levels of HazMat response.
8. Identify procedures related to coordinating multiple agency response to HazMat incident.

**NCIC / METRO / III**

**Standard Certification Curriculum Applies**

## **INTRODUCTION TO EMD TELECOMMUNICATOR ROLES AND RESPONSIBILITIES**

### **Learning Objectives**

1. Identify the primary roles of the Emergency Medical Dispatcher.
2. Identify all levels of EMT certification that provide basic life support.
3. Identify the levels of Maine EMT licensure.
4. Define and identify how pre-arrival cards are authorized for use.
5. Identify the five skills necessary to be an effective Emergency Medical Dispatcher.
6. Define and identify the major elements of the Maine EMS system.

## **MEDICAL RESPONSE TELEPHONE TECHNIQUES**

### **Learning Objectives**

1. Identify the four pieces of initial information that must be obtained from every caller.
2. Identify the “four commandments” or the second priority of information.
3. Identify the three types of callers.
4. Identify keys to prompt and efficient gathering and dissemination of information.
5. Identify the commonly held misconceptions regarding medical dispatching.
6. Identify / demonstrate how to show interest in the caller.
7. Identify / demonstrate repetitive persistence.
8. Identify / demonstrate the general instructions that pertain to most callers.

## **PRE-ARRIVAL INSTRUCTIONS**

### **Learning Objectives**

1. Identify the concept of emergency medical dispatch.
2. Identify the need for giving pre-arrival instructions.
3. Identify the six pieces of information that should be relayed to the responding EMS providers.
4. Demonstrate the proper use of a pre-arrival card system.

## **GENERAL MEDICAL BACKGROUND**

### **Learning Objectives**

1. Define symptom.
2. Define sign.
3. Identify three characteristics used to determine pulse rate.
4. Identify what low blood pressure may indicate concerning a patient's condition.
5. Identify factors that can cause a patient's blood pressure to be elevated.
6. Identify four characteristics used to determine the status of a patient's respiration.
7. Identify the normal human body temperature.
8. Identify three characteristics of the patient's skin that can be used to determine patient status.
9. Identify factors which can affect pupil reaction.
10. Explain the function of respiration.
11. Explain the function of the circulatory system.
12. Identify the correct location of the human heart.
13. Explain the function of arteries.
14. Explain the function of veins.
15. Identify / differentiate the four basic levels of consciousness.
16. Identify three suggested questions for determining a patient's level of consciousness.
17. Define breathing difficulty and respiratory distress so that they can be differentiated.
18. Identify six signs and symptoms of respiratory distress.
19. Define shock.
20. Identify six symptoms of shock.
21. Identify five signs and symptoms of anaphylactic shock.
22. Define types of bleeding.

## **LEGAL CONSIDERATIONS AND EMD**

### **Learning Objectives**

1. Define liability.
2. Define negligence.
3. Define duty to act as it relates to EMS dispatching.
4. Define breach of duty as it relates to EMS dispatching.
5. Identify the guidelines that are used by a judge in a court case to determine the standard of care.
6. Define injury.
7. Define proximate cause.
8. Identify the three circumstances that provide for exemption from liability under the "Good Samaritan" law.
9. Identify and define the two types of consent.
10. Define abandonment.
11. Define confidentiality as it relates to EMD dispatching.

## **EMERGENCY MEDICAL TELEPHONE INSTRUCTIONS**

### **Learning Objectives**

1. Identify the two critical elements in the survival of cardiac arrest.
2. Define six of the requirements for creating the necessary atmosphere for successful communication between the dispatcher and caller.
3. Identify the four situations in which the telephone CPR instructions should not be given.
4. Identify the three effective methods for delivering telephone CPR instructions.
5. When given the printed protocols, demonstrate the ability to correctly deliver the emergency medical telephone instructions.
6. Identify basic operations of AED.



## **TELECOMMUNICATOR TRAINING PRACTICUM**

1. Answer and obtain the essential items of information from a caller requesting assistance.
2. Transmit to the appropriate emergency responder pertinent dispatch information concerning an emergency communications call for service.
3. Document in writing relevant call information, including disposition.
4. Consult and use at least one communications resource.
5. Demonstrate at least one of the following:
  - a. Compose / dispatch a BOLO (be on the lookout).
  - b. Confirm status of field units (safety check).
  - c. Demand audible acknowledgement from field units, following a dispatch transmission.

## **DISPATCH SITUATION SIMULATIONS**

1. Demonstrate proper techniques to dispatch in following simulations:
  - 1) High Speed pursuit
  - 2) Hazardous Materials Incident
  - 3) Barricaded Person/Hostage
  - 4) Search and Rescue
  - 5) Fire Dispatch
  - 6) Emergency Medical Dispatch
  - 7) Suicide
  - 8) Armed Robbery
2. Define following terms:
  - 1) Emergency Response Officer
  - 2) National Warning System
  - 3) All Points Bulletin
3. Identify and explain resources available to dispatcher other than those of public safety agency e.g. Poison control, Child Welfare, Search and Rescue, State Fire Marshall Office, etc.

**STATE OF MAINE**

**PROPOSED  
TELECOMMUNICATIONS  
SUPERVISOR  
TRAINING PROGRAM**

## **TELECOMMUNICATIONS SUPERVISOR LEGAL ISSUES**

1. Identify federal and state labor laws related to:
  - a. Hours of work / overtime / comp time
  - b. Discipline/Employee Rights
  - c. Workplace behavior / Sexual Harassment
  - d. Employment Practices
  - e. Family Medical Leave
  - f. EEOC/ADA/ADEA, etc.
2. Identify resources available to supervisors to stay informed of current relevant legal issues.
3. Define civil liability and impact on role of telecommunications supervisor.
4. Define legal liability related to:
  - a. HIPPA
  - b. Confidentiality of records
  - c. Offering legal advice / information
5. Identify standard steps to follow to initiate and document a disciplinary action.
6. Identify the role of telecommunications supervisor relative to ensuring standard operational practices are followed.
7. Identify standard practices related to release of information.
8. Identify role of telecommunications supervisor in recognizing and resolving workplace conflict and/or performance issues.

## **CONFLICT RESOLUTION / MEDIATION**

1. Identify common conflicts/problem that may occur in the workplace.
2. Identify basic conflict resolution and mediation techniques.
3. Demonstrate basic conflict resolution techniques in a simulated situation involving telecommunicator and a field officer, e.g. EMT, Police Officer, Fire Fighter.
4. Demonstrate basic mediation techniques in a simulated situation involving two telecommunicators.
5. Identify basic employee counseling techniques.
6. Identify the role of the telecommunications supervisor in resolving a conflict between a citizen and a telecommunicator.

## **WORKPLACE PERFORMANCE / MOTIVATION ISSUES**

1. Define performance evaluation.
2. Identify basic purposes / issues related to defining performance standards.
3. Identify basic elements that comprise a performance evaluation process.
4. Identify basic steps a supervisor should take to document performance problems.
5. Identify the role of the supervisor in helping an employee resolve a performance problem.
6. Identify workplace factors that may cause stress for a Tele-communicator and identify techniques that may be used to relieve stress.
7. Identify elements that comprise "progressive discipline".
8. Identify responsibility of supervisor to intercede in and resolve performance problems / negative behavior.

## **INVESTIGATION OF PERFORMANCE ISSUES**

1. Identify basic steps to follow to conduct an investigation of a complaint against a telecommunicator.
2. Identify resources e.g. logs, recordings, etc. available to supervisor when conducting an investigation of a complaint.
3. Identify the basic elements and/or format that comprise an investigation report.
4. Identify the range of actions a supervisor can take when confronted with a disciplinary issue.

NR: All actions are limited by local procedures and/or labor contracts.

## **TRAINING ISSUES**

1. Identify the role of the supervisor as trainer in the workplace.
2. Identify/demonstrate basic on-the-job training techniques.
3. Identify methods/indicators the supervisor can use to recognize training issues/needs.



## **DISPATCH OPERATIONS**

1. Identify the role of the supervisor in the dispatch center and major events.
2. Identify methods available to the supervisor to monitor employee performance.
3. Identify techniques/resources available to the supervisor to conduct quality assurance.
4. Identify basic elements of preparing policy and procedure.
5. Identify basic techniques related to monitoring field communications to ensure performance/safety standards are met.

## **NCIC / METRO**

1. Identify the role of the supervisor relative to local use of NCIC / Metro.
2. Identify quality assurance practices relevant to NCIC/Metro.
3. Identify basic elements of “third party” validation.
4. Identify basic NCIC/METRO audit practices/obligations.
5. Identify indicators of possible NCIC/Metro abuse.
6. Identify the responsibilities of an NCIC/Metro TAC Officer.
7. Identify standard practices/regulations related to purging of files.