Florida 911 Public Safety Telecommunicator

Study Guide

Fourth Edition

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911 Public Safety Telecommunicator

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911 Public Safety Telecommunicator

Introduction

On January 17, 2008, Denise Amber Lee was abducted from her Southwest Florida home, in broad daylight. Denise bravely fought for her life while local, state, and federal law enforcement agencies saturated the area in search of her.

As tips came in and clues were uncovered, a BOLO was released which included a vehicle description. Multiple 911 calls were made as her abductor drove her around neighborhoods and through city streets. One such call was made by Denise herself. She was able to obtain her captor's cell phone and call 911. For several minutes she pretended to be speaking to her captor as she gave the call taker information on who she was and clues to her whereabouts. Shortly after the call abruptly ended, another 911 call was placed by a local motorist. The caller, who was stopped at a traffic light, could hear someone screaming in the car beside her and could see someone's hand banging on the backseat window. She spent nine minutes on the phone keeping the call taker updated as she stayed with the suspicious vehicle in an area filled with law enforcement officers. Hours later, the vehicle and suspect were spotted and pulled over but Denise was nowhere to be found. Two days after being abducted, the body of Denise Lee was found just a few miles from the traffic light where the 911 call was initiated by the concerned motorist.

In the aftermath, it was found that many key pieces of information received by 911 operators during the early stages of the search for Denise, were mishandled. In light of the many mistakes that day, Denise's father made an emotional appeal to the Florida Legislature calling for improved and standardized training for all public safety communications center workers. On April 24, 2008, lawmakers unanimously passed the Denise Amber Lee Act creating Florida Statute 401.465, 911 public safety telecommunicator certification. This section of the statute outlines training, certification, and renewal requirements for public safety telecommunicators in Florida.

911 Public Safety Telecommunicator

Introduction

A Public Safety Telecommunicator (PST) is a public safety dispatcher or 911 operator whose duties and responsibilities include:

- Answering, receiving, transferring, and dispatching functions related to 911 calls
- Dispatching law enforcement officers, fire rescue services, emergency medical services, and other public safety services to the scene of an emergency
- Providing real-time information from federal, state, and local crime databases
- Supervising or serving as the command officer to a person or persons having such duties and responsibilities.

Effective October 1, 2012, any person employed as a 911 PST at a public safety answering point must be certified by the department. This study guide will provide the information needed to successfully pass the exam and will serve as a foundation for building a career within public safety telecommunications.

Section One Objectives

Understand the roles/duties of a Public Safety Telecommunicator (PST)

The student will be able to:

- Comprehend the history of the telecommunication profession (1.01)
- Describe the evolution of telecommunications and 911 (1.02)
- Define the roles of a call taker and a dispatcher as it relates to public safety telecommunications (1.03)
- Understand the proper conduct of a Public Safety Telecommunicator (1.04)
- Understand the importance of reporting for duty and the impact absences have on a communications center (1.05)
- Understand the importance of adhering to dress codes (if applicable) and personal hygiene (1.06)
- Explain the importance of informing PSTs and supervisors of pertinent activities and incidents as they relate to operations (1.07)
- Identify performance standards and explain why they are important (1.08)
- Identify standards, requirements, and expectations for continuing education (1.09)

Section One

1.01 Comprehend the history of the telecommunication profession

Telephone History

The first 911 call was made in Haleyville, Alabama in 1968.

The Wireless Communications and Public Safety Act (911 Act) took effect in 1999. This established 911 as the national emergency phone number and put other mandates in place to preserve the integrity of emergency services.

First word spoken on a 911 line? "Hello" – of course!

Radio History

The Detroit Police Department used the first one way radio communications in 1928. The Department's radio call sign was named "KOP" and music was played in between broadcasts.

The first two way radio was implemented in Bayonne, New Jersey in 1933.

More than 90 years of evolving telephone and radio communications led to the public safety telecommunications profession as we know it. In 1981, California declared the first National Public Safety Telecommunicators Week as a nod to the voices behind the headset.

Section One

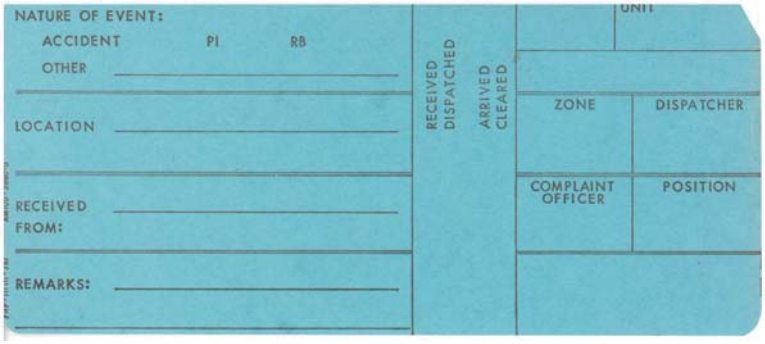
1.02 Describe the Evolution of Telecommunications and 911

911 didn't stop in Haleyville. The enhanced 911 system was introduced in Orange County, FL in 1980. This system included **Automatic Number Identification (ANI)**, **Automatic Location Identification (ALI)**, and selective routing and transferring, allowing agencies to gather more accurate information much faster than before.

Tip: Words in **bold** are also available in the Glossary

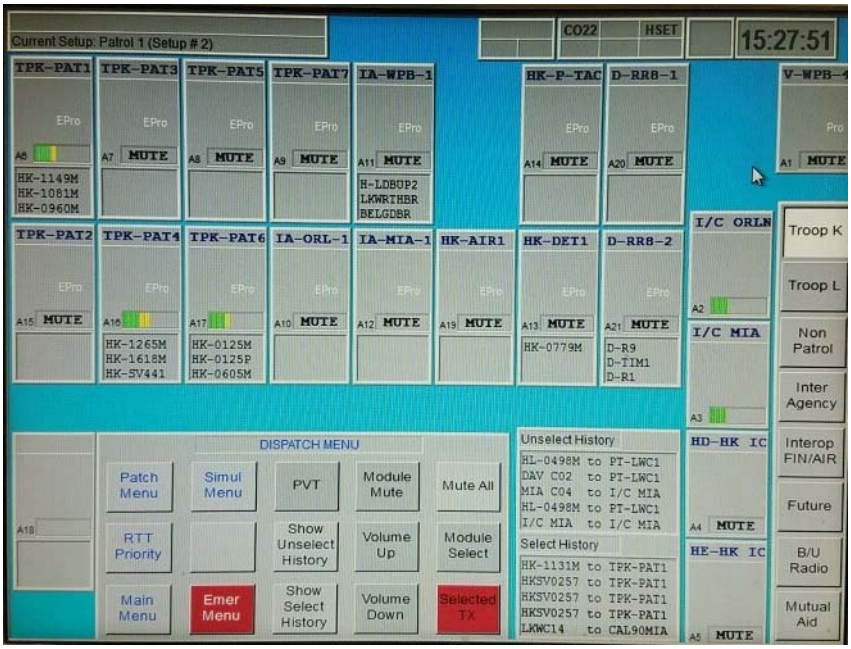
Emergency telecommunications centers are divided into primary and secondary **Public Safety Answering Points (PSAP)**. A primary PSAP directly receives 911 calls. A secondary PSAP receives 911 calls that are transferred from a primary PSAP. Both PSAPs play an important role in public safety telecommunications.

Most modern PSAPs have evolved from handwritten call cards to **computer aided dispatch (CAD)** software. This advancement has improved communications and response times. Records became more organized and easier to archive or recall when needed.



Call Card used prior to Computer Aided Dispatch software

The future technology of 911 is commonly referred to as **Next Generation 911 (NextGen911, NG911)**. This internet protocol-based technology allows callers to send text messages, photos, and videos to PSAPs. NextGen allows citizens to relay potentially lifesaving information in numerous ways.



Since Bayonne, radios have served a much higher purpose. Analog radios delivered information in one way: by voice. Digital radio systems not only enabled voice messaging but also allowed for radio interoperability. The radio system continues to evolve, as all technology does. The **P-25** system is currently the standard for the design and manufacture of interoperable digital two-way wireless communications products.

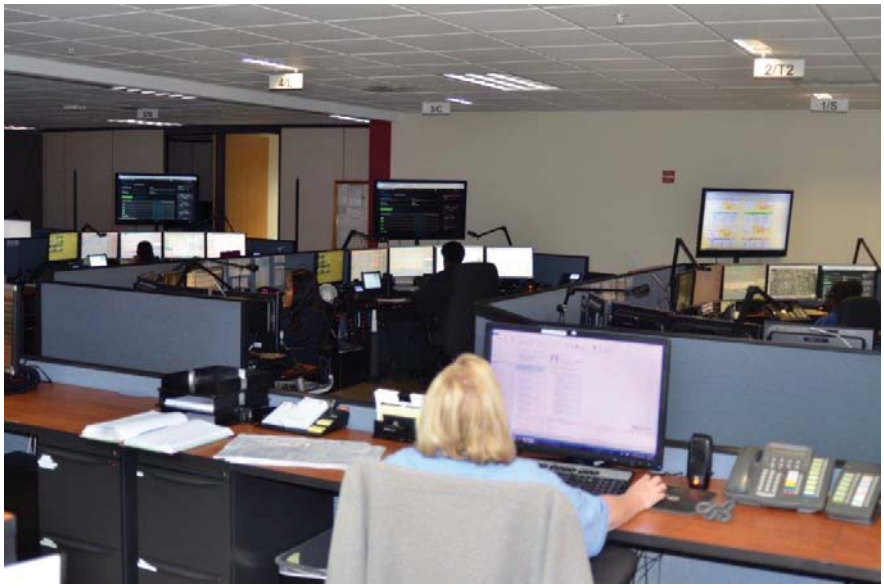
Digital Radio System Interface

Section One

1.03 Define the roles of a call taker and a dispatcher as it relates to public safety telecommunications.

Call Taker

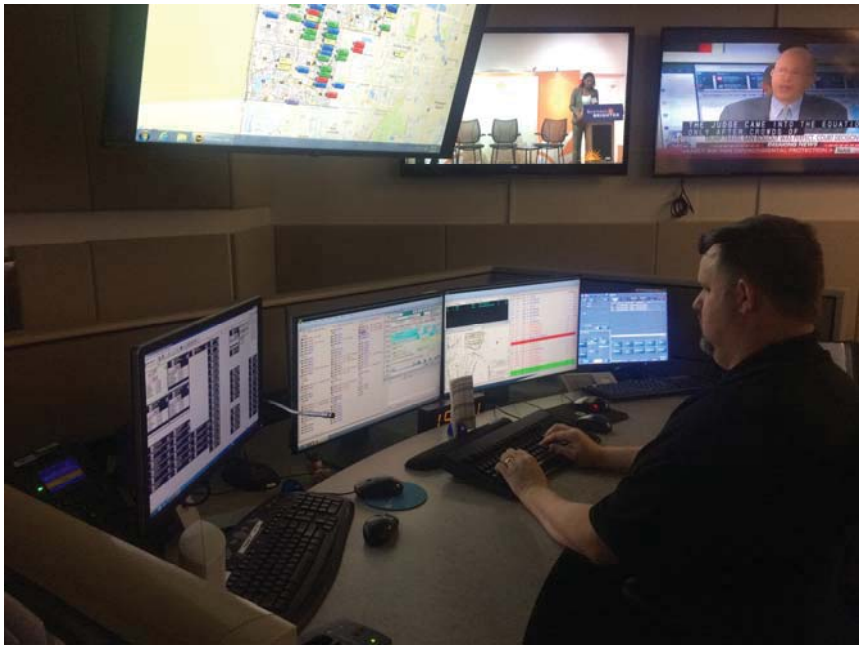
The Call Taker is usually the first point of contact for citizens. Their primary role is to answer inbound 911 calls, non-emergency calls, and administrative lines. Other duties include, but are not limited to:



- Maintaining professionalism
- Ensuring citizen and responder safety
- Efficiently gathering pertinent information
- Processing and classifying calls in a timely manner
- Establishing jurisdiction
- Making outbound calls

Dispatcher

The Dispatcher's primary role is to process the information received from a Call Taker and deploy the closest, most appropriate field resource, based on the incident classification and priority. Other duties include, but are not limited to:



- Maintaining professionalism
- Maintaining a heightened awareness of responder safety issues
- Receiving and transmitting pertinent information via radio
- Handling emergency radio traffic
- Speaking with a clear and concise voice
- Tracking responders and units
- Tracking responder initiated events
- Maintaining accuracy and brevity
- Determining the appropriate type and amount of resources needed.

Section One

1.04 Understand the proper conduct of a PST

PSTs are held to a high standard of professionalism due to their role in both public and responder safety and in maintaining the public's trust in a department. PSTs must:

- Protect confidentiality by adhering to laws and agency policy with regard to medical and personal information.
- Display teamwork.
- Be dependable.
- Be accountable for their actions, both on and off duty.

1.05 Understand the importance of reporting for duty and the impact absences have on a communications center.

PSTs work in a 24/7/365 environment, including holidays, weekends, and overnight and may require mandatory overtime. They should be ready to begin their shift at the required start time. PSTs must be available in the event of natural disasters, emergency mobilizations, or other declarations of emergency.

Unplanned or excessive absenteeism can have a negative impact on the communications center and its personnel. It lowers morale, creates stress, and places a burden on one's co-workers. Mandatory overtime may be required in order to fill absences. Responder safety is also jeopardized when staffing levels are low.

Tardiness also places a burden on co-workers and the work environment. PSTs should arrive on time and be ready to work their assigned workstation. Tardiness from breaks can similarly burden those left working in the center.

Excessive tardiness and absenteeism may result in disciplinary action, based on agency policy. Misuse of sick leave may also result in disciplinary action.

Section One

1.06 Understand the importance of adhering to dress codes (if applicable) and personal hygiene

Maintaining good personal hygiene and adherence to agency dress code are essential in confined work spaces. Some basic guidelines to follow include:

- Shower regularly in order to avoid body odor.
- Hair should be neat and clean.
- Cologne and perfume should be used in moderation to be considerate of those with allergies.
- Uniforms should be clean and pressed. (or appropriate agency attire if there is no uniform requirement)
- Make-up should be conservative and appear natural.
- Fingernails should be clean and at an appropriate length for typing.
- Tattoos and piercings may be limited or prohibited according to agency policy.

1.07 Explain the importance of informing PST's and supervisors of pertinent activities and incidents as they relate to operations

It is important to make proper notifications to other PSTs and supervisors during significant incidents which may impact field units, citizens, or the communications center. Agency protocols will dictate the specific notifications which must be made. Failure to make notifications can jeopardize public and responder safety. Some of the reasons for notifications include:

- Notifying the appropriate chain of command, per agency policy.
- Requesting additional resources in response to significant incidents.
- Reporting violent incidents in the workplace.
- Facilitating situational awareness among others.
- Passing on information to other shifts, supervisors, co-workers, etc.

Section One

1.08 Identify performance standards and explain why they are important

Performance standards are a uniform measurement of each PST's work product when compared to the goals and requirements set by the agency. Goals are typically set in accordance with an agency's strategic plan, vision, and mission statement. In addition, there are best practices standards created by professional associations, including **Association of Public-Safety Communications Officials (APCO)**, **National Emergency Number Association (NENA)**, and **National Fire Protection Association (NFPA)**. These standards allow members to be accountable for their actions and demonstrate career achievements.

Quality Assurance (**QA**) is one method which provides PSTs and supervisors the opportunity to regularly monitor work performance and take corrective action in the form of training. QA reinforces performance expectations and policies and procedures.

1.09 Identify standards, requirements, and expectations for continuing education

The 911 Public Safety Telecommunicator Certification (F.S. 401.465) requires students to participate in an approved training program consisting of at least 232 hours. Upon completion, the student must successfully pass the state PST examination. The department may suspend or revoke a certificate at any time if it determines that the certificate holder does not meet the applicable qualifications.

All PST certifications expire February 1st of every odd year. To be eligible for 911 PST renewal certification, the certificate holder must complete 20 hours of renewal training. The 20 hours of renewal training must be based on the Department of Education's Public Safety Telecommunicator Curriculum Framework.

In addition to the 911 PST program, agencies may provide in-service training on a wide variety of topics as related to the position or workplace. Training may be conducted in a classroom, online, or in a hands-on environment. Some lessons are for new employees while others provide refresher training for seasoned employees.

Section One Self-Assessment

1. When did the 911 PST certification requirement take effect?

   _____

2. The PST's role includes dispatching _____, _____, _____, and _____to the scene of an emergency.

   _____

   _____

3. The _____ Police Department used the first one-way radio in _____.

   _____

4. The first 911 call was placed in _____, AL in _____.

   _____

5. What are some reasons for supervisory notifications?

   _____

   _____

   _____

   _____

6. The PST's code of conduct includes:

   _____

   _____

   _____

7. Identify similarities between the role of the call taker and the dispatcher:

   _____

   _____

   _____

8. Calling out sick every Friday is acceptable: True / False
9. NextGen allows callers to send ____, ____, and ____ to PSAPs.

   _____

10. What is the difference between a primary PSAP and a secondary PSAP?

    _____

    _____

    _____

Section Two Objectives

Describe and understand professionalism, ethics, and legal concepts as it relates to a PST

The student will be able to:

- Define ethics and professionalism (2.01)
- Comprehend acts that are considered professionally unethical (2.02)
- Identify any act that will negatively affect the role of a PST (2.03)
- Explain how criminal and civil law affects telecommunication operations (2.04)
- Understand and explain the legalities of Health Insurance Portability and Accountability Act (HIPAA) and how it relates to telecommunications (2.05)
- Demonstrate an understanding of federal, state, and local laws for disseminating information (2.06)
- Explain the "Public Records Law" (Chapter 119, F.S.) and how it relates to public records requests (2.07)
- Describe the impact and importance of disseminating public information (2.08)
- Explain the importance of and procedure for testifying in court (2.09)

Section Two

2.01 Define ethics and professionalism

Ethics: the principles of honor, morality, and accepted rules of conduct that govern an individual or group.

Professionalism: the skill, good judgment, and respectful behavior that is expected from a person who is trained to do a job well. A professional is a person who keeps their word, demonstrates loyalty, and exceeds expectations.

WHAT WOULD YOU DO?

Consider these workplace dilemmas. Can you identify any ethical issues? How would you react in these situations?

1. Your co-worker is known for taking unusually long paid breaks. Everyone covers his radio console and never complains to the supervisor, who doesn't seem to notice. When annual performance evaluations come around, he boasts that he got a merit raise thanks in part to his dependability. Some of your co-workers did not get merit raises for various reasons.

_____
_____
_____
_____

2. You are Facebook friends with a co-worker who regularly posts funny work stories. Sometimes she goes too far. One afternoon, she made a post which put some officers in a negative light. On top of that, you see that her post is publicly available. Your agency doesn't have a policy limiting social media but her posts could impact your agency's image.

_____
_____
_____
_____

3. You have FCIC/NCIC access. Your brother asks you to run his new girlfriend to make sure she doesn't have an active warrant or a criminal history. You tell him no, but he reminds you of all of the things he has done for you, including breaking rules. You also think that his girlfriend might have a warrant, based on some of the things she has said in the past.

_____
_____
_____
_____

Section Two

2.02 Comprehend acts that are considered professionally unethical.

Some acts that are considered professionally unethical are:

- Quid Pro Quo: A favor or advantage granted or expected in return for something else.
- Misuse of confidential or privileged information, such as sharing criminal justice information or medical information
- Failure to act
- Willful neglect of duty
- Not dispatching calls in a timely manner or abandoning calls
- Dishonesty
- Malicious defamation
- Prejudice
- Discrimination
- Offering or accepting gratuity or gifts when the monetary value is over what is allowed by agency policy
- Giving false or slanted testimony
- Violation of laws and regulations
- Harassment / Sexual Harassment
- Discourteousness
- Workplace violence

2.03 Identify any act that will negatively affect the role of a PST

Acts include,
but are not limited to:

- Negligence of duty: the failure to do that which a PST has a directed or moral obligation to do; careless or reckless performance of one's duties
- Untruthfulness
- Criminal activity
- Harassment / Sexual Harassment
- Discrimination
- Poor Interpersonal skills
- Unprofessionalism/poor customer service

Section Two

Match the unethical behavior with the proper scenario.

A: Claiming hours not worked on your timesheet

B: Supervisor to Employee: "If you bring me lunch I'll let you work your favorite position."

C: 911 calls go unanswered while the call taker orders dinner for the center

D: An applicant isn't hired because the agency doesn't have wheelchair access

E: A dispatcher disseminates confidential criminal histories

F: A dispatch supervisor gossips online about the Chief of Police

Prejudice

Dishonesty

Malicious defamation

Failure to act

Quid pro quo

Sexual harassment

Discrimination

Misuse of confidential/privileged information

Discourteousness

Key

A: Dishonesty B: *Quid pro quo* C: Failure to act D: Discrimination

E: Misuse of confidential/privileged information F: Malicious defamation

Section Two

2.04 Explain how criminal and civil law affects telecommunication operations

For the PST, civil or criminal liability may come about as the result of misconduct or negligence on duty.

- Civil liability: the potential for responsibility of payment to an aggrieved party due to the violation of a civil law.
- Criminal liability: the willful, negligent, or reckless violation of criminal law or statute which can result in sanctions in the form of imprisonment.
- Several laws, policies, and confidentiality agreements bind PSTs and agencies to protect data. Examples include Criminal Justice Information System (CJIS) and the Driver and Vehicle Information Database (DAVID) user policies, which prohibit personal access and dissemination outside business purposes. Violation of those policies may result in civil and/or criminal liability.

2.05 Understand and explain the legalities of Health Insurance Portability and Accountability Act (HIPAA) and how it relates to telecommunications

The Health

Insurance Portability and Accountability Act (HIPAA) was signed into law by President Bill Clinton in August 1996. This piece of legislation provides continuity of insurance coverage during job changes or lose; reduction of health care fraud and abuse; mandates industry-wide standards for storage and dissemination of health care information; and, most notably, provides data privacy and security provisions for safeguarding confidential and protected medical information (PHI). PHI is defined as individually identifiable health information that is transmitted or maintained in any form or medium (electronic, oral, or paper) by a covered entity or its business associates, excluding certain educational and employment records. The PST must be able to quickly identify the seriousness of the problem, dispatch the appropriate response, and provide instructions to the caller when necessary, which may include dissemination of protected health information to responders. HIPAA does not prevent PSTs from relaying information to responding units; it does prevent PSTs from relaying information to curious callers.

Circle information which could be protected by HIPAA:

Patient's name Cause of death Location of a car accident HIV/AIDS status

Lane blockage at accident scene Time/date of the incident Caller's phone number

Key: Patient's name Cause of death HIV/AIDS status

Section Two

2.06 Demonstrate an understanding of federal, state, and local laws for disseminating information

There are different laws and policies which protect confidential information. In addition to the HIPAA law and CJIS security policy, agency protocols may also dictate which information can or cannot be disseminated. The next page discusses Florida's Public Records Law and how it relates to the PST. Complete the quiz below and check your answers based on the information provided in Section 2.

1. HIPAA regulations do not allow PSTs to release vital patient information to field responders.
   A) True
   B) False

2. The _____ prohibits the use of its databases for personal reasons.
   A) Florida Public Records Law
   B) Department of Homeland Security
   C) Criminal Justice Information System
   D) Americans with Disabilities Act

3. HIPAA stands for: _____.

4. PSTs must release the personal cell phone number of a fellow employee, if requested.
   A) True
   B) False

5. Minor children and victims of domestic violence are two examples of exemptions from _____.
   A) HIPAA
   B) Public Records Law
   C) CJIS dissemination
   D) DAVID records

6. A 911 caller's cell phone number may be released in response to a public records request.
   A) True
   B) False

7. Telephone conversations on a recorded phone line may be released, if requested.
   A) True
   B) False

Section Two

2.07 Explain the "Public Records Law" (Chapter 119, F.S.) and how it relates to public records requests

Florida's Public Records Law (Chapter 119, F.S.) describes the information which is publicly available to any requestor, with or without reason. "Public records" means all documents, papers, letters, maps, books, tapes, photographs, films, sound recordings, data processing software, or other material, regardless of the physical form, characteristics, or means of transmission, made or received pursuant to law or ordinance or in connection with the transaction of official business by any agency.

Public safety agencies must release, at a cost, certain information which does not jeopardize the safety of the public or responders. Examples of public records include 911 audio recordings, CAD reports, agency policies, text messages, and email correspondence.

A section of exemptions protects responders, law enforcement PSTs, and other public service personnel and their immediate families. Home addresses, private phone numbers, and personal email addresses are not subject to disclosure. Other examples of protected information include:

- Victims of domestic violence
- Minors
- 911 caller information, including phone number
- Criminal intelligence information, including the identities of confidential informants
- Ongoing criminal investigations

Circle information which could be released according to Chapter 119:

Caller's phone number	Incident location	Radio transmissions	911 calls
Work-related text messages	Name of a minor child	Email between co-workers	
Notes from an active death investigation	Personnel files with confidential information redacted		

Key:

Incident location Radio transmissions 911 Calls Work-related text messages

Email between co-workers personnel files with confidential information redacted

Section Two

2.08 Describe the impact and importance of disseminating public information

In the communications center, the PST must assume all conversations are recorded. 911 and radio recordings are regularly requested by attorneys and public agencies and may be played in court, at a deposition, or in front of an audience or jury.

The agency's Public Information Officer (**PIO**) is the bridge between the agency and the public. The PIO shares information with news and journalism outlets. The records department may coordinate all public records requests and redact protected information, where applicable, in order to protect the privacy of both citizens and public safety personnel.

Occasionally, the PIO or records department may be unavailable. Agency policy may dictate that it is appropriate to only give certain information to members of the media, such as incident location or type. Other agencies may prohibit communication with the media outside of the PIO.

Multi-agency Press Conference Discussing Florida's Move Over Law

Section Two

2.09 Explain the importance of and procedure for testifying in court

There may be times when a PST is required to testify in court. A subpoena is an official court document which commands a person's presence in conjunction with a court case. PSTs may receive a subpoena when they were a Call Taker or Dispatcher during a specific incident.

The two most common settings are depositions and trials. Both require sworn statements and are part of a case's official records. The following guidelines apply in all court environments:

- Refresh Your Memory. Listen to the 911 call and other recordings and review the **CAD** notes
- Dress appropriately (no jeans or casual clothing)
- Speak clearly
- Be courteous
- Use proper titles
- Tell the truth
- Do not exaggerate, guess, or agree to anything that you're unsure about
- Correct your mistakes, if needed
- Do not volunteer information – answer only the questions asked of you
- It is very important that you get a copy of the transcript. You will want to review previous transcripts in the event that you must testify again in the future.

Case Study: Taking 911 to Court

In 2006, the U.S. Supreme Court ruled that 911 calls could be used as evidence if the victim was not present in court to testify on their behalf. Two similar court cases led to the **SCOTUS** ruling. Both cases involved domestic violence and both victims did not appear in court. Florida's public safety agencies are no stranger to the courtroom. Since this landmark ruling, PSTs and public records custodians have increasingly been subpoenaed in order to affirm the credibility of the tapes and documents or to explain their perspective on the incident.

During the trial over the wrongful death of Denise Amber Lee, PSTs were cross-examined and described their actions, technologies available, and protocols and procedures used in the communications center.

The death of Trayvon Martin brought a Seminole County 911 operator into the national spotlight when he testified about his experience in the incident for both the prosecution and defense.

Technological advances may lead to the admission of evidence previously unavailable to the criminal justice system. PSAPs may be required to preserve text messages, photos, and videos received in conjunction with crimes. As well, PSTs may be required to appear in court to confirm the validity of the evidence and describe the circumstances in which they have been placed. It is more important than ever for PSTs to be prepared to testify in court. ■

Section Two Self-Assessment

1. Define ethics.

_____

_____

2. Define professionalism.

_____

_____

3. Define *quid pro quo*.

_____

_____

4. What is the purpose of the HIPAA?

_____

_____

5. Chapter 119 is also known as _____.

_____

_____

6. Name four items exempt from disclosure as per Chapter 119:

_____

_____

7. What is a PIO's function?

_____

_____

8. What are the two most common courtroom settings a PST may participate in?

_____

9. It is important to receive a typed copy of the deposition: True / False

10. Some guidelines to remember when testifying are:

_____

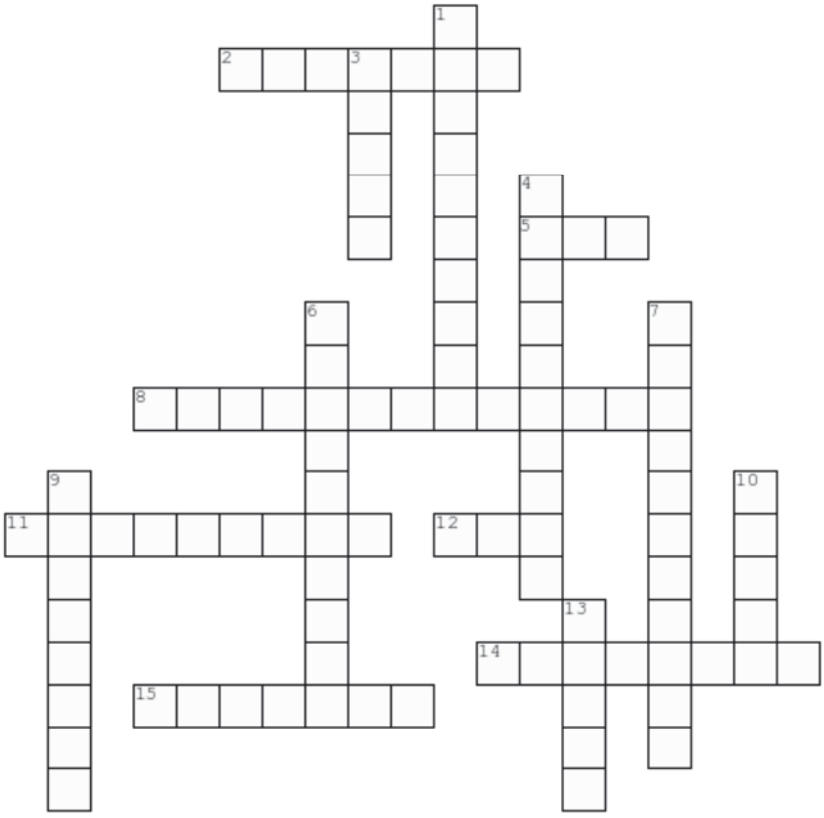
_____

_____

_____

Section 1 & 2 Crossword

Complete the crossword below



Across

2. You can text to 911 with this technology
5. This technology reveals a 911 caller's address
8. First responders' information is exempt from this Florida law.
11. A ___ PSAP does not receive 911 calls directly from the public
12. Allows PST to see caller's phone number
14. Type of liability which can result in imprisonment
15. PD with first one-way communications

Down

1. Failure to make supervisory notifications can _____ public & responder safety
3. When testifying in court, you must always tell the _____.
4. This state declared the first 911 Public Safety Telecommunicators week in 1981
6. Doing a favor in return for something else
7. Planned or unplanned, this negatively impacts the workplace
9. 911 PST certifications expire on the 1st of _____.
10. This protects patient information
13. Call Takers are usually the _____ point of contact for citizens.

Section Three Objectives

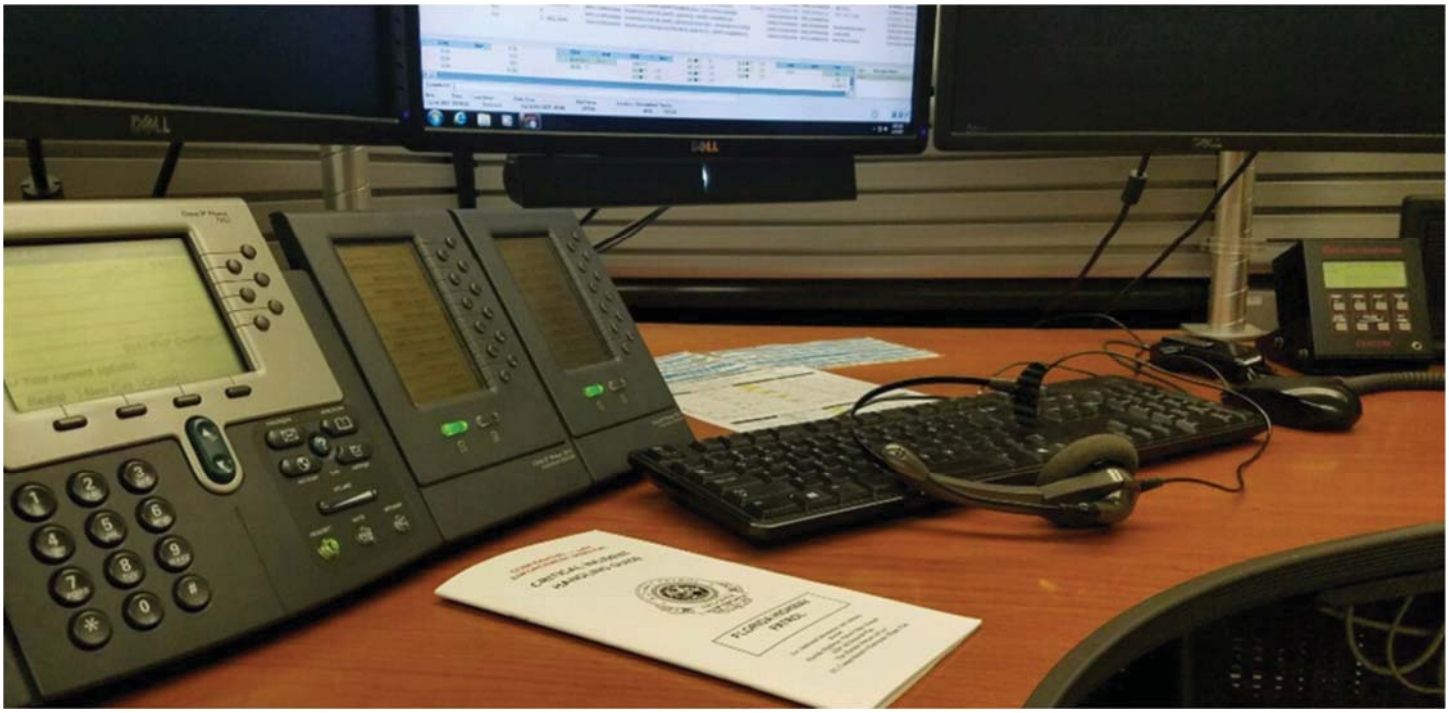
Identify and explain the operation of communications equipment and resources

The student will be able to:

- Describe the typical components of communication centers (3.01)
- Identify and explain the operation of various manual and automated equipment that may be utilized within the communication system (3.02)
- Explain the operation of 911 equipment (3.03)
- Explain the operation of a telephone system (3.04)
- Explain the operation of ADA services including TDD and telephone relay services (711) (3.05)
- Describe the purpose of Telematic Call Centers as it relates to the role of the public safety telecommunicator (3.06)
- Explain the operation of radio equipment (3.07)
- Explain the Florida interoperability radio capabilities (3.08)
- Define the purpose of Florida Crime Information Center (FCIC) and the National Crime Information Center (NCIC) (3.09)

Section Three

3.01 Describe the typical components of communication centers



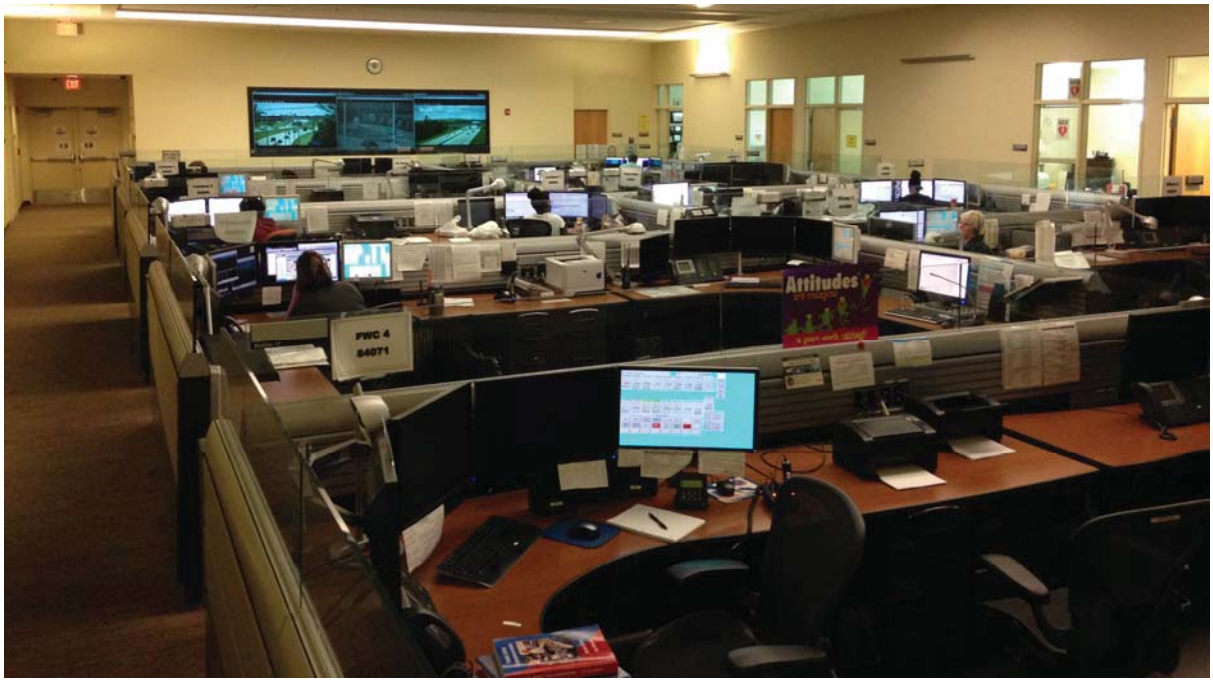
Communications centers are typically made up of:

- Personnel
- Consoles
- Computers with CAD software
- Radio systems
- Phone systems
- Monitoring equipment
- Recording equipment
- Security cameras / locked doors
- Chairs
- Headsets
- Other information technologies
- Maps
- Manuals
- Logs

Section Three

3.02 Identify and explain the operation of various manual and automated equipment that may be utilized within the communication system

- Computer Aided Dispatch (CAD) software is an electronic database that provides the PST with call information, response unit availability, and other resources. It also serves many agencies as a records management system (RMS), allowing the agency to recall historical incident information.
- The radio system enables communications between PSTs and field personnel.
- The phone system allows PSTs to receive incoming calls and make callbacks and notifications.
- Monitoring equipment allows agencies to record and recall information given via telephone and radio.
- Consoles are the physical workstations for PSTs, which may include computers, telephones, radio systems, and other technologies. Consoles may include a variety of chairs and may adjust to allow users to stand.
- Security cameras and locked doors ensure the safety of all personnel within the communications center.
- Headsets are generally used within the communications center to receive and transmit information while reducing background noise.
- Maps may be physical or electronic.
- Manuals are used for quick reference and may be physical or electronic.
- Logs may be needed to record and track the dissemination of information.
- Other technologies may exist.



Section Three

3.03 Explain the operation of 911 equipment

- ANI/ALI
  - ◊ Phase 1: Cell phone number and closest tower are available. Phase 1 does not provide the caller's exact location.
  - ◊ Phase 2: Cell phone number, closest tower, and latitude and longitude are generally available. The caller's approximate location can be provided but is not guaranteed.

- 911 spill-over: 911 calls are rerouted from an assigned PSAP to another when the system is overwhelmed.

- CAD & 911 Copy-over: ANI/ALI data is transferred to CAD via an assigned function key.

- Mapping: Geographic Information System (GIS) allows PSTs to see a 911 caller's approximate location on a map which is integrated with the phone system .

AVL technology tracks police and fire units

- **TDD/TTY**: The Telecommunications Device for the Deaf (TDD) or Teletypewrier (TTY), serves the deaf, hard of hearing, and speech impaired community. The 911 Call Taker uses this equipment in place of the traditional telephone. This equipment is further explained in section 3.05.

- Language Line Services: Interpreter services are available for translation of all calls for non-English speaking individuals.

Section Three

3.04 Explain the operation of a telephone system

PSTs are responsible for answering both emergency (911) and non-emergency lines. The State of Florida's Enhanced 911 (E911) plan mandates that 90% of 911 calls are answered within 10 seconds. Agencies prioritize 911 lines over non-emergency or administrative lines. Common functions include:

- Caller ID: 911 and non-emergency lines may have certain caller ID functions
- Routing calls / call transfers: PSTs can transfer calls to other divisions within their department or other agencies as the need arises
- Hold / Mute
- Conference calls: conference calls may be used to connect three or more parties
- Call tracing: Cell phone companies may facilitate call tracing when a PSAP does not have ALI data readily available
- Releasing the Call
- Automatic Call Distribution (ACD): Incoming phone calls are automatically presented to PSTs according to availability and the length of time which has elapsed since their last phone call.

Although there are two distinct types of incoming phone lines (911 and non-emergency) it is important to remember that emergency phone calls can come in on any line. The PST must treat every incoming call as a potential emergency event.

A declining number of households have landline telephone service. This fixed line is physically connected to a network. ANI/ALI data is readily available and is considered the most reliable source of data. The advent of the cell phone and VoIP has led to a drop in landline telephone service.

Voice-over Internet Protocol (VoIP) phone lines operate differently than traditional landline systems. While landline phones are tied to specific locations, VoIP users must register the phone's location with their phone provider. If this information is not up to date, responders may go to the wrong address. Additionally, not all VoIP networks have direct access to 911 and may be routed to a PSAP's administrative phone lines.

Wireless calls also present challenges for PSTs. Although phone number information is provided, location information is not always accurate. Disconnected cell phones can be used to call 911 but may not be used for callback. A lack of cell phone towers in an area may prevent callers from connecting to a PSAP.

Section Three

3.05 Explain the operation of ADA services including TDD and

The Americans with Disabilities Act (ADA) dictates that 911 services must be accessible to people with hearing and speech impairments. There must be direct access at each position through a TDD or TTY. A TDD/TTY is a device giving people the ability to type a conversation instead of speaking. As required by the ADA, communications centers are required to conduct biannual TDD/TTY training. In the communications center, TDD/TTY machines can be built into a phone system or be a standalone unit. This makes it possible for TDD/TTY users to call 911. Any silent open line must be considered a TDD/TTY call until proven otherwise. PSTs must initiate TDD/TTY protocols for every silent open line.

PSTs will learn the abbreviations needed to communicate with hearing and speech impaired callers, including but not limited to:

- GA – go ahead
- SK – stop keying
- Q – question
- XXXX – used to correct a misspelling
- SKSK – end of conversation

The PST must recognize that the caller's TDD/TTY may have a small display which doesn't allow for elaborate sentences. Some tips for use are:

- Keep language simple and sentences short
- Ask questions one at a time and wait for a response
- Use easy vocabulary
- Repeat important statements twice
- Be specific
- Check for understanding

Florida Relay Systems (711) assist individuals with hearing and speech impairments in communications with those without TDD/TTY capabilities.

Section Three

3.06 Describe the purpose of Telematic Call Centers as it relates to the role of the PST

Certain vehicles are equipped with emergency notification features. These features are activated and monitored by subscription to companies such as OnStar or Sync. When these services are activated, the request is routed through a **Telematic Call Center (TCC)**. When a vehicle is involved in an accident, the TCC may receive automatic notifications of the incident and relevant GPS or **Automatic Vehicle Locator (AVL)** data. Based on the **Global Positioning System (GPS)** information, the TCC operator will make contact with the appropriate PSAP and provide any available information. The TCC operator may conference the caller in with the PST. Vehicle operators can also use TCCs to report other emergency and non-emergency incidents. When a vehicle is reported stolen, the TCC may also be able to track and report the vehicle's location in an effort to aid law enforcement agencies in their recovery.

Section Three

3.07 Explain the operation of radio equipment

Radio systems may be analog or digital. Depending on the system, the sound, coverage, and features of a system may differ. The following are commonly used functions and types of radio equipment.

- Radio console: most radio consoles have a computer interface. The consoles display all available talk groups and channels.
- Base Station: the main radio system of the agency that is installed in a fixed location. The PST utilizes the base station and field personnel respond from handheld, mobile, or base systems.
- Handheld radio: Also known as a portable radio, this radio allows field units to communicate outside of their vehicles or away from the base station. It is battery-operated and has less coverage than the mobile radio.
- Mobile radio: Mobile radios are typically housed inside responders' vehicles. The vehicles have mounted antennas and provide a power source. Mobile radios provide better coverage and are longer lasting than handheld radios.
- Talk groups: A grouping of radio channels and users based on an agency's needs.
- Radio broadcast: Users relay messages, via radio, to field personnel and other PSAPs. They should be aware of clipping (cutting off the beginning or end of a transmission) and over-modulating (the user's voice is too loud for the receiving radio to handle). PSTs can avoid clipping by waiting to speak 1 to 2 seconds after keying the mic and by refraining from releasing the mic prior to completing the transmission. Over-modulating can be avoided by placing the microphone at an appropriate distance from the mouth and speaking clearly and with an even tone.

Section Three

3.07 Explain the operation of radio equipment

- Headsets are an important piece of equipment for the PST as they reduce background noise and provide better sound quality than a traditional speaker.
- Foot pedals and microphones are used to transmit radio communications.
- Back-up radios are used in the event of a failure of the radio console or an outage.
- Transmitters: Devices capable of relaying voice and data signals.
- Receivers: Devices capable of receiving voice and data signals and converting them into a form useable by PSTs and field personnel.
- Antenna: The antenna strengthens and broadcasts transmissions.
- Repeaters: Extends the range of radio signals so that multiple users can hear transmissions.
- Patching: Joining two or more talk groups together; field users can interact with other users regardless of talk group.
- Simulcasting: Joining two or more talk groups together; field users cannot interact with users on other talk groups but all can hear transmissions from the base station.

Radio tower, used for communication between field units and the base station

Section Three

3.08 Explain the Florida Interoperability radio capabilities

One of the biggest challenges facing public safety agencies is how to link different agencies together when they have incompatible equipment. The act of working together seamlessly is called **interoperability**. Whether they are responding to a natural disaster or relaying routine information, Federal, State, local, and tribal agencies have approached the problem of interoperability in many different ways. Solutions evolve as technology changes. The following are some of Florida's interoperability tools:

- Florida Interoperability Network (FIN): An internet protocol-based system which acts as a bridge between agencies whose radio systems are not usually compatible.
- Mutual Aid Radio Cache (MARC): A set of radio towers and repeaters which can be transported to a scene for unified communications in the field.
- Emergency Deployable Interoperable Communications System (EDICS): Communications equipment to be used in the field. EDICS trailers contain multiple methods of communication: radio, FIN, VoIP, satellite, cellular, and more.
- Statewide Law Enforcement Radio System (SLERS): A radio system maintained by the State of Florida for use by participating public safety agencies. SLERS offers 98% coverage and extends up to 25 miles off the coast of Florida.
- Project 25 (P25): P25 radio protocols include built-in methods to access mutual aid. P25 called for a 700 MHz frequency to be built in to modern radios so that agencies can communicate regardless of the frequency they use for internal radio traffic.
- National, State, and Local Mutual Aid Frequencies: Channels specifically designated for mutual aid purposes which exist in all radio frequencies used by public safety agencies.

MUTUAL AID TIPS

- **Use plain language**. Other agencies may not share your signals, codes, or lingo
- **Avoid unnecessary chatter.** Allow the lead agency to facilitate and direct communications unless otherwise stated
- **Practice, practice, practice.** Be ready to use the mutual aid tools at your disposal by practicing and reviewing protocols

Section Three

3.09 Define the purpose of the FCIC and the NCIC

The Florida Crime Information Center (FCIC) is based in Tallahassee and administered by the Florida Department of Law Enforcement (FDLE). FDLE is the central repository for all criminal records, criminal histories, and hot file records throughout the state and is responsible for delivering the FCIC records information to respective states. It collects, maintains, and provides criminal justice information to local, state, and federal agencies in a complete and accurate manner. The goal is to assist the criminal justice community in performing its duties by providing accurate and timely criminal justice information to as many criminal justice agencies as possible. Information that can be garnered includes, but is not limited to:

- Wanted/missing persons
- Stolen property, guns, and vehicles
- Criminal histories

The National Crime Information Center (NCIC) is based and housed in West Virginia by the FBI. NCIC maintains information on stolen and recovered property as well as wanted and missing persons for all 50 U.S. states, other U.S. territories, and Canada. In addition, NCIC houses federal criminal and warrants data. The primary information system on the NCIC is the International Justice and Public Safety Network, formerly known as the National Law Enforcement Telecommunications System (NLETS). NLETS is a computerized high speed message switching system created for and dedicated to the criminal justice community. The purpose of NLETS is to provide for the interstate and/or inter-agency exchange of criminal justice and related information. NCIC maintains certain files on behalf of the participants which includes, but is not limited to:

- Securities
- Unidentified persons
- U.S. Secret Service protective file
- Immigration violator file
- Foreign fugitive file
- Gang file
- Known or appropriately suspected terrorist (KST) file
- Federal supervised release file

Section Three Self-Assessment

1. SLERS stands for:

   _____

   _____

2. _____radios are typically housed inside responders' vehicles.

3. One example of a Telematic Call Center is _____

   _____.

4. Which Phase of 911 communications allows PSTs to see the wireless caller's approximate location?

   A) Phase 1
   B) Phase 2

5. The Florida Crime Information Center is based in _____.

6. A device capable of relaying voice and data signals:

   A) Receiver
   B) Transmitter
   C) Base station
   D) Mobile radio

7. Incoming phone calls are automatically presented to PSTs according to availability and the length of time which has elapsed since their last phone call.

   A) ANI
   B) ALI
   C) ACD
   D) Call waiting

8. can be avoided by placing the microphone at an appropriate distance from the mouth and speaking clearly and with an even tone.

9. P-25 called for a _____ MHz frequency to be built in to modern radios so that agencies can communicate regardless of the frequency they use for internal radio traffic.

   A) 700
   B) 800
   C) 50
   D) 900

10. EDICS stands for: _____

    _____

Section Four Objectives

Demonstrate communication and interpersonal skills

The student will be able to:

- Utilize voice techniques to control radio transmissions and telephone calls (4.01)
- Demonstrate interpersonal skills (4.02)
- Demonstrate professional customer service skills (4.03)
- Demonstrate active listening skills (4.04)
- Demonstrate decision-making skills (4.05)
- Demonstrate specific calming techniques as appropriate (4.06)
- Demonstrate the proper use of pronunciation and enunciation (4.07)
- Demonstrate the ability to give and follow instructions (4.08)
- Explain the difference between a fact and an inference (4.09)
- Demonstrate the ability to recognize when information received is appropriate to the situation or appears suspicious (4.10)
- Discuss the impact of human diversity as it relates to Public Safety (4.11)

Section Four

4.01 Utilize voice techniques to control radio transmissions and telephone calls

- Effective Communication – Effective communication is essential to understanding the message has been received and understood. The PST must moderate their rate of speech, be clear and concise, articulate, and be aware of their inflection and tone of voice.
- Professionalism – PST's must maintain a high level of professionalism no matter the circumstance, by controlling emotions verbally. It is imperative to remain calm and manage the situation, not the personality.
- Phonetic alphabet – Use agency specific phonetic alphabet. If appropriate use something that could be easily understood by the caller.
- Plain language – Use simple, straight forward language; no jargon. Refrain from using medical terminology, ten code, abbreviations, acronyms, or other industry related terms.

Phonetic Alphabet

Public safety agencies may utilize the phonetic alphabet when interacting with field personnel and the public. This makes it easy to understand license plate numbers, street names, the caller's name, and more. Write out the words below phonetically, using either your agency's phonetic alphabet or one that you made up.

Jefferson St.

_____

_____ St.

Tampa Bay

_____

_____

Main St.

_____ St.

Alachua Co.

_____

_____ Co.

Section Four

4.02 Demonstrate interpersonal skills

A person with good interpersonal skills is more valuable and productive to the agency and the public. Interpersonal skills are essential to establishing trust and a positive relationship between the public and your coworkers. Some components of good interpersonal skills are:

Interacting appropriately and productively

Compassion

Working together to reach a mutual understanding

Critical thinking and problem solving

Decision making

Assertiveness

Volunteering

Courtesy

Team work

Patience

Accountability

Time management and prioritization

Write down the interpersonal skill(s) needed for each situation.

A mother frantically calls 911 to report her child missing. She refuses to answer any questions and is screaming at you to just send an officer out. _____

_____

While working at a radio console, you receive two in-progress incidents and four medium priority incidents within a span of five minutes. Your supervisor is standing over your shoulder, waiting to speak with you. You are also making an outbound call to a complainant. Field units are keying up with various types of requests. _____

_____

_____

Your relief gets into an auto accident on their way to work and no one is immediately available to let you go home._____

_____

Write about a time you used compassion in a situation: _____

_____

_____

_____

Section Four

4.03 Demonstrate professional customer service skills

A large part of the PST's job may be to interact with members of the public, field personnel, and other "customers." There are specific customer service skills required to gather and disseminate information. Listed below are many factors which are essential in providing excellent customer service:

- Actively listen
- Be compassionate
- Be responsive
- Focus on the caller
- Maintain a calm controlled demeanor
- Have patience
- Clearly communicate
- Be knowledgeable and know your resources
- Don't take offense to abrasive customers
- Be able to handle the unknown
- Use persuasion techniques
- Show tenacity
- Terminate the call and/or conversation professionally
- Be willing to go the extra mile
- Be assertive

Section Four

4.04 Demonstrate active listening skills

Active listening is a conscious effort that requires the listener to understand and interpret what is being heard by showing interest in what the speaker is saying to ensure mutual understanding. Active listening can be conveyed to a caller by using both verbal and non-verbal communication skills.

Verbal communication skills include:

- Ask clarifying questions when needed.
- Avoid prejudice, passing judgment, and jumping to conclusions.
- Be aware of fluctuations in the caller's voice inflection and tone.
- Avoid unnecessary interruptions and distractions.
- Use open and close ended questions appropriately.
- Rely on facts rather than assumptions.
- Paraphrase statements to ensure understanding.
- Verbally acknowledge the other party's feelings.
- Written or typed words such as those used with TDD/TTY, are also a part of verbal communication.

Non-verbal communication skills include:

- Maintaining patience.
- Physically signaling that you are listening, such as leaning forward, nodding, and smiling, and maintaining eye contact
- Reading body language
- Listening for background noise

PST's that have face-to-face interactions with the public must be cognizant of their gestures, facial expressions and body movement.

Section Four

4.05 Demonstrate decision-making skills

Decisions are an integral part of every day life and are typically made through intuitive ("gut feeling") or reasoned processes, or a combination of both. Decision making refers to the mental process of selecting a course of action from two or more possible alternatives. PSTs must have the ability to use logical and sound judgement based on experience, available facts, and/or prior knowledge. Over time, they should be able to anticipate problems and be prepared with possible solutions. Good decision-making skills include:

Being confident

Being competent

Obtaining facts

Utilizing available resources

Acting quickly

Knowing the possible consequences

Trusting your gut instinct

Relying on training

Learning from past mistakes

Provide brief examples of each time you demonstrated a decision-making skill:

Confidence: _____

_____

Competence: _____

_____

Obtained facts: _____

_____

Utilized resources: _____

_____

Acted quickly: _____

_____

Knew the consequences: _____

_____

Trusted your gut instinct: _____

_____

Relied on training: _____

_____

Learned from past mistakes: _____

_____

Section Four

4.06 Demonstrate specific calming techniques as appropriate

PSTs often interact with hysterical, angry, and highly emotional callers. Professional customer service skills are essential in successfully navigating these types of calls. Keeping the caller calm enough to obtain the necessary information could save lives. The following techniques can be used to help control situations:

- Provide reassurance that the call has been received
- Use voice control and inflection – do not elevate to the caller's emotional level
- Refrain from sarcasm, which may escalate the situation
- Provide clear direction
- Repeat instructions or statements
- Use the caller's name
- Don't let the caller know you're frustrated
- Build a good rapport with the caller
- Don't take antagonistic callers personally
- Recognize when you need help and ask for it

Section Four

4.07 Demonstrate proper use of pronunciation and enunciation

- Speak with authority: use a clear, confident voice to maintain control
- Avoid industry jargon
- Use of voice inflection: Vary the volume, rate, and/or pitch of speech to give particular emphasis on certain words
- Recognize the need to change communication styles based on your caller's ability to understand and communicate. The caller may be children, elderly, demanding, disabled, or impaired.
- Avoid making assumptions about the caller
- Use phonetics to clarify information, such as confirming a tag number or the spelling of a name

Read each version of this sentence out loud. How does your inflection change the meaning?

I didn't say she was a bad co-worker.

_____

I *didn't* say she was a bad co-worker.

_____

I didn't *say* she was a bad co-worker.

_____

I didn't say *she* was a bad co-worker.

_____

I didn't say she *was* a bad co-worker.

_____

I didn't say she was a *bad* co-worker.

_____

I didn't say she was a bad *co-worker*.

_____

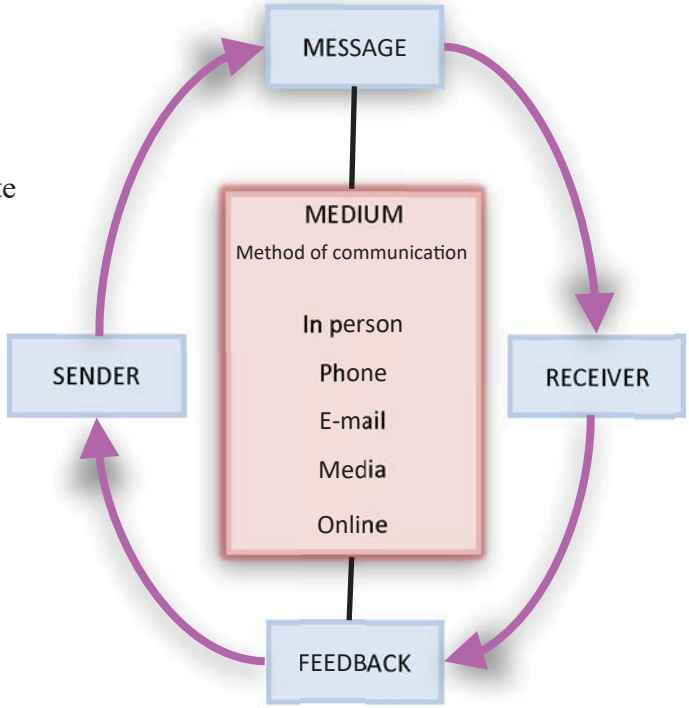
Section Four

4.08 Demonstrate the ability to give and follow instructions

Giving and following instructions are important skills for PSTs. They must be able to accept constructive criticism and give specific instructions to callers, co-workers, and field personnel. The communication cycle is made up of five components: the sender, the receiver, message, medium, and feedback. Without feedback from the receiver, the sender cannot confirm that the message was delivered and correctly interpreted.

Giving instructions:

- Provide a sequential step by step process
- Keep instructions concise, clear, direct, and appropriate
- Ensure understanding and obtain feedback
- Rephrase instructions when the receiver does not understand



Following instructions:

- Actively listen to the instructions
- Provide understanding through feedback
- Accurately complete the task

Section Four

4.09 Explain the difference between a fact and an inference

All PSTs must clearly identify facts and use caution when making inferences about a situation. Improper inferences and assumptions may lead the PST to misinterpret a situation and may result in an incorrect response. The PST should gather facts and refrain from reporting inferences as facts.

- Fact: Something that is known to exist or has happened. It can be verified and proven.
- Inference: A conclusion which is drawn from our observations. It is based on perception and not based on fact.

PSTs are responsible for identifying the difference and acting accordingly. They should gather the facts and refrain from making assumptions about the incident or parties involved.

Section Four

4.10 Demonstrate the ability to recognize when information received is appropriate to the situation or appears suspicious

It is imperative for the PST to have a complete, clear understanding of the situation. Sometimes, callers do not give an accurate reporting of an incident or may purposefully omit key details. In rare instances, callers may intentionally give false information in order to misdirect law enforcement resources to a location where no emergency exists. One significant example of false reports is Swatting, where suspects initiate SWAT team responses to locations under false pretenses. The PST's role is to:

- Obtain enough information to determine whether the information is appropriate, consistent, or suspicious
- Actively listen to background noises and comments that could possibly alter the situation
- Rephrase or ask follow-up/open ended questions to gather information
- Do not draw conclusions
- Utilize resources
- Trust your gut instinct
- Evaluate the timeline of events
- Zero in on key words

Change each of these into an open-ended question in order to extract more information from a caller.

Do you know the person who hit you? _____

_____?

Was she wearing a jacket? _____

_____?

Did you see which was he went? _____

_____?

Do you drive a truck? _____

_____?

Section Four

4.11 Discuss the impact of Human Diversity as it relates to public safety

Florida is a diverse state full of full-time and part-time residents, as well as a booming tourism industry. Visitors and residents hail from all parts of the world. PSTs must be sensitive to different cultures, backgrounds, generations, and global perspectives. PSTs must be able to:

- Respect different cultures and backgrounds
- Respect lifestyles and generational differences
- Understand that each person may possess different values and morals based on cultural norms and religious beliefs
- Recognize that critics of public safety agencies are equally deserving of emergency assistance, when needed
- Respect and adapt to different languages, slang, and dialects. They should utilize interpreter resources for those who speak other languages.

Section Four Self-Assessment

1. What is the difference between a fact and an inference?

   _____

   _____

2. As a PST, why is it important to recognize and respect diversity?

   _____

   _____

3. What are the five components of the communication cycle?

   _____

   _____

4. List five calming techniques:

   _____

   _____

5. List five interpersonal skills:

   _____

   _____

6. Yelling is an effective technique used to calm the frantic caller.

   A) True

   B) False

7. Define compassion:

   _____

   _____

8. What does it mean to use “plain language”?

   _____

   _____

9. It is important not to:

   A) Be patient

   B) Ask questions

   C) Find facts

   D) Draw conclusions

10. One significant example of false reports is called _____.

Section Five Objectives

Describe guidelines and operational standards of incident classification and prioritization

The student will be able to:

- Explain the importance of incident types, incident classification, and incident prioritization (5.01)
- Identify and describe incident type (5.02)
- Identify and describe incident classification (5.03)
- Identify and describe incident prioritization (5.04)

Section Five

5.01 Explain the importance of incident types, incident classification, and incident prioritization

Incidents are broken down into types and classifications and are given priorities. Each of these are important in helping the PST decide which incidents need attention urgently. Based on the information provided by the call taker, CAD programs help sort between these three factors, making it easier for the dispatcher to identify emergency versus routine incidents. Even with technology, it is up to the call taker to accurately assess the incident.

5.02 Identify and describe incident type

The incident type identifies which agency or field unit needs to respond to the incident. This may be determined early in a phone call. For instance, the PST may ask what the emergency is. If the caller is reporting a burglary, the incident type will be a police call. In many cases, the incident type may include police, fire, and EMS. Shootings and stabbings are examples of incident types which would require a response from the police department and EMS agency.

Identify the incident type for each scenario below. There may be more than one for each.

Incident Type:
Police Fire EMS

Armed bank robbery: _____

Terrorist attack: _____

Arson: _____

Sinkhole: _____

Fraud: _____

Assault: _____

Bomb threat: _____

Fire alarm: _____

Suicide attempt: _____

House fire: _____

Car accident: _____

Heart attack: _____

Child abuse: _____

Stroke: _____

Hostage situation: _____

Section Five

5.03 Identify and describe incident classification

Incident classification assures that correct resources are deployed in a timely manner. Signals, codes, and other terminology provide ways of classifying incidents. The PST must pay close attention to the actual complaint in order to classify the incident correctly. A caller may have multiple complaints but it should be classified according to the issue with the highest priority.

The following lists illustrate why it is important to differentiate between seemingly similar classifications:

Police

- Robbery vs Burglary: A robbery is an intentional and unlawful taking of property from a person through the use of force, violence, assault, or threat. A burglary is unlawfully entering a dwelling, structure, or conveyance with the intent to commit an offense inside.
- Fight vs Disturbance: A fight is a physical altercation whereas a disturbance is a verbal argument which has not yet resulted in physical contact.
- Assault vs Battery: Assault is a threat of bodily harm that reasonably causes fear. A battery infers that some type of physical contact has occurred.
- Fraud vs Theft: Fraud is wrongful or criminal deception intended to result in personal or financial gain. Theft is the unauthorized removal or concealment of property.
- Abduction vs Missing person: An abduction indicates that the missing person is in danger or was forcibly taken against their will. A missing person is not necessarily believed to be in physical danger at the time of their disappearance.
- Silent Alarm vs Audible Alarm: A silent alarm may be used to conceal a call for help from a suspect. An audible alarm provides a visual cue or tone to direct attention to the source.
- Restraining Order: An injunction or protective order issued by the court which requires one person to stop harming another.

Fire

- Residential vs Commercial Structure Fire: A residential fire may require fewer units than a commercial structure fire which may require more units or specialty units, depending on the contents of the structure.

Section Five

5.03 Identify and describe incident classification

Fire Cont.

- HazMat: There are different types of hazardous materials, so it is important for the PST to understand that these substances may pose different risks to the environment and responders. k
- Brush fire: A large fire involving bushes, scrubs, brush or other low-growing plants. They may require specialized equipment, can escalate quickly, and may or may not be near a structure.
- Forest Fire / Wildfire: A non-structure fire that occurs in the wildland. This does not include prescribed burns. Wildfires may escalate quickly, particularly during droughts. Specialized fire plans are executed to extinguish wildfires and often include the use of an air tanker to drop fire retardants or suppressants.
- Vehicle accidents: The response may vary depending on whether there are injuries, if extrication is needed, if a fire is involved, or if the vehicle is overturned.
- Rescue: Specialty rescues may be necessary for a person entrapped, building collapses, and other incidents requiring specialized, technical personnel and equipment.
- Fire alarms: Audible and visual notifications tell occupants that emergency conditions exist. Fire alarms can be detected through smoke detectors, heat sensors, and water flow systems.

EMS

- Advanced Life Support: Emergency medical care provided by paramedics that involve invasive procedures.
- Basic Life Support: emergency medical care provided by emergency medical technicians and paramedics that involve non-invasive procedures.
- Medical incidents: Acute or chronic illness, disease, or ailment.
- Trauma incidents: a physical wound or injury caused by an external force whether accidental or intentional.

Section Five

5.04 Identify and describe incident prioritization

Prioritization determines which resources are deployed based on threats to life and/or property. Incidents must be prioritized in this manner to ensure the safety of both the responders and public. The safety of the public takes priority over the protection of property. Agencies may prioritize incidents on a numerical scale (e.g., a Priority 1 incident is an emergency whereas a Priority 7 incident is a routine administrative task) or through codes or other verbiage.

Police

- In-progress – the event is still being committed, there is imminent threat to life or property and requires immediate dispatch.
- Just occurred – the event has been committed and there is no immediate threat to life or property.
- Delayed/past event – the event was committed in the past or at an unknown time, but still requires law enforcement response.

EMS / Fire

- ALS incidents have a higher prioritization than BLS incidents due to the level of care required.
- Emergency – A serious, unexpected, and often dangerous development or situation which may cause injury, loss of life, or damage to or loss of property. Emergencies require immediate action.
- Non-Emergency – A situation that does not require immediate response.

Section Five Self-Assessment

1. Define in-progress:

_____

_____

2. ALS stands for:

_____

3. Categorizing an incident type means to:

_____

_____

4. What is the difference between assault and battery?

_____

_____

5. Is it important to know when a hazardous material is present? Why or why not?

_____

_____

6. What is a non-emergency incident?

_____

_____

7. Why is it important to know the difference between a residential and commercial structure fire?

_____

_____

8. Why do PSAPs assign different priorities to incidents?

_____

_____

9. What is the difference between a fight and a disturbance?

_____

_____

10. Medical responses may require immediate action.

A) True

B) False

Section Six Objectives

Identify and perform the operational skills of a call taker

The student will be able to:

- Obtain and organize pertinent information (6.01)
- Identify the difference between emergency and non-emergency incidents (6.02)
- Utilize available resources properly (6.03)
- Correctly complete appropriate forms, logs, and files (6.04)
- Obtain and process requests for service and/or resources from field units in a timely manner (6.05)
- Explain geographical jurisdictions and mutual aid agreements, and how they affect day-to-day activities (6.06)
- Demonstrate multi-functional dexterity (6.07)

Section Six

6.01 Obtain and organize pertinent information

It is important for the PST to extract all pertinent information from the caller quickly and accurately. The PST must obtain the information and then organize it in a logical manner so that others can interpret it and respond accordingly.

Obtain Pertinent Information:

- Identify the agency and yourself, according to policy
- Speak directly into the mouthpiece
- Use an appropriate tone and manner of speech
- Gather information using the 6 Ws: who, what, when, where, why, and weapons
    - Where: Location is the vital piece of information that should be obtained first. In the event the call is disconnected and the PST is unable to make contact back with the caller, help can at least be sent to the location to investigate.
    - What: What is the nature of the incident? The PST will need to ask the proper questions to determine what is happening or what has happened.
    - Weapons: Determine if any weapons are being used, threatened, or are available; what type of weapon is being used and where the weapon is. A weapon may not always be a gun or knife.
    - When: On each call the PST will ask callers when the event occurred. It could be in progress, just occurred, or a past event call for service.
    - Who: Applies to any person involved in an event. For example, complainant, suspect, witness, caller, victim, patient.
    - Why: In certain circumstances the PST may ask for background information which may aid in the current incident. This particular question may easily offend and/or confuse the caller so PSTs should be cautious, clear, and patient when asking this question.
- Be ready to prioritize incoming calls: Non-emergency calls shall be placed on hold in order to answer incoming 911 calls.
- Take control of the conversation.
- Show interest in the caller: Use compassion and establish a good rapport.
- Be sensitive to different cultures, backgrounds, generations, and global perspectives.

Section Six

6.01 Obtain and organize pertinent information

- Explain holds, pauses, actions, and delays
- Avoid arguing with the caller
- Everything you do and say may be recorded, reproduced, and examined
- Know when it is appropriate to end the call
- Listen to background noises

Organize Pertinent Information:

Putting the information in a logical order will assist in the timely dispatching of resources

- Location
    - Address or intersection
    - Name of business, apartment complex, subdivision, or development
    - Building or apartment numbers
    - Landmarks, if no other information is available
    - Direction of travel
- Phone number
- Complaint type
- Descriptions: It is common practice to describe a person in a uniform format:
    - Race and Sex
    - Height and Weight
    - Hair color/style
    - Hat or other head covering color/style
    - Clothing (shirt, pants, shoes)
    - Name or nickname, if known
    - DOB, age, or approximate age, if known
    - Other: scars, marks, tattoos, accessories, and other noticeable elements

Section Six

6.01 Obtain and organize pertinent information

- Vehicle: They acronym CYMBALS is commonly used to aid in obtaining the standard vehicle description.
    - **C**olor
    - **Y**ear
    - **M**ake and Model
    - **B**ody Description (4-door, SUV, etc.)
    - **A**dditional descriptors (rust, damage, tint, bumper stickers, etc.)
    - **L**icense Plate / Tag number
    - **S**tate of Plate / Tag
- Paraphrase the caller's information for brevity. Quotes may sometimes be pertinent to the response as it could affect responder or public safety.

The caller may not always be able to answer the questions in this guideline. The PST should gather as much as possible by asking questions that are appropriate to the incident type. For instance, it may not be necessary to gather the tag number of a vehicle that has overturned; however, it is important to gather the tag number belonging to a hit-and-run suspect.

Every attempt should be made to help the caller to reduce transferring to multiple PSAPs. When routing calls, the PST must remember to:

- Obtain the incident location, caller's phone number, and the complaint type for transfer to the appropriate agency
- Tell the caller that you are going to transfer them to the appropriate agency
- Stay on the line and notify the receiving PSAP of:
    - Your agency
    - Location
    - Complaint type
    - Caller's phone number
- Prior to disconnect, ensure the PST received the information and is ready to accept the transfer

Section Six

6.01 Obtain and organize pertinent information

Organize the descriptions in a uniform and easy-to-read format. Use the previous pages as a guide.

Jon Gutiérrez, wearing black jeans, 90 years of age, red hat, walks with a cane, blue and white plaid shirt

Betsy Jackson, 23 years of age, orange shirt, brown hair, denim shorts, brown eyes, 6’01”, 190 lbs

67 years of age, Frederick Massey, 210 lbs., white sneakers, black shirt, white hair, blue jeans, blue eyes, 5’9”

Angel Ramsay, tattoo on left shoulder, 5’1”, red hair, 150 lbs., white tuxedo shirt, blue eyes, black pants

Silver, Corvette, 2017, 2-door, Chevy, FL tag 7SPEED

Blue with wood paneling, Ford, 1991, station wagon, LTD Country Squire

Semi truck, FL tag 123XYZ, red cab, “Trucking, Inc.” written on the trailer, silver trailer

Apartment 331, 4400 N. Main St., Strawberry Court Apartments, Plant City

Section Six

6.02 Identify the difference between emergency and non-emergency incidents

Identify the items below as emergency or non-emergency incidents

Armed robbery in progress	Active shooter incident	Domestic disturbance in progress
Ordinance violations	Heart attack	Public assist
Stolen vehicle	Minor traffic accident	Structure fire
Water leak		

Emergency – a serious, unexpected, and often dangerous development or situation which may cause injury, loss of life, or damage to or loss of property.

1. _____
2. _____
3. _____
4. _____
5. _____

Non-Emergency – an situation that does not require immediate response.

1. _____
2. _____
3. _____
4. _____
5. _____

Emergency: Heart attack, structure fire, armed robbery in progress, active shooter incident, domestic disturbance in progress

Non-emergency: Ordinance violations, minor traffic accident, public assist, water leak, stolen vehicle

Section Six

6.03 Utilize available resources properly

The PST has access to resources to assist during unfolding incidents. Each PSAP provides different reference materials and sources of information. The following types of resources are commonly utilized in a PSAP:

- Surrounding agencies:
  - Local: Police/Fire/EMS, utilities, animal services, wreckers, taxis, etc.
  - County: Sheriff/Fire/EMS, Tax Collector
  - State: Highway Patrol, Fish & Wildlife, Department of Health, State Watch Office, etc.
  - Federal: National Oceanic & Atmospheric Administration, US Coast Guard, National Transportation Safety Bureau, Alcohol Tobacco & Firearms, etc.
- Manuals: training, reference, user, Emergency Response Guide (ERG), etc.
- Co-workers/Supervisors
- CAD
- Mapping
- Internet
- Community: 311/211, 711, Red Cross, Poison Control, Suicide Hotline, etc.
- The media
- Social media

List local resources in your area

Police: _____

Sheriff: _____

Fire: _____

EMS: _____

Animal services: _____

Utilities: _____

Taxi: _____

Wrecker services: _____

Section Six

6.04 Correctly complete appropriate forms, logs, and files

Forms and logs are official records which must be rapidly and accurately completed. They require attention to detail as improperly logging information could result in violations of user agreements, civil lawsuits, fines, and licensure revocations. It may also jeopardize responder safety or result in an inappropriate or ineffective response. CAD documentation is also a type of log. Completing logs, forms, and files appropriately includes:

- Using plain English, unless agency policy states otherwise
- Use acronyms when appropriate. Ensure they are universally understood and can be explained.
- Logs should be thoroughly completed.
- Provide a logical narrative
- Be aware of spelling and grammar

6.05 Obtain and process requests for services and/or resources from field units in a timely manner

The PST must handle requests for service promptly. PSTs in call taker positions may be utilized to process requests for field units, such as calling wrecker companies or contacting outside agencies for assistance. Delays in processing information could jeopardize responder or public safety. Prioritization is key when determining the order in which incidents will be handled.

Section Six

6.06 Explain geographical jurisdictions and mutual aid agreements, and how they affect day-to-day activities

PSTs handling incoming calls need to be aware of geographical boundaries and mutual aid agreements. Superior customer service skills include transferring a caller as little as possible. A working knowledge of geography will reduce caller frustration during call routing. It will also help maintain good working relationships between neighboring agencies.

Each agency has a defined geographical jurisdiction, or authority over a certain area. Jurisdictions can be divided by city, county, zone, region, or territory. Within each boundary, there may be waterways, thoroughfares, significant landmarks, and other visual cues callers may reference. All PSTs need to know the agency's geographical area as well as the agencies surrounding their boundaries in case they are needed for assistance.

Agencies share mutual aid agreements in the pursuit of public safety. These agreements allow emergency responders to reach across jurisdictional boundaries to supplement the requesting agency's resources.

6.07 Demonstrate multi-functional dexterity

Multi-functional dexterity is the successful simultaneous performance of two or more tasks by one individual; the individual must be able to write, type, listen, and talk at the same time with accuracy. PSTs must be able to focus on multiple tasks, even when faced with outside distractions. Additionally, they should have some awareness of their environment and listen to multiple talkers at a time.

Section Six Self-Assessment

1. It is not necessary to stay on the line when transferring a 911 call.
   A) True
   B) False
2. List five examples of a non-emergency:

   _____

   _____
3. Quotes may sometimes be pertinent to the response as it could affect responder or public safety.
   A) True
   B) False
4. Agencies share _____ in the pursuit of public safety.

   _____
5. Completing logs and forms accurately includes:

   _____

   _____
6. List five examples of an emergency:

   _____

   _____
7. List two federal resources:

   _____

   _____
8. The successful simultaneous performance of two or more tasks by one individual:

   _____
9. Authority over a certain area:
   A) Mutual Aid
   B) Jurisdiction
   C) Geography
10. List the 6 Ws:

    _____

    _____

Section 5 and 6 Terms

Find terms from Sections 5 and 6. Words can be found forward, backward, or diagonally.

T A M Z A H X E A U W C D F W H E R E C
A E W D W H Y D O L J X H A N O E W G R
Y I E S J F S A Z D Q T M M E K W I F C
R I A A I X U Y M N N D A B H E N C Z W
A E P B F C J H S D D R H E W Q U E B K
L U O S I E P Y T T N E D I C N I S K F
G C N S O X O M Q H H T G M L P E A U V
R S S E N H N N J P F C V A B Q D R K X
U E J R Y T W G F E V A W V B J Z H V Y
B R W G R U S Y H D E Y A L E D M P F L
Q P Q O E D C T M H M X B L X A J A M O
Y Q C R B B R U S H F I R E A F U R U T
Z G N P B J W V H S F J S X K R P A I R
W Q P N O N E M E R G E N C Y A M P Q P
N L G I R L F G F N P V P D N U O A W W
M N G M B Z Z N E N V H I F X D L R E J
F E M E R G E N C Y P H P W K J O D V G
V E H I C L E A C C I D E N T O K K X Z
R H K O P N C G B X N D D F Y N L V O Q
T A H W U X R E L W T C F J H P Y X V Z

ALARM
BRUSHFIRE
BURGLARY
DELAYED
EMERGENCY
FRAUD
HAZMAT
INCIDENTTYPE
INPROGRESS
NONEMERGENCY
PARAPHRASE
RESCUE
ROBBERY
THEFT
VEHICLEACCIDENT
WEAPONS
WHAT
WHEN
WHERE
WHO
WHY

Section Seven Objectives

Identify and perform the operational skills of a dispatcher

The student will be able to:

- Obtain and organize pertinent information (7.01)
- Identify various procedures used when dispatching emergency and non-emergency incidents (7.02)
- Utilize available resources properly (7.03)
- Correctly complete appropriate forms, logs, and files (7.04)
- Obtain and process requests for service and/or resources from field units in a timely manner (7.05)
- Explain geographical jurisdictions and mutual aid agreements, and how they affect day-to-day activities (7.06)
- Demonstrate multi-functional dexterity (7.07)

Section Seven

7.01 Obtain and organize pertinent information

It's important for the PST to extract all pertinent information from field units quickly and accurately, whether dispatching units to an incident or taking information for a responder initiated call. The PST must obtain the information and then organize it in a logical manner so that others can interpret it and respond accordingly.

Obtain Pertinent Information:

- Use an appropriate tone and manner of speech
- Gather information using the 6 W's: who, what, when, where, why, and weapons
    - Where: The incident location and dispatch location may be different. It is important to note both and ensure that units respond to the correct location.
    - What: Field units must be briefed on the incident type. The type of response may depend on the nature of the incident.
    - When: An incident could be in progress, have just occurred, or be a past event call for service. Field personnel will respond accordingly.
    - Weapons: Knowledge of weapons is extremely important to relay. Include the type, location, and who has the weapon.
    - Who: Applies to any person involved in an event. For example, complainant, suspect, witness, caller, victim, patient. Responding units may need to know who to make contact with or what their involvement is in the incident.
    - Why: Field units may initiate calls. Knowing why they have generated the call may prompt the dispatching of additional units or supervisory notifications.
- Be ready to prioritize requests from field units.
- Remain professional: avoid arguing with the responder
- Explain delays
- Everything you do and say may be recorded, reproduced, and examined

Organize Pertinent Information:

Putting the information in a logical order will assist in the timely dispatching of resources. Read the call notes prior to dispatch to ensure understanding

Section Seven

7.01 Obtain and organize pertinent information

- Location
  - Address or intersection
  - Name of business, apartment complex, subdivision, or development
  - Building or apartment numbers
  - Landmarks if no other information is available
  - Direction of travel
- Complaint type
- Descriptions: It is common practice to describe a person in a uniform format:
  - Race and Sex
  - Height and Weight
  - Hair color/style
  - Hat or other head covering color/style
  - Clothing (shirt, pants, shoes)
  - Name or nickname, if known
  - DOB, age, or approximate age, if known
  - Other: scars, marks, tattoos, accessories, and other noticeable elements
- Vehicle: They mnemonic CYMBALS is commonly used to aid in obtaining the standard vehicle description.
  - Color
  - Year
  - Make and Model
  - Body Description (4-door, SUV, etc.)
  - Additional descriptors (rust, damage, tint, bumper stickers, etc.)
  - License Plate / Tag number
  - State of Plate / Tag
  - Paraphrase the caller's information for brevity. Quotes may sometimes be pertinent to the response as it could affect responder or public safety.

The responder may not always be able to provide the information outlined in this guideline. The PST should gather as much as possible by asking questions that are appropriate to the incident type.

Section Seven

7.02 Identify various procedures used when dispatching emergency and non-emergency incidents

PSTs must be able to differentiate between emergency and non-emergency incidents. In addition to sorting incoming calls, they simultaneously receive messages from field units which vary in priority. Incidents should be prioritized in order of importance and according to those that pose the greatest threat to life or property. The type of response assigned is agency-specific, based on the nature of the incident.

- Alert tones: Alert tones may be used to differentiate between the severities of incidents. They may also be used to get the attention of field personnel for various reasons.
- Emergency radio traffic: This designation gives priority to an incident based on an immediate threat to responder or public safety.
- Simulcasting: The ability to disseminate information over multiple talk groups and/or neighboring agencies at once.
- Response mode: Agencies define terminology for emergency and non-emergency response modes. Common examples are:
    - Code 1 / Code 3: While some agencies use code 1 to indicate an emergency response, many others use code 3 to indicate an emergency response.
    - Hot / Cold: Typically, agencies that utilize these terms assign “hot” as an emergency response and “cold” as a non-emergency response.
- Silent dispatch: The ability to dispatch via CAD, rather than via radio.
- Radio silence: An intentional act in response to dangerous incidents, such as bomb threats and active shooter incidents. Maintaining radio silence is important as it may give away a responder’s location.
- Notifications: During a significant incident, notifications will be made to supervisors, other agencies, and other interested parties.

Section Seven

7.03 Utilize available resources properly

The PST has access to resources to assist during unfolding incidents. Each PSAP provides different reference materials and sources of information. The following types of resources are commonly available in a PSAP:

- Apparatus
- Field units
- Field supervisors
- Surrounding agencies:
  - Local: Police/Fire/EMS, utilities, animal services, wreckers, taxies, etc.
  - County: Sheriff/Fire/EMS, Tax Collector
  - State: Highway Patrol, Fish & Wildlife, Department of Health, State Watch Office, etc.
  - Federal: National Oceanic & Atmospheric Administration, US Coast Guard, National Transportation Safety Bureau, Alcohol Tobacco & Firearms, etc.
- Manuals: training, reference, user, Emergency Response Guide (ERG), etc.
- Co-workers/Supervisors
- CAD
- Mapping
- Internet
- Community: 311/211, 711, Red Cross, Poison Control, Suicide Hotline, Domestic Violence Hotline, etc.
- Media
- Social Media
- Interoperable communications

Section Seven

7.04 Correctly complete appropriate forms, logs, and files

Forms and logs are official records which must be rapidly and accurately completed. They require attention to detail as improperly logging information could result in a violation of user agreements, civil lawsuits, fines, and licensure revocations. It may also jeopardize responder safety or an inappropriate or ineffective response. CAD documentation is also a type of log. Completing logs, forms, and files appropriately includes:

- Using plain English, unless agency policy states otherwise
- Use acronyms when appropriate. Ensure they are universally understood and can be explained.
- Logs should be thoroughly completed.
- Provide a logical narrative
- Be aware of spelling and grammar

7.05 Obtain and process requests for service and/or resources from field units in a timely manner

The PST must handle requests for service promptly. PSTs in dispatcher positions may be utilized to process requests for field units, such as calling wrecker companies, contacting outside agencies and utilities services for assistance, performing FCIC/NCIC queries, and dispatching additional resources. Delays in processing information could jeopardize responder or public safety. Prioritization is key when determining the order in which incidents will be dispatched for service.

Section Seven

7.06 Explain geographical jurisdictions and mutual aid agreements, and how they affect day-to-day activities

PSTs dispatching incidents need to be aware of geographical boundaries and mutual aid agreements. Each agency has a defined geographical jurisdiction, or authority over a certain area. Jurisdictions can be divided by city, county, zone, region, or territory. Within each boundary, there may be waterways, thoroughfares, significant landmarks, and other visual cues callers may reference. All PSTs need to know the agency's geographical area as well as the agencies surrounding their boundaries in case they are needed for assistance.

Diver Deployment

Agencies share mutual aid agreements in the pursuit of public safety. These agreements allow emergency responders to reach across jurisdictional boundaries to supplement the requesting agency's resources. Mutual aid agreements may include use of the following resources:

- K9
- Helicopter / Aviation
- Dive team
- Hostage negotiation
- SWAT
- Bomb squad
- HazMat / Special Ops
- High angle rescue
- Confined space rescue
- Marine unit
- Homicide unit
- Crime Scene Unit

K-9 Demonstration

Section Seven

7.07 Demonstrate multi-functional dexterity

Multi-functional dexterity is the successful simultaneous performance of two or more tasks by one individual. The individual must be able to write, type, listen, and talk at the same time with accuracy. PSTs must be able to focus on multiple tasks, even when faced with outside distractions. Additionally, they should have some awareness of their environment and listen to multiple talkers and radio talk groups at a time.

Section Seven Self-Assessment

1. List three community resources:

2. List five mutual aid resources which may be available for requesting agencies:

3. What information should be gathered when obtaining a vehicle description?

4. Being professional includes refraining from arguing with responders.

   A) True
   B) False

5. In what ways are jurisdictions divided?

6. What is the difference between a Code 1 and Code 3 response?

7. What are alert tones used for?

8. PSTs may need to call utilities services and wrecker companies, when requested.

   A) True
   B) False

9. Radio silence is an intentional act in response to routine incidents

   A) True
   B) False

10. How do the 6 Ws apply to radio dispatch?

Section Eight Objectives

Understand the basic principles of law enforcement, and dispatch processes

The student will be able to:

- Review the most commonly used terms in law enforcement (8.01)
- Understand the roles and responsibilities of law enforcement officers (8.02)
- Understand the various reasons that citizens request police assistance (8.03)
- Define criminal and civil complaints (8.04)
- Understand why a PST should not give legal advice (8.05)
- Define in-progress, just occurred, and past event incidents (8.06)
- Understand the role of the PST during crisis incidents to include active shooter, barricaded subjects, hostage situations, suicide threats, and missing or abducted persons (8.07)
- Identify the proper interview questions for crisis incidents (8.08)
- Identify the officer safety issues for both primary and secondary response units (8.09)
- Describe the PST's role in officer safety (8.10)
- Identify investigative tools for locating individuals to include AMBER Alerts, Silver Alerts, Blue Alerts, missing person notifications and their activation techniques (8.11)

Section Eight

8.01 Review the most commonly used terms in law enforcement

Law enforcements agencies often use similar terminology and acronyms to describe incidents and systems. Some of the most commonly used terms are:

- Assault: The threat of bodily harm by a person with the apparent, present ability to carry out the threat.
- Back-up: Sending additional field resources to assist.
- Battery: The intentional touching or striking of another person in a harmful or offensive manner, without that person's consent.
- Be on the lookout (BOLO) / Attempt to locate (ATL): Establish, maintain, and/or broadcast a description of persons or property of interest.
- Criminal Justice Information Services (CJIS): A division of the FBI.
- Criminal mischief: Vandalism; destroying or damaging public or private property maliciously.
- Domestic dispute: A quarrel within a family or between members of the same household, which may or may not include violence.
- Driving Under the Influence (DUI): Operating a vehicle while under the influence of drugs and/or alcohol.
- Felony: A serious crime punishable by death or imprisonment in a state penitentiary or in correctional facilities for a year or more.
- Field information reports (FIR): A short narrative completed by field units after contact with citizens.
- Florida Crime Information Center (FCIC): Florida's central database for tracking crime-related data.
- Gone on Arrival (GOA): No longer on scene when responder arrived.
- Homicide: Unlawful killing of a human being.
- Internal Affairs (IA): A division of a law enforcement agency that investigates citizen complaints of police misconduct, and handles internal disciplinary matters.
- Misdemeanor: A criminal offense that is punishable by a term of imprisonment in a county correctional facility for up to a year.
- National Crime Information Center (NCIC): The Nation's central database for tracking crime-related data.
- Pursuit: The act of chasing in the attempt to apprehend whether on foot or by vehicle.
- Resisting arrest: Knowingly and willfully resisting, obstructing, or opposing a law enforcement officer engaged in the execution of legal process, or lawful execution of a legal duty

Section Eight

8.01 Review the most commonly used terms in law enforcement

- Sexual battery: Any non-consensual touching of the intimate parts of another. This could include union with the sexual organ of another; or oral, anal, or vaginal penetration by someone or some object
- Stalking: A person who maliciously and repeatedly follows, harasses, or cyber stalks another person. Cyber stalking is to communicate words, images, or language by or through the use of electronic mail or electronic communications, directed at a specific person, causing substantial emotional distress to that person and serving no legitimate purpose.
- Special Weapons and Tactics (SWAT): A group of responders trained to deal with unusually dangerous or violent situations and having special, or superior, weapons more powerful than standard issue
- Trespass: Willfully remaining on a property without authorization.
- Warrant: A written order issued by authority of the state and commanding the seizure of the person named
- Writ of bodily attachment: A warrant issued as a result of civil contempt

Section Eight

8.02 Understand the roles and responsibilities of law enforcement officers

Law enforcement officers play a big part in maintaining order in the community. They are a large component of a vast criminal justice system which focuses on crime prevention, community outreach, and criminal investigations. Law enforcement officers put their lives on the line to protect and serve their communities from those who seek to do harm. It is the PST's responsibility to help maintain officer safety by relaying information quickly and accurately. The following list outlines some of the primary duties required of law enforcement officers:

- Enforce the law by responding to crimes
- Provide safety to the public and protection of property
- Stabilize dangerous situations
- Investigate and document incidents and crime
- Keep the peace
- Maintain a positive public image
- Provide community policing, education, and crime prevention
- Enforce court orders
- Crime prevention
- Short term detention
- Dignitary assignments

Section Eight

8.03 Understand the various reasons that citizens request police assistance

The following are some examples of the reasons citizens may request police assistance:

- Protection
  - Crowd control
  - Protecting citizens from another or themselves
  - Preventing citizens from harm or injury
- Report a crime
- Seek legal guidance
  - Civil or criminal complaints
  - General questions regarding laws or ordinances
- Public assistance
  - Directing a family in need to resources
  - Give directions

8.04 Define criminal and civil complaints

- Criminal complaints involve an offense against society and can be penalized by punishment.
- Civil complaints involve disputes between private individuals or disputes involving contractual matters and are penalized by fines, forfeitures, or some other non-criminal sanction.

Section Eight

8.05 Understand why a PST should not give legal advice

PSTs are not qualified to give legal advice. It should only be obtained from a licensed attorney. Providing legal advice can attach liability to the PST and/or the employing agency. The typical standard used in deciding liability cases is what a "reasonable and prudent person" would do in a similar set of circumstances.

Agencies should train PSTs to avoid personal and professional liability during the course of their career. The 911 public safety telecommunicator program, APCO, NENA, The Commission on accreditation for Law Enforcement Agencies (CALEA), and other organizations provide oversight and industry standards. These laws, rules, and guidelines help agencies and PSTs avoid liability, as long as the PST follows the standards and acts in a reasonable manner.

Proving negligence involves four factors: 1.) Duty of Care - the injured party must show that the defendant had a legal duty to the injured party, 2.) the actions – or inactions – taken were not reasonable, 3.) the damage or injury was caused by the negligence. Each person owes a standard of care to all stakeholders, by virtue of being endowed with the significant responsibilities of being a PST.

In Florida, PSTs can be held personally liable and may face civil and criminal sanctions, depending on the charges. Injured parties may sue an agency and its personnel. Agencies may have legal counsel on retainer and may represent the PST if the employee acted in accordance with laws, policies, and general industry standards. If the employee did not act within those guidelines, the agency may not represent or assist with legal counsel or funding.

8.06 Define in-progress, just occurred, and past event incidents

- In-progress: the event is still being committed, there is imminent threat to life or property and requires immediate dispatch.
- Just occurred: the event has been committed and there is no immediate threat to life or property.
- Past event (delayed event): the event was committed in the past or at an unknown time, but still requires law enforcement response.

Section Eight

8.07 Understand the role of the PST during crisis incidents to include active shooter, barricaded subjects, hostage situations, suicide threats, and missing or abducted persons

The role of the PST is to gather and summarize pertinent information and relay it in a timely manner to the responder. The PST will continue to relay updates as they are received, keeping responder and citizen safety in mind. The PST will understand when radio silence is appropriate. If necessary, the PST will coordinate other resources to include specialized units and mutual aid.

Active shooter (assailant): an armed person who has, or intends to use, any type of weapon to inflict deadly physical force on others and continues to do so while having unrestricted access to additional victims. The five phases of an active shooter incident are:

Florida Highway Patrol
Active Shooter Training

- Fantasy phase: the perpetrator dreams of carrying out an act.
- Planning phase: the perpetrator researches and determines logistics and planning.
- Preparation phase: the perpetrator gathers equipment needed to carry out event.
- Approach phase: the suspect has made plans and has committed to carrying out the act. The suspect is moving toward the intended target and will most likely be carrying the tools needed to complete the incident.
- Implementation phase: this is the actual incident occurring.

Hostage situation: involves an individual being held against their will. Keep in mind, the PST might be speaking with the suspect, a hostage, or both. The phases of a hostage situation are:

- Initial phase: the phase when individuals are taken hostage.
- Negotiation phase: demands have been received and negotiations are in progress between the suspect(s) and law enforcement.
- Termination phase: the final phase which will result in surrender, suspect(s) arrested or killed, or demands met.

Section Eight

8.07 Understand the role of the PST during crisis incidents to include active shooter, barricaded subjects, hostage situations, suicide threats, and missing or abducted persons

Barricaded subject: a subject that has blocked themselves in an area. Keep in mind, the PST might be speaking with the barricaded subject. The phases of a barricaded subject are:

- Observation phase: information about the suspect is obtained.
- Containment phase: officers are on scene and securing the surrounding area.
- Termination phase: the final phase which could end in arrest, recovery, or fatality of the suspect.

Suicide: the act of taking one's own life.

- Suicide attempt: deliberately doing harm to oneself that results in injury or the potential for injury or death.
- Suicidal threat: a threat to take one's own life whether or not they have the means or ability to carry out the threat.

Missing persons: anyone whose whereabouts is unknown, regardless of the circumstances of the disappearance.

Abduction: wrongfully taking or carrying away of one person by another by force, fraud, or persuasion.

Section Eight

8.08 Identify the proper interview questions for crisis incidents

All PSTs should consider the following questions when handling a crisis call for service. The order and wording of questions should be based on the agency's policies and procedures. However, the location is the single most important piece of information to obtain.

- What is the location of the incident?
- What is the nature of the incident?
- When did the incident occur?
- Are there any weapons involved? If yes, what type and where are they?
- Are there any injuries or other potential victims?
- Is the caller in a safe location?
    - If not, can they get to a safe location and take the phone with them?
    - Is the caller able to verbally respond? If not, tap once for yes and twice for no.
- What is the location of the suspect?
- What is the description of the suspect?
- If the suspect fled: what is the mode, description, and direction of travel?
- Is the suspect known to the caller?
- What were the circumstances leading up to the event?
- Have any demands been made?

Not all calls are treated the same way. PSTs should always keep in mind responder, citizen, and scene safety, as well as patient care. Potential additional questions for the following crisis calls include:

Active shooter

- Where is the suspect right now? Continue to update the suspect's movements.
- Did the suspect take any hostages?
- Did you hear the suspect say anything?
- Is the suspect wearing body armor?
- Was the suspect carrying anything?

Section Eight

8.08 Identify the proper interview questions for crisis incidents

Barricaded and/or hostage calls

- Where is the suspect right now? Continue to update the suspect's movements.
- Is the caller in a safe location?
    - If not, can they get to a safe location and take the phone with them?
    - Is the caller able to verbally respond? If not, tap once for yes and twice for no.
- Are there any weapons involved? If yes, what type and where are they?
- What is the exact location, and number of hostages?
- What were the circumstances leading up to the event?
- Is the suspect known to the caller?
- Why were hostages taken; have any demands been made?

Suicidal caller

- Are you suicidal?
- Is it a threat or attempt?
- What is the method? Do they have the means?
- Is anyone else present?

Missing and/or abducted persons calls

- What is the age of the person?
- Is foul play suspected?
- How long have they been missing?
- Are there any known medical/mental conditions?
- If an abduction, is the abductor related or known to the victim? If so, is a possible destination known?

In addition to these questions, it is important for the PST to understand when it is appropriate to disconnect with a caller for their safety or for the purposes of gathering additional information from other callers with more accurate suspect information. Agency-specific protocols should be used to determine these circumstances.

Section Eight

8.09 Identify the officer safety issues for both primary and secondary response units

PSTs need to be aware of officer safety issues at every scene. Even routine incidents can escalate. In 2016, there were 140 law enforcement officer line of duty deaths in the United States. Domestic disturbances are often considered some of the most hazardous incidents due to high emotions and the feeling of an invasion of privacy by the presence of the officer. For all incidents, regardless of the nature, the PST needs to gather the following information:

- Nature of the incident/threat (mental health, violence, etc.)
- Scene hazards (weapons, number of people involved, environmental concerns, etc.)
- Suspect's description
- Suspect's current location
- History (premise history, history of violence, homeland security issues, presence of hazardous materials, and other responder safety issues)
- Universal precautions

8.10 Describe the PST's role in officer safety

The PST's top priority is responder safety. They must put all personal feelings aside and attend to each field unit in a professional and ethical manner. PSTs contribute to officer safety by:

- Relaying pertinent information in a timely manner
- Assuring the officer is able to copy information prior to releasing sensitive information
- Rebroadcasting pertinent information during crisis incidents
- Being aware of weapons on scene
- Keeping track of perimeter locations
- Ensuring the proper number and type of units are sent for back-up
- Checking on units in a timely manner, according to policy
- Being aware of changes in the officer's tone and pitch
- Following up on officers who do not answer the radio or key the mic without verbally transmitting
- Utilizing resources to find units who do not respond the radio (cell phone, GPS/AVL, alert tones, dispatch of units to last known location, etc.)

Section Eight

8.11 Identify investigative tools for locating individuals to include AMBER Alerts, Silver Alerts, Blue Alerts, missing person notifications and their activation techniques

The process surrounding each Alert has evolved over time. Each plan was established following tragic circumstances and are a part of lessons learned. Legislators, the public, and public safety agencies have prioritized the need to find missing and endangered persons as early as possible following their disappearance.

Amber Hagerman

The AMBER Alert System was launched in 1996, following the abduction and murder of 9 year-old Amber Hagerman in Texas. AMBER Alerts contain critical information about child abduction cases. The AMBER Alert Program is a voluntary partnership between law enforcement agencies, broadcasters, transportation agencies, and the wireless industry, to activate an urgent bulletin in the most serious child abduction cases. The Florida AMBER Plan was established August 2000. The Florida Department of Law Enforcement, along with the Department of Community Affairs and the Florida Association of Broadcasters, Inc., developed this plan so that child abductions could be quickly and effectively broadcast to the general public.

To activate a Florida AMBER alert, the following criteria must be met:

- The child must be under 18 years of age.
- There must be a clear indication of abduction.
- The law enforcement agency's investigation must conclude that the child's life is in danger.
- There must be a detailed description of the child and / or abductor / vehicle to broadcast to the public. (A photo of the child should be provided as soon as possible, when available).
- The activation must be recommended by the local law enforcement agency of jurisdiction.

A Missing Child Alert is issued when a child is believed to be in life-threatening danger but there is no indication that they have been abducted. It may later be reclassified as an AMBER Alert if the investigating agency determines that an abduction likely occurred. The criteria for activation of the Missing Child Alert are:

- The child must be under 18 years of age.
- The law enforcement agency's preliminary investigation must conclude that the child's life is in danger.
- Descriptive information and a photograph of the child must be available.
- The agency of jurisdiction must approve the issuance of the Missing Child Alert.

Section Eight

8.11 Identify investigative tools for locating individuals to include AMBER Alerts, Silver Alerts, Blue Alerts, missing person notifications and their activation techniques

Silver Alerts provide a standardized system to aid local law enforcement in the rescue of an elderly person with a cognitive impairment who is lost or missing. Florida's Silver Alert Plan was made effective by an executive order signed by Governor Charlie Crist in October 2008. Florida's Silver Alert Plan was implemented because Florida's elderly population is growing and the state is committed to putting tools and technologies in place to ensure their safety and protection.

The criteria for activation of the Silver Alert are:

- The missing person must be 60 years or older; **or,** under extraordinary circumstances, when a person age 18 to 59 has irreversible deterioration of intellectual faculties and law enforcement has determined the missing person lacks the capacity to consent and that the use of dynamic messag**e** signs may be the only possible way to rescue the missing person.
- There must be a clear indication that the individual has an irreversible deterioration of intellectual faculties (e.g, Alzheimer's disease, dementia) which must be verified by law enforcement.
- The law enforcement agency's investigation must conclude that the disappearance poses a credible threat to the person's welfare and safety.
- If the missing individual is traveling in a vehicle and the statewide messaging system is requested, there must be a description of the vehicle and / or a tag number to display on the Florida Department of Transportation's dynamic message signs, and; the local law enforcement agency must verify vehicle and tag information.
- The law enforcement agency must have entered the missing person into the FCIC/NCIC and issued a statewide "be on the lookout" (BOLO) to other law enforcement / 911 centers.
- Local law enforcement has already activated a local or regional alert by contacting media outlets in and/or around surrounding jurisdictions.

Section Eight

8.11 Identify investigative tools for locating individuals to include AMBER Alerts, Silver Alerts, Blue Alerts, missing person notifications and their activation techniques

In 2008, in the Florida LEO Alert Plan was created by an Executive Order. Three years later in 2011, this plan was updated, codified, and signed into law by the Florida Legislature creating the Florida Blue Alert Plan. The plan was created in response to the growing number of law enforcement officers being assaulted, killed, or disappearing in the line of duty, with the goal of quickly and effectively disseminating important information about the offender(s) to other law enforcement agencies and the public, which could increase the chances of capturing the offender(s) and/or locating a missing law enforcement officer.

Under the Florida Blue Alert Plan, the Department of Law Enforcement (FDLE), in cooperation with the Department of Highway Safety and Motor Vehicles (DHSMV) and the Department of Transportation (FDOT), shall activate the emergency alert system and issue a blue alert if all of the following conditions are met:

- The local law enforcement agency of jurisdiction requests the alert;
- A law enforcement officer has been killed, suffered serious bodily injury, assaulted with a deadly weapon, or becomes missing while in the line of duty under circumstances causing concern for the officer's safety;
- The suspect has fled the scene;
- The law enforcement agency investigating the offense determines that the suspect poses an imminent threat to the public or to other law enforcement officers;
- A detailed description of the suspect's vehicle, or other means of escape, or the license plate of the suspect's vehicle is available for broadcasting; and
- If an officer is missing, sufficient information relating to the officer's last known location and physical description, and the description/identifying information of any vehicle involved is available for broadcasting.

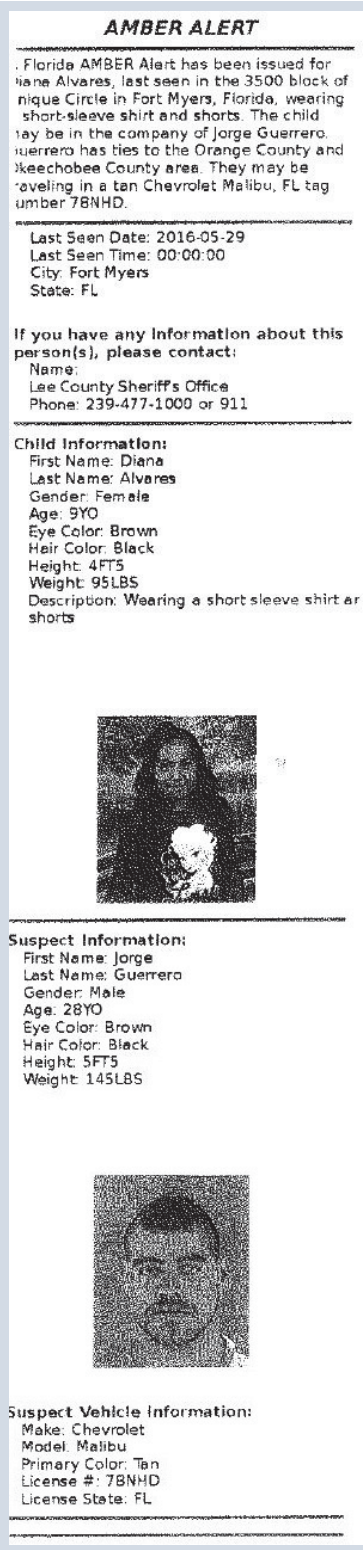
The Blue Alert uses some of the same technologies employed in AMBER and Silver Alerts. The information is broadcasted through dynamic message signs, on the radio and television in the surrounding area, on lottery machines, on social media, and through other appropriate notification methods.

Section Eight

8.11 Identify investigative tools for locating individuals to include AMBER Alerts, Silver Alerts, Blue Alerts, missing person notifications and their activation techniques

Notification techniques for the various alert programs are as follows:

- Dynamic message signs posted along major highways and toll roads display vehicle descriptions
- Gas pumps broadcast the information and allow customers to print details out at the pump
- Mass notification systems are available for the public safety network through vendors such as Code Red, HipLink, and Everbridge
- BOLOs are utilized by the PST as a means of disseminating all alerts to field units and other resources
- Emergency broadcast system
- The news media
- Social media: Facebook publishes AMBER Alerts and agencies may share critical details via popular social media sites
- Public notifications via text alerts


AMBER ALERT

. Florida AMBER Alert has been issued for iana Alvares, last seen in the 3500 block of nique Circle in Fort Myers, Florida, wearing short-sleeve shirt and shorts. The child ay be in the company of Jorge Guerrero. uerrero has ties to the Orange County and keechobee County area. They may be aveling in a tan Chevrolet Malibu, FL tag umber 78NHD.

Last Seen Date: 2016-05-29
Last Seen Time: 00:00:00
City: Fort Myers
State: FL

If you have any information about this person(s), please contact:
Name:
Lee County Sheriff's Office
Phone: 239-477-1000 or 911

Child Information:
First Name: Diana
Last Name: Alvares
Gender: Female
Age: 9YO
Eye Color: Brown
Hair Color: Black
Height: 4FT5
Weight: 95LBS
Description: Wearing a short sleeve shirt ar shorts

Suspect Information:
First Name: Jorge
Last Name: Guerrero
Gender: Male
Age: 28YO
Eye Color: Brown
Hair Color: Black
Height: 5FT5
Weight: 145LBS

Suspect Vehicle Information:
Make: Chevrolet
Model: Malibu
Primary Color: Tan
License #: 78NHD
License State: FL

AMBER Alert BOLO from Gas Pump

Section Eight Self-Assessment

1. The ____ Alert is issued when a child is believed to be in danger but there is no indication they have been abducted.

   _____

2. NCMEC stands for:

   _____

   _____

3. In order to activate an AMBER Alert, abducted persons must be under 21 years of age.

   A) True
   B) False

4. List two interview questions when taking a report of an abduction:

   _____

   _____

5. List three things the PST can do to help ensure officer safety:

   _____

   _____

6. PSTs cannot be held personally liable.

   A) True
   B) False

7. In 2016, there were ____ law enforcement officer line of duty deaths in the United States.

   A) 140
   B) 250
   C) 99

8. What does GOA stand for?

   _____

9. What is the top priority for any PST?

   _____

   _____

10. List five methods to disseminate Alerts across Florida:

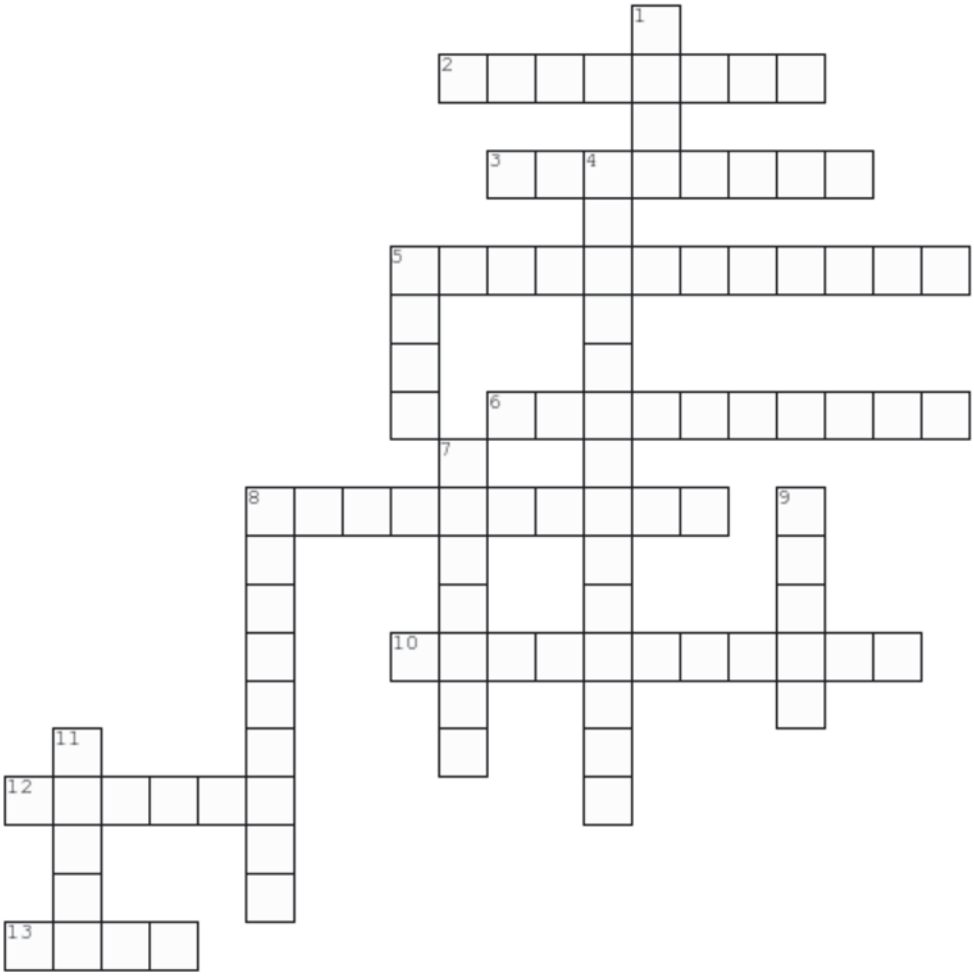
    _____

    _____

    _____

Section 7 & 8 Crossword

Complete the crossword below



Across

2. The phase where the suspect has made plans and has committed to carrying out the act
3. Social media is one type of ___ available in the PSAP.
5. Disseminating information over multiple talk groups at once
6. PSTs must _____ the needs of officers and respond accordingly
8. Examples of police _____ include crowd control and preventing injury
10. The _____ phase begins when officers are on scene and are securing the surrounding area
12. PSTs may be held ___ for giving legal advice
13. This alert may be activated when a law enforcement officer is missing in the line of duty

Down

1. Term used when broadcasting a description of persons or property of interest
4. To dispatch via CAD, rather than radio.
5. Acronym for specialized weapons and tactics team
7. Important interview questions include who, what, when, where, why, and _____.
8. A ___ was committed in the past but still requires law enforcement response
9. The _____ Plan was established in August 2000
11. This complaint involves a dispute due to a contractual matter, penalized by fines or other non-criminal sanctions

Section Nine Objectives

Understand the basic principles of emergency medical services (EMS), and dispatch processes.

The student will be able to:

- Review the most commonly used terms in EMS (9.01)
- Understand the roles and responsibilities of the emergency medical technician and paramedic (9.02)
- Define what Basic Life Support (BLS) is, and how it relates to the care of the patient (9.03)
- Define what Advance Life Support (ALS) is, and how it relates to the care of the patient (9.04)
- Comprehend the various types of emergency response modes (9.05)
- Define multi-casualty incident (MCI) (9.06)
- Describe the role and responsibility of the PST during a MCI (9.07)
- Define Trauma Center and Trauma Alert criteria (9.08)
- Define Air Rescue Transport Unit (9.09)
- Understand why some EMS calls may require law enforcement and/or fire service response (9.10)
- Describe the PST's role in EMS responder safety (9.11)

Section Nine

9.01 Review the most commonly used terms in EMS

PSTs should be familiar with terms and acronyms commonly used by EMS agencies. Familiarization of commonly used terms may facilitate effective and timely classification and prioritization of EMS incidents. Some of the most commonly used are:

- Airway obstruction: A partial or full blocking of the airway. An airway may be obstructed by the tongue, foreign bodies, swelling, trauma, and some infections.
- Automated External Defibrillator (AED): A portable device which has the ability to analyze the heart rhythm and deliver an electrical shock (when necessary) to restore the heart to a normal rhythm.
- Blood pressure (BP): Pressure exerted by the blood on the walls of the blood vessels.
- Cardiac or Cardio: Of or pertaining to the heart.
- Cardiac arrest: The abrupt loss of effective heart function.
- Cardiopulmonary Resuscitation (CPR): A technique which utilizes rescue breathing and chest compressions when a patient has suffered from cardiac arrest
- Cerebrovascular Accident (CVA): An interruption or severe reduction of oxygen-rich blood supply to a part of the brain. The interruption may be caused by a clot, plaque fragments, or a ruptured or leaking vessel. A CVA is commonly referred to as a stroke.
- Dead on Arrival (DOA)
- Diabetic: A person whose body is unable to regulate blood sugar. Some symptoms may mimic those of intoxication.
- Do Not Resuscitate (DNR):
- Edema: Swelling.
- Estimated Time of Arrival (ETA): Estimation of the time a responder or person may arrive at their destination.
- ETOH: Intoxication from ethyl alcohol
- Gun Shot Wound (GSW): Wound caused by a gun shot.
- Heimlich Maneuver: An emergency technique that utilizes upward thrusts just below the rib cage, to force air from the lungs and up through the trachea in an attempt to dislodge a foreign body from a choking person's airway.
- Hypertension: High blood pressure
- Hyperthermia: A state of abnormally high internal body temperature
- Hypotension: Low blood pressure
- Hypothermia: A state of abnormally low internal body temperature
- Intravenous (IV): An apparatus used to administer a fluid into a vein.
- Laceration: A cut or tear of the skin or flesh.

Section Nine

9.01 Review the most commonly used terms in EMS

- Landing Zone (LZ): A secured area for landing emergency aircraft.
- Level of Consciousness (LOC): The measure of a person's responsiveness to stimuli and arousability. Also used to reference loss of consciousness (e.g., "patient denies LOC").
- Overdose (OD): an excessive and/or dangerous dose of a drug, whether intentional or accidental.
- Rescue breathing:
- Respiratory: relating to or affecting respiration or the organs of respiration.
- Respiratory arrest: Cessation of breathing due to a failure of the lungs to effectively function.
- Seizure: A sudden surge of electrical activity in the brain that typically affects how a person acts or feels for a short time. Symptoms may range from dramatic shaking to barely noticable.
- Syncope: Fainting
- Vital Signs: Measurements of the body's most basic functions. Blood pressure, heart rate (pulse), respiratory rate, and body temperature are the four main vital signs routinely obtained by responders. Vital signs are measured to obtain a quick evaluation of a person's physical condition, and are very useful in monitoring or detecting medical issues.

Section Nine

9.02 Understand the roles and responsibilities of the emergency medical technician and paramedic

- Emergency Medical Technician (EMT): Provides non-invasive basic life support, such as immobilization, splinting, CPR, and more.
- Paramedic: Paramedics can also perform the duties of the EMT and provide advanced life support, including cardiac monitoring, establishing IVs, advanced airway techniques, and more.

Both EMTs and paramedics respond to emergencies and provide care and transport.

9.03 Define what Basic Life Support (BLS) is, and how it relates to the care of the patient

Basic Life Support is emergency medical care provided by emergency medical technicians and paramedics that involve non-invasive procedures. EMTs must complete classroom and practical education in trauma care, cardiac and stroke care. They are trained in CPR, advanced first aid, oxygen therapy, AED usage, child birth, and assisting with basic medication administration.

9.04 Define what Advance Life Support (ALS) is, and how it relates to the care of the patient

Advanced

Life Support (ALS) is emergency medical care provided by paramedics that involve invasive procedures. Paramedics are trained to provide cardiac life support, administer medications, perform various invasive procedures. Outside the hospital, paramedics provide the highest level of care.

Section Nine

9.05 Comprehend the various types of emergency response modes

- Emergency - with lights and sirens
- Non-emergency - no lights/sirens, routine calls

9.06 Define multi-casualty incident (MCI)

An MCI, commonly known as a mass-casualty incident, is an incident where the number and severity of casualties exceeds the capability of the responder's initial resources. Examples of MCIs are:

- Terrorist attacks
- Mass shootings
- Natural disasters
- Vehicle crashes with numerous patients

9.07 Describe the role and responsibility of the PST during a MCI

The PST plays a critical role during a MCI. They must coordinate numerous resources within a short period of time. Responsibilities include:

- Obtain the number of patients from command
- Dispatch additional resources, when needed
- Contact area hospitals for availability
- Make notifications to local and state agencies
- Fulfill resource requests from command

Section Nine

9.08 Define Trauma Center and Trauma Alert criteria

A trauma center is a hospital unit equipped and staffed to provide care to patients with acute and life-threatening traumatic injuries. Trauma centers are divided into different levels, based on the availability of trauma surgeons, specialized medical personnel, and equipment. Not all hospitals are considered trauma centers.

Trauma alert criteria is a method used by emergency medical personnel to grade the severity of a traumatic injury and determine the need to transport to a designated/verified trauma center. Field personnel will make the final determination regarding a trauma alert but the PST should use situational awareness skills and prepare to allocate additional resources.

Examples of conditions which could rise to the level of trauma are falls greater than ten feet, severe injuries to the head, neck, or torso, airway assistance required beyond oxygen, paralysis, and other life threatening conditions.

9.09 Define Air Rescue Transport Unit

Air Rescue Transport Unit is a licensed aeronautical transport unit used for the purpose of rapid patient transport. It is staffed by specialized medical personnel who are trained to provide ALS. Agency-specific criteria will dictate the length of time that an air rescue transport unit is authorized to spend on scene assessing the patient prior to transport.

The PST's responsibility may be to send additional field resources to secure a landing zone for the transport unit. Resources may include fire-rescue apparatus or law enforcement personnel. The PST also notifies the trauma center, generally known as a pre-alert or a trauma alert.

Section Nine

9.10 Understand why some EMS calls may require law enforcement and/or fire service response

Law enforcement response may be required with any call where the safety of patients, responders, or the public may be in question. The EMS unit may be requested/required to stage if any of these conditions are present:

- Any call that involves a crime (arson, shooting, stabbing, suspicious death, etc.)
- Any call where patient life status is questionable, law enforcement units have the capability such as an Automated External Defibrillator (AED), and immediate intervention is needed to save a life.
- Any call where crowd/traffic control may be required
- Combative patients
- Suicide calls/suspected drug overdoses/domestic violence cases
- Standby with unattended minors
- To secure a structure if entry was forced in the response
- Evacuations
- Any call as defined by local policy

Fire response may be required with any call where the health or well-being of patients, responders, or the public may be in question:

- Any call as defined by local policy
- HAZMAT incidents
- To gain entry into a structure, if necessary
- To extinguish fires

Section Nine

9.11 Describe the PST's role in EMS responder safety

The PST's top priority is responder safety. They must put all personal feelings aside and attend to each field unit in a professional and ethical manner. PSTs contribute to EMS safety by:

- Obtaining and relaying pertinent information in a timely manner
- Rebroadcasting pertinent information during crisis calls
- Maintaining radio contact
- Entering correct CAD notes
- Dispatching additional resources
- Anticipating responder needs
- Fulfilling requests
- Regular updates
- Being aware of weapons on scene
- Following up on EMS responders who do not answer the radio or key the mic without verbally transmitting
- Utilizing resources to find units who do not respond the radio (cell phone, GPS/AVL, alert tones, dispatch of units to last known location, etc.)

Section 9 Terms

Find terms from Section 9. Words can be found forward, backward, and diagonally.

I M L K U W S E I Z U R E I K A C H W U
S A E W Y Z S D P B T P F C D I E C Q S
P S V E C A D S A A D K X B N M A G Y I
A S E C N M F U V S O E P Y L R D O O S
R C L Y E Q B O V I O K K H J E V A Q Y
A A O S G O J N T C F O A Y S H A P L L
M S F R R Z X E G L O A C P E T N G A A
E U C Y E Y X V G I B Y P E P O C E C R
D A O H M S O A H F B P F R O P E Y E A
I L N T E E C R Y E L H Z T C Y L E R P
C T S R C R Y T P S A Y N H N H I K A J
U Y C E Y U M N E U N P O E Y O F J T I
T I I L O S H I R P D O L R S B E W I K
U N O A A S L A T P I T G M Z W S U O X
S C U A P E B H E O N E O I R R U Q N N
M I S M D R K I N R G N M A B P P V S W
W D N U W P F O S T Z S F C F L P Z T K
F E E A N U S R I C O I Q O A B O L M G
O N S R H B E A O Q N O E G J E R O E T
R T S T D G U P N U E N X D Z K T Q D G

ADVANCELIFESUPPORT
BASICLIFESUPPORT
BLOOD
EMERGENCY
HYPERTENSION
HYPERTHERMIA
HYPOTENSION
HYPOTHERMIA
INTRAVENOUS
LACERATIONS
LANDINGZONE
LEVELOFCONSCIOUSNESS
MASSCASUALTYINCIDENT
PARALYSIS
PARAMEDIC
PRESSURE
SEIZURE
SYNCOPE
TRAUMAALERT

Section Nine Self-Assessment

1. A cerebrovascular accident is also known as a ____.

   _____

2. List three ways the PST contributes to EMS responder safety:

   _____

   _____

3. All hospitals have trauma centers of varying levels.

   A) True
   B) False

4. List a scenario in which police response may be needed at a medical call:

   _____

   _____

5. List a scenario in which firefighter response may be needed at a medical call:

   _____

   _____

6. Define a MCI:

   _____

   _____

7. List one example of a MCI:

   _____

   _____

8. What is the difference between ALS and BLS?

   _____

   _____

9. A cut or tear on the skin is a:

   _____

10. What is the purpose of a trauma alert designation?

    _____

    _____

    _____

Section Ten Objectives

Understand the basic principles fire services and dispatch processes

The student will be able to:

- Review the most commonly used terms in the fire service (10.01)
- Understand the roles and responsibilities of fire service responders (10.02)
- Define types of fire incidents (10.03)
- Know the different types of fire service apparatus used (10.04)
- Define differences between fire emergency and non-emergency incidents (10.05)
- Comprehend the various types of fire response plans (10.06)
- Identify basic precautions taken during a hazardous materials incident (10.07)
- Identify typical locations and various containers used for the storage, transport, use, or disposal of hazardous materials (10.08)
- Describe the use of, and information obtained through, CHEMTREC and the DOT ERG in the identification and mitigation of hazardous materials. (10.09)

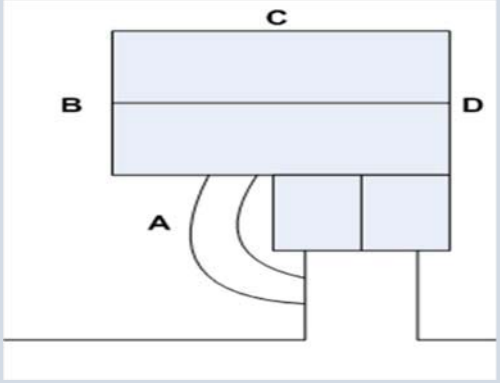
  Describe the PST's role in firefighter safety (10.10)

  Understand why some fire calls may require law enforcement and/or EMS response. (10.11)

Section Ten

10.01 Review the most commonly used terms in the fire service

- Acknowledged / Received: Acknowledging that units have received the incident.
- Clear / Available: Units have completed the assignment and are available for the next incident.
- On Scene / Arrival: Units have arrived on the scene of an incident.
- Scene Safety: Weapons, number of people involved, environmental concerns, etc.
- Incident Command System (ICS) Terms:
  - Personnel Accountability Report (PAR): Roll call of all units assigned to an incident, usually done with incident command.
  - Alpha: Front side of a structure as established by incident command.
  - Bravo: Left side of a structure as established by incident command.
  - Charlie: Rear side of a structure as established by incident command.
  - Delta: Right side of a structure as established by incident command .
  - Exposures: Property or structures in close enough proximity that can be damaged by smoke, heat, or flames.
  - Command: The position of authority on a scene. Command is responsible for all decision-making. It is the only position which must always be staffed.
  - Incident Command (IC) Time / Benchmark: The incident time will be initiated by the PST and the incident commander will respond with a status update. Status updates are provided every ten to twenty minutes, or as defined by the agency.
  - Scene Size-Up: Initial observations and evaluations from the first responding units.



At a building fire, the building is identified by ABCD sides, with side A being the front of the building, and sides B,C, & D being named around the building in a clockwise fashion. This helps maintain clear communication on the fireground.

- Situational Awareness: Being aware of one's surroundings, potential exposures, scene safety, and the well-being of the team.
- Primary search: A rapid search to locate victims before or during the fire suppression operation.
- Secondary search: A slow thorough search to ensure no occupants were overlooked during the prior search.
- All Clear: There are no additional occupants or victims.
- Water on the fire: Spraying water to suppress an active fire.
- Under control: A status called by incident command when the situation is no longer escalating.
- Fire out: Active flames have been extinguished; flare-ups are still possible.
- Extrication: An incident in which a trapped victim must be removed from a vehicle or other type of

Section Ten

10.01 Review the most commonly used terms in the fire service

machinery.

- Bunker Gear: The protective clothing worn by firefighters for interior structural firefighting.
- Staging: A location away from the scene where units await for their assigned position.
- Personal Alert Safety System (PASS): An audible alarm which notifies other firefighters when a team member becomes motionless.
- Arson: The act of maliciously setting fires or causing an explosion.
- Mayday: Internationally recognized distress signal.
- Emergency / Priority traffic: An urgent message which takes precedence over routine radio traffic. Emergency traffic may involve the use of alert tones.
- Self-contained Breathing Apparatus (SCBA): A device which allows firefighters to breathe fresh oxygen while in a hazardous environment. Radio transmissions can be muffled and difficult to understand when the SCBA is used.
- Fire Chain of Command (smaller agencies may not utilize all titles listed below)
    - Chief
    - Deputy or Assistant Chief
    - District Chief
    - Battalion Chief
    - Captain
    - Lieutenant
    - Driver/Engineer
    - Firefighter
- Alarm levels: A response matrix which determines the number and type of units that will respond.
- Automatic Aid: A pre-determined agreement between multiple agencies to provide mutual assistance for fires and other large scale emergencies.

Self-contained Breathing Apparatus (SCBA)

- Mutual Aid: Assistance between multiple agencies upon request.

Section Ten

10.02 Understand the roles and responsibilities of fire service responders

Fire service responders respond to emergencies and non-emergencies in order to protect life and property. As with law enforcement, they are usually the first to respond to a scene and render aid. Firefighters selflessly rush into burning buildings, expose themselves to hazardous conditions, and have a myriad of specialized training which allows them to perform high angle rescues, water rescues, and neutralize hazardous material incidents. Some of the main functions of firefighters are:

Fight fires

Supplement EMS personnel by providing ALS and/or BLS care

Respond to hazardous materials (HAZMAT) incidents

Extricate

Provide mutual aid

Respond to requests for assistance

Provide public education and community relations

Conduct fire inspections

Maintain fire hydrants

Section Ten

10.03 Define types of fire incidents

- Structure fire: Any fire at a permanent or temporary structure. Examples of structures are:
  - Trailer/Mobile/Modular
  - Single Family
  - Multi-family (apartments, townhomes, condos, etc.)
  - Commercial
  - Industrial
  - High Rise
- Gas odor/spill: Combustible substances
- Transportation Fire / Accidents
  - Mass transportation
  - Vehicle
  - Train
  - Planes
  - Boats
  - RV
- Grass / Brush Fire
- Illegal Burn: An unauthorized controlled burn, usually of vegetation
- Controlled Burn: A permitted burn, usually of vegetation
- Public assist: Any non-fire incident, such as animal rescues or patient assists
- BLS / ALS Calls
- Elevator malfunctions
- Fire Alarms
- Weather related incidents
  - Downed power line(s)
  - Fallen trees
  - Transformer fires

3 Alarm Warehouse Fire

Section Ten

10.04 Know the different types of fire service apparatus used

- Engine: Basic fire apparatus that has a self-contained pump used for pumping water through hoses to extinguish the fire
- Tankers: A mobile water source
- Quint / Aerial: A combination of an engine and a ladder truck
- Platforms / Ladders: Apparatus that is able to reach fires or situations in multiple story buildings when they are unable to be reached by the ground crews
- Air Truck: A truck which provides additional air supplies to the firefighters on scene
- Fire Boat: A boat used for fighting fires on waterways or for providing water rescues
- Aerial firefighting: Helicopters or planes used to drop water or fire retardant in large quantities
- Aircraft Rescue Firefighting Vehicle (ARFF): A specialty vehicle used exclusively for aircraft firefighting
- Brush truck: Four wheel drive vehicle that is capable of responding to off-road incidents
- Foam truck: Trucks which carry large amounts of foam to fight fires accelerated by airplane fuel
- Rescue: A unit used to respond and/or transport for medical emergencies

Section Ten

10.05 Define differences between fire emergency and non-emergency incidents

Emergency – an unexpected situation which may cause injury, loss of life, or damage to property.

- Life-threatening injuries/illnesses
- Any fire related calls
- Fire alarm
- HAZMAT incidents
- Extrications

Non-Emergency – an event which may not require immediate response.

- Public assist
- Public education
- Animal rescue
- Pre-fire Planning

10.06 Comprehend the various types of fire response plans

Emergency response: The utilization of lights and sirens during a response

Non-emergency: A routine response without lights and sirens

Section Ten

10.07 Identify basic precautions taken during a hazardous materials incident

Firefighters and other responders have to take precautions during hazardous materials incidents. The PST's role is to assist field units and help prevent citizens from coming into contact with the contaminants. Preparing for HAZMAT incidents can be time consuming as responders don specialized gear for their added protection. Both the PST and field personnel should be aware of the following precautions:

- If possible, identify the hazard/material without putting anybody in harm
- Advise callers to avoid contact with the product and evacuate, if necessary
- Know the wind speed and direction. Firefighters may ask for this information so they know where to set up the command post.

Additionally, field units must:

- Establish a perimeter for an evacuation zone or safe zone
- Isolate the area without entering it; keep people away from the scene and ensure people are upwind and out of low-lying areas
- Avoid contact with the product
- Avoid secondary contamination resulting from contact with persons who have not been properly decontaminated
- Establish decontamination areas/tents
- Evacuate, if necessary

Section Ten

10.08 Identify typical locations and various containers used for the storage, transport, use, or disposal of hazardous materials

Storage/Use Facilities

Gas stations	Hospitals
Power plant	Janitorial closets
Water treatment plant	Personal homes
Industrial complexes	Airports
Nuclear plants	Warehouses/storage units

Transportation

Ports	Tractor trailers
Trains	Conveyances

Disposal

Landfills	Recycling centers
Private disposal companies	

Using your resources, identify the location of these facilities in your area, if available.

Landfills: _____

Recycling centers: _____

Ports: _____

Hospitals: _____

Private disposal companies: _____

Water treatment plants: _____

Nuclear power plants: _____

Section Ten

10.09 Describe the use of, and information obtained through, CHEMTREC and the DOT ERG in the identification and mitigation of hazardous materials

CHEMTREC is a 24/7/365 emergency call center that provides immediate information and assistance to anyone involved in a chemical or hazardous material incident around the globe. Information is used to aid responders in a safe containment and cleanup of hazardous materials. CHEMTREC can be reached at (800) 424-9300.

The Department of Transportation Emergency Response Guidebook (DOT ERG) is for use by public safety responders who arrive at the scene of an incident involving a hazardous material. It is a tool used to quickly identify classifications of materials and ensure responder and public safety during the initial response phase of the incident. The ERG is based on a four-digit numbering system:

- The ID is placed on placards on conveyances which transport hazardous materials. These numbers are also placed on shipping documents.
- Responders can identify a material by finding the number on a color coded panel on the container, placard, or shipping papers.

CHEMTREC Logo

Section Ten

10.10 Describe the PST's role in firefighter safety

The PST's top priority is responder safety. They must put all personal feelings aside and attend to each field unit in a professional and ethical manner. PSTs contribute to firefighter safety by:

- Obtaining and relaying pertinent information in a timely manner
- Rebroadcasting pertinent information during crisis calls
- Maintaining radio contact
- Entering correct CAD notes
- Dispatching additional resources
- Anticipating responder needs
- Fulfilling requests
- Providing regular updates
- Being aware of weapons on scene
- Conducting PAR checks as requested by command
- Follow incident command procedures
- Following up on firefighters who do not answer the radio or key the mic without verbally transmitting
- Utilizing resources to find units who do not respond the radio (cell phone, GPS/AVL, alert tones, dispatch of units to last known location, etc.)

Section Ten

10.11 Understand why some fire calls may require law enforcement and/or EMS response

Law enforcement response may be required with any call where the safety of patients, responders, or the public may be in question:

- Any call that involves a crime, such as arson, shootings, stabbings, unattended minor, suspicious death etc.
- Any call where patient life status is questionable, law enforcement units have the capability such as an Automated External Defibrillator (AED), and immediate intervention is needed to save a life
- Any call as defined by local policy
- Any call where crowd/traffic control may be required
- Evacuations
- Arson investigators, such as state and local fire marshals

EMS response may be required with any call where the health or well-being of patients, responders, or the public may be in question.

Section Ten Self-Assessment

1. The right side of a structure as established by incident command
   A) Alpha
   B) Bravo
   C) Charlie
   D) Delta
2. A 24/7/365 emergency call center that provides immediate information and assistance to anyone involved in a chemical or hazardous material incident around the globe:

   _____
3. List two non-emergency incident types which may require fire department response:

   _____

   _____
4. A mobile home on fire is classified as a vehicle fire:
   A) True
   B) False
5. List two scenarios which may require police response:

   _____

   _____
6. What is the difference between a controlled burn and an illegal burn?

   _____

   _____
7. What are the two type of fire response plans?

   _____

   _____
8. List two emergency incidents which require fire department response:

   _____

   _____
9. An apparatus which is able to reach fires or situations in multiple story buildings when they are unable to be reached by the ground crews.
   A) Engine
   B) Quint
   C) Ladder
10. At a HAZMAT scene, it is important to keep everyone _____ and _____.

    _____

Section Eleven Objectives

Understand the basic principles of emergency management and homeland security

The student will be able to:

- Define the roles and responsibilities of the local, state, and federal emergency management operations (11.01)
- Identify the various types of terrorist threats and disasters (11.02)
- Understand NIMS and identify the roles and responsibilities of the incident command system (ICS) (11.03)
- Explain the roles and responsibilities of the Telecommunicator Emergency Response Taskforce (TERT). (11.04)
- Identify the different types of public notification resources utilized by local, state, and federal agencies (11.05)
- Identify examples of incidents that are reported to the county and state watch office or warning point (11.06)

Section Eleven

11.01 Define the roles and responsibilities of the local, state, and federal emergency management operations

Emergency Management ensures that Florida is prepared to respond to emergencies, recover from them, and mitigate their impacts. Responsibilities include:

- Plan, organize, and direct the activities and operations of emergency services regarding natural or manmade disasters.
- Direct the preparation and assist in the implementation of natural disaster and survival plans for manmade disasters.
- Direct overall field operations in a jurisdictional emergency.
- Develop, administer, and/or evaluate all agencies of local government in training on emergency preparedness.

Local: Florida gives each of the 67 counties the responsibility of maintaining emergency management programs at the county level.

State: Florida gives the Division of Emergency Management (DEM) the responsibility of maintaining a statewide emergency management program.

- Other state agencies
- Federal government
- County governments
- Municipal governments
- Tribal governments
- School boards
- Non-governmental organizations
- Private agencies with emergency management roles

Federal

- US Department of Homeland Security (DHS)
    - Guarding against terrorism
    - Securing US Borders
    - Enforcing US immigration laws

Section Eleven

11.01 Define the roles and responsibilities of the local, state, and federal emergency management operations

- ◊ Improving federal readiness for response to, and recovery from, disasters

- ♦ Federal Emergency Management Agency (FEMA)
  - ◊ An agency of the US Department of Homeland Security
  - ◊ Coordinate a response to a disaster that has occurred in the US and that overwhelms the resources of local and state authorities
  - ◊ The mission of FEMA is to support citizens and first responders to ensure that, as a nation, we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards.
  - ◊ FEMA provides funding for housing, medical assistance, funerals, fuels (heat source), items for clean-up, vehicle repair, and moving/storage.
  - ◊ FEMA provides services for crisis counseling, unemployment, legal services, and special tax considerations.
- ♦ Federal Aviation Administration (FAA)
  - ◊ The FAA's mission is to provide the safest, most effective aerospace system in the world
  - ◊ Only the FAA can require or enforce changes for the grounding of an aircraft.

- ♦ National Transportation Safety Board (NTSB)
  - ◊ Investigates transportation crashes and can issue safety recommendations for improvements.

Section Eleven

11.02 Identify the various types of terrorist threats and disasters

Terrorism is defined as the unlawful use or threatened use of force or violence by a person or an organized group against people or property with the intention of intimidating or coercing societies or governments, often for ideological or political reasons. International terrorism is defined as terrorism practices in a foreign country by terrorists who are not native to that country. Domestic terrorism is defined as terrorism practices in one's own country against one's own people. Types of terrorism include:

- State Terrorism: states that use force or the threat of force without declaring war to terrorize citizens and achieve a political goal (e.g., Hitler).
- Nationalist Terrorism: terrorism used to seek to form self-determination which may range from gaining greater autonomy to establishing a completely independent sovereign state. They consider themselves freedom fighters (e.g., Irish Republican Army).
- Eco-terrorism and animal rights: the use or threat of the use of violence of a criminal nature against people or property by an environmental-oriented group for environmental-political reasons.
- Cyberterrorism: Any premeditated, politically motivates attack against information, computer systems, computer programs, and data which results in violence against non-combatant targets by sub-national groups or clandestine agents (hacking).
- Narcoterrorism: A subset of terrorism in which terrorist groups participate directly in the cultivation, manufacture, transportation, or distribution of controlled substances and the monies derived from these activities (e.g., Taliban).
- Nuclear terrorism: Using nuclear materials as a terrorist tactic with the intent to cause massive devastation; attacking nuclear facilities, purchasing or building nuclear weapons, and dispersing radioactive materials.

Manmade disasters: Disasters caused by one or more, deliberate or negligent actions of a person. Examples include plane crashes, train derailments, nuclear accidents, rioting, mass shootings, and major automobile crashes.

Natural disasters: Naturally occurring disasters that cause great damage or loss of life. Natural disasters can easily devastate and tax the resources of cities, states, and regions. Examples include hurricanes, tornadoes, earthquakes, tsunamis, floods, storms, and sinkholes.

Section Eleven

11.03 Understand NIMS and identify the roles and responsibilities of the incident command system (ICS)

The National Incident Management System (NIMS) provides a consistent, nationwide approach and vocabulary for multiple agencies or jurisdictions to work together to build, sustain, and deliver the core capacities needed to achieve a secure and resilient nation.

The Incident Command System (ICS) is a subcomponent of NIMS as released by the U.S. Department of Homeland Security in 2004. The ICS is a systematic tool used in the command, control, and coordination of emergency response. It is a set of personnel, policies, procedures, facilities, and equipment integrated into a common organizational structure designed to improve emergency response operations.

The ICS is used by all levels of government (federal, state, tribal, and local) as well as many nongovernmental organizations and the private sector. The ICS is also applicable across all disciplines. The typical structure to facilitate activities includes five major functional areas:

- Command
- Operations
- Planning
- Logistics
- Finance/Administration

The National Response Framework (NRF) works in conjunction with NIMS. The NIMS provides the template for the management of incidents, while the NRF provides the structure and mechanisms for national-level policy.

https://training.fema.gov/NIMS

Section Eleven

11.04 Explain the roles and responsibilities of the Telecommunicator Emergency Response Taskforce (TERT)

The TERT involves a comprehensive program that includes assistance to individual states in developing programs that would lead to the establishment of predetermined and preselected teams of trained individuals who can be mobilized quickly and deployed to assist communications centers during disasters.

Responsibilities of the TERT members include:

- NIMS (ICS 100, ICS 200, ICS 700, team leaders also need ICS 800)
- FEMA IS-144 TERT training
- Flexibility with work schedules
- Adaptability in working with unfamiliar equipment
- Preparation for a deployment

Case Study: Hurricane Katrina Devastates Communications

In 2005, Hurricane Katrina infamously devastated parts of Louisiana, Mississippi, and Alabama, forever altering the lives of residents and sparking international conversation on interoperability and the government's role in natural disaster response and recovery. 2.5 million people across the three states lost power and vital services. Public safety communications was equally impacted. PSAPs lost telephone and radio communications. In New Orleans, some PSAPs were flooded with water. Thirty-eight PSAPs were placed out of commission by the storm. Field responders were left without radio communications for several days. Handwritten messages were dropped from helicopters to responders as a method of communication. Mississippi's Emergency Management Agency Director Robert Latham stated that the entire communications infrastructure along the coast was destroyed as a result of the storm.

Many of the lessons learned involved fortifying public safety technologies, creating redundancy in technology, and providing additional resources for first responders, including PSTs. After being devastated by both the September 11, 2001 attacks and Katrina, the Department of Homeland Security unrolled grant funding for each state to implement interoperable technology. Thus, the Florida Interoperability Network and similar technologies were created across the U.S. and its territories.

There were successful TERT deployments in response to the storm. Jesse Creech, team leader of a North Carolina TERT team, reported a successful ten day deployment to St. Tammany Parish in Louisiana. TERT teams allowed local PSTs to regroup, take care of their families, and begin to assess their own damage. Like field responders, PSTs must place the needs of the public before their own in the wake of disaster. ■

Section Eleven

11.05 Identify the different types of public notification resources utilized by local, state, and federal agencies

There are different methods of disseminating crucial information to the public. Common methods of dissemination are:

- Sign boards / dynamic message signs
- Social media
- Gas pump displays
- Emergency alert system
- Texting
- Emails
- Community alerts
- Integrated Public Alert & Warning System (IPAWS)
- Press releases
- TV
- Radio

FDOT Dynamic Message Sign

FOR IMMEDIATE RELEASE:
Monday, December 5, 2016

CONTACT: (850) 321-8503
Alberto.Moscoso@em.myflorida.com

NORTH FLORIDA RESIDENTS ADVISED TO STAY ALERT AS STORM SYSTEM BRINGS POTENTIAL FOR SEVERE WEATHER TODAY AND TUESDAY

TALLAHASSEE – State and local emergency management officials are recommending residents and visitors in North Florida stay alert as a storm system moves into the area today through Tuesday evening. This storm system will have the potential to produce frequent lightning strikes, damaging wind gusts, and isolated tornadoes. Have a NOAA All-Hazards Weather Radio in your home of office to receive warnings from the National Weather and follow all instructions from local officials.

"The Storm Prediction Center has placed much of the Florida Panhandle, Big Bend and Suwannee Valley in an area for a slight risk of severe storms through Tuesday," said State Meteorologist Amy Godsey. "Residents, visitors and businesses should monitor this weather system and be prepared to act if warnings are issued. Receiving one alert of an oncoming tornado or severe weather outbreak – especially overnight – can save lives. "

A Tornado Watch is in effect until 8:00 p.m. CST tonight for Bay, Calhoun, Escambia, Gulf, Holmes, Jackson, Okaloosa, Santa Rosa, Walton and Washington Counties. Additional tornado watches may be extended eastward throughout the night. Residents and visitors to the state should monitor local media outlets and ensure that their NOAA All Hazards Weather Radio alert settings are turned on.

A Tornado Watch means conditions are favorable for tornadoes and severe thunderstorms. A Tornado Warning means a tornado has been reported as sighted, or has appeared on radar in the area.

If severe weather threatens your area, be sure to follow these important safety tip

- Ensure your NOAA All-Hazards Weather Radio is on and
  stay tuned to a trusted local media outlet for the
- Ensure your disaster supply kit is prepare
- Know what you would do in the ev
  arning.

Florida Division of Emergency Management Press Release

Section Eleven

11.06 Identify examples of incidents that are reported to the county and state watch office or warning point

The State Watch Office (also known as State Warning Point) is a 24/7 clearinghouse which holds and shares information with local, state, and federal entities. The following are a few incidents which must be reported to the State Watch Office.

Natural Disasters:

- Severe weather
- Wildfires
- Fires which result in injuries, fatalities, or significant resident displacement
- Sinkholes

Manmade Disasters and Incidents:

- Mass evacuations
- Major road closures
- Significant civil disturbances
- HAZMAT incidents
- Mass transportation incidents
- Bomb threats
- Dam failures
- Two or more traffic-related fatalities
- Terrorism

Section Eleven Self-Assessment

1. The Taliban is a group which represents:
   A) Narcoterrorism
   B) Eco-terrorism
   C) Cyberterrorism
2. ____ is a subcomponent of NIMS and is used by all levels of government.

   _____
3. The ____ has authority over the grounding of aircraft.

   _____
4. The ___ is a 24/7 clearinghouse which collects and shares information about disasters in Florida.

   _____
4. List four methods of dissemination available to public safety agencies in Florida:

   _____

   _____
6. The purpose of TERT is:

   _____

   _____
7. State terrorism is defined as:

   _____

   _____
8. The ____ maintains a statewide emergency management program.

   _____
9. List two functions of the Department of Homeland Security:

   _____

   _____
10. FEMA provides funding for:
    A) Loss of wages
    B) Housing
    C) Taxi fare
    D) Advertisement services

Section Twelve Objectives

Comprehend stress management techniques for PST's.

The student will be able to:

- Define stress. (12.01)
- Identify stress unique to PST's. (12.02)
- Identify signs and symptoms of stress. (12.03)
- Understand the importance of health and wellness for a PST. (12.04)
- Identify components of critical incident stress management (CISM). (12.05)
- Identify CISM resources available to the PST. (11.06)

Section Twelve

12.01 Define Stress

Stress is defined as a temporary disruption of psychological balance wherein usual coping mechanisms fail. There are several types of stress: physical, psychological as well as good and bad stress. For the purposes of this chapter, eustress is defined as good stress and distress is defined as bad stress.

12.02 Identify stress unique to PST's.

As a telecommunicator and in all of public safety, many stressors may be encountered on a daily basis. Critical incidents are events that have the potential to create significant human distress and can overwhelm one's usual coping mechanisms.

The "terrible ten" of public safety may include, but are not limited to:

- Suicide of a colleague
- Line of duty death
- Serious line of duty injury
- Disaster/multiple casualty
- Police shootings/accidental killing or wounding of innocent person
- Significant events involving children
- Prolonged incidents especially with a loss
- Personally threatening situations
- Events with excessive media interest
- Any significant event capable of causing significant emotional distress in those exposed to it

Public Safety Telecommunicators also have stressors that are unique to the environment that are working in daily. Some of those unique stressors are:

- They take on other's problems
- No one understands what he or she does for a living
- No one has heard what he or she has heard
- The shifts that he or she work
- The amount of overtime, which is often manditory
- Lack of sleep, proper nutrition, and/or exercise
- Feeling of always needing to be perfect
- Saying the right thing at the right time
- Adrenaline Dump
- Childcare for shift work
- Missing out on family and children events
- Missing out on holidays and traditions

Section Twelve

12.03 Identify signs and symptoms of stress.

There are five types of normal and expectable stress reactions: cognitive, emotional, physical, behavioral and spiritual. Listed below are examples of stress reactions for each type.

BEHAVIORAL	
Hyperatlert / Hypervigilance	Detached and withdrawal
Changes in eating	Isolation
Disrupted sleeping habits	Increase in substance use
Decreased personal hygiene	Aggressiveness

COGNITIVE	
Difficulty concentrating	Difficulty making decisions
Denial	Nightmares
Confusion	Intrusive thoughts
Preoccupation with event	Memory Impairment

EMOTIONAL		
Crying	Agitation	Flat affect
Numbness	Elation at survival	Mad/sad/scared
Panic	Feeling overwhelmed	
Irritability	Anxiety/depression	

PHYSICAL		
Shaking	Hyperventilation	Sleep difficulty
Lightheaded/vertigo	Sweats	Stomachaches
Rapid pulse	Chills	Diarrhea
Elevated blood pressure	Nausea	Muscle tremors

SPIRITUAL		
Anger	Questioning	Withdrawal from practice

Section Twelve

12.04 Identify techniques of stress management.

Critical Incident Stress Management (CISM) is now more available for public safety telecommunicators as agencies are considering PST's as first responders. Formerly only talked about as "debriefings", CISM is a peer-driven tool to assist with dealing with stressful, critical incidents. Critical Incident Stress Management is not therapy, but is therapeutic. All types of CISM must adhere to the strict rule of confidentiality. The goals of Critical Incident Stress Management are to (1) mitigate the impact of a traumatic event, (2) accelerate normal recovery processes, and (3) identify individuals who may need additional assistance.

12.05 Understand the importance of health and wellness for a

The role of the PST is vital to the operation of organizations. To maintain a healthy, positive demeanor in the workplace and outside of the workplace, the PST should have the ability to recognize their own personal distress. To assist in the health and wellness of their selves, PSTs should practice personal stress management. Examples of personal stress management are:

- Don't personalize
- Eat/drink right
- Frequent breaks
- Humor
- Talk to someone
- Exercise
- Avoid or limit alcohol, tobacco, nicotine
- Use music, art, or other creative expressions

Section Twelve

12.06 Identify components of critical incident stress management (CISM).

As debriefings and research evolved, there are now several components of Critical Incident Stress Management (CISM) available for PSTs. The elements of as follows:

- Pre-incident education, preparation
- Demobilizations (large groups of public safety)
- RITS Rest, Information Transition Services (large groups of affected individuals)
- Defusings (small groups)
- Critical Incident Stress Debriefing (CISD; small groups)
- One-on-one crisis intervention
- Family CISM
- Organizational/Community intervention, consultation
- Pastoral crisis intervention
- Follow-up and referral for continued care
- More than one element of CISM may be utilized after a critical incident. However, there are several occasions that only one element is utilized and is effective.

12.07 Identify CISM resources available to the PST.

Throughout the nation, there are several Critical Incident Stress Management teams available to first responders. Teams are generally made up of peers and clinicians, available 24 hours a day, 7 days a week and assist all emergency services. In addition, there are several resources for Critical Incident Stress Management available online.

911 Public Safety Telecommunicator

Glossary & Acronyms

Abduction: A wrongful taking or carrying away of one person by another by force, fraud, or persuasion.

ACD: Automatic Call Distribution

Acknowledged / Received: Acknowledging that units have received the incident

ADA: Americans with Disabilities Act

Advanced Life Support (ALS): emergency medical care provided by paramedics that involve invasive procedures

Aerial firefighting: Helicopters or planes used to drop water or fire retardant in large quantities

Aircraft Rescue Firefighting Vehicle (ARFF): A specialty vehicle used exclusively for aircraft firefighting

Air Rescue Transport Unit: a licensed aeronautical transport unit used for the purpose of rapid patient transport

Air Truck: A truck which provides additional air supplies to the firefighters on scene

Airway obstruction: A partial or full blocking of the airway

Alarm levels: A response matrix which determines the number and type of units that will respond.

ALI: Automatic Location Identification

All Clear: there are no additional occupants or victims

Alpha: Front side of a structure as established by incident command

ANI: Automatic Number Identification

APCO: Association of Public-Safety Communications Officials

Arson: The act of maliciously setting fires or causing an explosion

Assault: a threat of bodily harm that reasonably causes fear

ATL: Attempt to locate

Audible alarm: a visual cue or tone to direct attention to the source

Automated External Defibrillator (AED): A portable device which delivers an electrical shock to a patient's heart during arrest

Automatic Aid: A pre-determined agreement between multiple agencies to provide mutual assistance for fires and other large scale emergencies

AVL: automatic vehicle locator

Basic Life Support: emergency medical care provided by emergency medical technicians and paramedics that involve non-invasive procedures

Battery: some type of physical contact has occurred

BOLO: Be on the look out

911 Public Safety Telecommunicator

Glossary & Acronyms

BP: Blood pressure

Bravo: Left side of a structure as established by incident command

Brush truck: Four wheel drive vehicle that is capable of responding to off-road incidents

Bunker Gear: The protective clothing worn by firefighters for interior structural firefighting

Burglary: unlawfully entering a dwelling, structure, or conveyance with the intent to commit an offense inside

CAD: Computer Aided Dispatch

CALEA: The Commission on Accreditation for Law Enforcement Agencies

Cardiac arrest: failure of heart function; patient has no pulse

Cardiopulmonary Resuscitation (CPR): A technique which utilizes rescue breathing and chest compressions when a patient has suffered from cardiac arrest

Cerebrovascular Accident (CVA)/stroke: Blood flow is interrupted to a part of the brain due to a blood clot

Charlie: Rear side of a structure as established by incident command

Civil liability: the potential for responsibility of payment to an aggrieved party due to the violation of a civil law

CJIS: Criminal Justice Information System

Clear/available: units have completed the assignment and are available for the next incident

Code 1: A response with lights and sirens

Code 3: A routine response

Cold response: A routine response

Command: the position of authority on a scene. Command is responsible for all decision-making. It is the only position which must always be staffed

Compassion: a feeling of deep sympathy and sorrow for another who is stricken by misfortune accompanied by a strong desire to alleviate the suffering

Controlled Burn: a permitted burn, usually of vegetation

Criminal liability: the willful, negligent, or reckless violation of criminal law or statute which can result in sanctions in the form of imprisonment

Cyber stalking: to communicate words, images, or language by or through the use of electronic mail or electronic communications, directed at a specific person, causing substantial emotional distress to that person and serving no legitimate purpose

Cyberterrorism: any premeditated, politically motivates attack against information, computer systems, computer programs, and data which results in violence against non-combatant targets by sub-national

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groups or clandestine agents (hacking)

DAVID: Driver and Vehicle Information Database

Delta: right side of a structure as established by incident command

Diabetic: a person whose body is unable to regulate blood sugar. Symptoms may mimic those of intoxication

Disturbance: a verbal argument which has not yet resulted in physical contact

DOA: dead on arrival

DUI: driving under the influence

DOT: Department of Transportation

E911: Enhanced 911

Eco-terrorism: the use or threat of the use of violence of a criminal nature against people or property by an environmental-oriented group for environmental-political reasons

EDICS: Emergency Deployable Interoperable Communications System

Emergency: an unexpected situation which may cause injury, loss of life, or damage to property.

Emergency/priority traffic: an urgent message which takes precedence over routine radio traffic. Emergency traffic may involve the use of alert tones

Engine: basic fire apparatus that has a self-contained pump used for pumping water through hoses to extinguish the fire

ERG: Emergency Response Guidebook

Ethics: the principles of honor, morality, and accepted rules of conduct that govern an individual or group

ETOH: Intoxication from ethyl alcohol

Exposures: property or structures in close enough proximity that can be damaged by smoke, heat, or flames

Extrication: an incident in which a trapped victim must be removed from a vehicle or other type of machinery

Fact: something that is known to exist or has happened. It can be verified and proven

FCIC: Florida Crime Information Center

Felony: a serious crime punishable by death or imprisonment in a state penitentiary or in correctional facilities for a year or more

Field information reports (FIR): A short narrative completed by field units after contact with citizens

Fight: a physical altercation

FIN: Florida Interoperability Network

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Fire Boat: a boat used for fighting fires on waterways or for providing water rescues

Foam truck: trucks which carry large amounts of foam to fight fires accelerated by airplane fuel

Fraud: wrongful or criminal deception intended to result in personal or financial gain

GIS: Geographic information systems

GOA: Gone on arrival

GSW: Gun shot wound

HAZMAT: Hazardous materials

Health Insurance Portability and Accountability Act (HIPAA): Federal law which protects the confidentiality of all patients in the U.S.

Hot response: an emergency response

Hypertension: high blood pressure

Hyperthermia: a state of abnormally high internal body temperature

Hypotension: low blood pressure

Hypothermia: a state of abnormally low internal body temperature

IA: Internal Affairs

ICS: Incident Command System

Illegal Burn: an unauthorized controlled burn, usually of vegetation

Incident Command (IC) Time/benchmark: the incident time will be initiated by the PST and the incident commander will respond with a status update

Inference: a conclusion which is drawn from our observations

IV: intravenous

Laceration: a cut or tear on the skin

Landing Zone (LZ): a secured area for landing emergency aircraft

LOC: level of consciousness

MARC: Mutual Aid Radio Cache

Mass casualty incident (MCI): an incident where the number and severity of casualties exceeds the capability of the responder's initial resources

Mayday: internationally recognized distress signal

Misdemeanor: a criminal offense that is punishable by a term of imprisonment in a county correctional facility not in excess of one year

Missing person: anyone whose whereabouts is unknown, regardless of the circumstances of the disappearance

Mutual Aid: assistance between multiple agencies upon request

Narcoterrorism: a subset of terrorism in which terrorist groups participate directly in the cultivation,

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manufacture, transportation, or distribution of controlled substances and the monies derived from these activities

Nationalist Terrorism: terrorism used to seek to form self-determination which may range from gaining greater autonomy to establishing a completely independent sovereign state

NCIC: National Crime Information Center

NCMEC: National Center for Missing and Exploited Children

Negligence of duty: the failure to do that which a PST has a directed or moral obligation to do; careless or reckless performance of one's duties

NENA: National Emergency Number Association and NFPA

NextGen: The "Next Generation" of 911, which includes receiving texts, videos, and images.

NFPA: National Fire Protection Association

Non-Emergency: an unexpected situation that does not require immediate response

Nuclear terrorism: using nuclear materials as a terrorist tactic with the intent to cause massive devastation; attacking nuclear facilities, purchasing or building nuclear weapons, and dispersing radioactive materials

On Scene/arrival: units have arrived on the scene of an incident

OD: Overdose

P-25: Project 25; a digital radio system which allows for interoperable communications

Performance Standards: a uniform measurement of each PST's work product when compared to the goals and requirements set by the agency

Personal Alert Safety System (PASS): an audible alarm which notifies other firefighters when a team member becomes motionless

PIO: Public Information Officer

Platforms/ladders: apparatus that is able to reach fires or situations in multiple story buildings when they are unable to be reached by the ground crews

Primary search: a rapid, thorough search to locate victims before or during the fire suppression operation

Professionalism: the skill, good judgment, and respectful behavior that is expected from a person who is trained to do a job well; a person who keeps their word, demonstrates loyalty, and exceeds expectations.

PSAP: Public Safety Answering Point

Public assist: any non-fire incident, such as animal rescues or patient assists

PST: Public Safety Telecommunicator

Quality assurance (QA): a method which provides PSTs and supervisors the opportunity to regularly monitor work performance and take corrective action in the form of training

Quid Pro Quo: a favor or advantage granted or expected in return for something else

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Quint/aerial: a combination of an engine and a ladder truck

Personnel Accountability Report (PAR): a roll call of all units assigned to an incident

Radio silence: an intentional act in response to dangerous incidents, such as bomb threats and active shooter incidents

Rescue: a unit used to respond and/or transport for medical emergencies

Resisting arrest: knowingly and willfully resisting, obstructing, or opposing a law enforcement officer engaged in the execution of legal process, or lawful execution of a legal duty

Respiratory arrest: complete cessation of breathing

Restraining Order: an injunction or protective order issued by the court which requires one person to stop harming another

Robbery: an intentional and unlawful taking of property from a person through the use of force, violence, assault, or threat

Scene Safety: weapons, number of people involved, environmental concerns, etc.

Scene Size-Up: initial observations and evaluations from the first responding units

SCOTUS: Supreme Court of the United States

Secondary search: a slow, thorough search to ensure no occupants were overlooked during the prior search

Seizure: changes in the brain's electrical activity. This can cause dramatic, noticeable symptoms or no symptoms at all

Self-contained Breathing Apparatus (SCBA): a device which allows firefighters to breathe fresh oxygen while in a hazardous environment

Sexual battery: any non-consensual touching of the intimate parts of another. This could include union with the sexual organ of another; or oral, anal, or vaginal penetration by someone or some object

Silent Alarm A silent alarm may be used to conceal a call for help from a suspect

Situational Awareness: being aware of one's surroundings, potential exposures, scene safety, and the well-being of the team

SLERS: Statewide Law Enforcement Radio System

Staging: a location away from the scene where units await for their assigned position

Stalking: a person who maliciously and repeatedly follows, harasses, or cyber stalks another person

Special weapons and tactics (SWAT): a group of responders trained to deal with unusually dangerous or violent situations and having special weapons more powerful than standard issue

State Terrorism: states that use force or the threat of force without declaring war to terrorize citizens and achieve a political goal

Swatting: suspects initiate SWAT team responses to locations under false pretenses

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Syncope: fainting

Tanker: a mobile water source

TCC: Telematic Call Center

TDD: Telecommunications Device for the Deaf

Terrorism: the unlawful use or threatened use of force or violence by a person or an organized group against people or property with the intention of intimidating or coercing societies or governments often for ideological or political reasons

TERT: Telecommunicator Emergency Response Taskforce

Theft: the unauthorized removal or concealment of property

Trespass: the issuance of a trespass warning when a subject willingly enters or remains on a property without authorization

TTY: Teletypewriter

Under control: a status called by incident command when the situation is no longer escalating

VoIP: Voice-over Internet Protocol

Warrant: a written order issued by authority of the state and commanding the seizure of the person named

Writ of bodily attachment: a warrant issued as a result of civil contempt

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Solutions

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5. ALI	3. Truth
8. PublicRecords	4. California
11. Secondary	6. QuidProQuo
12. ANI	7. Absenteeism
14. Criminal	9. February
15. Detroit	10. HIPAA
	13. First

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2. Approach	1. BOLO
3. Resource	4. SilentDispatch
5. Simulcasting	5. SWAT
6. Anticipate	7. Weapons
8. Protection	8. PastEvent
10. Containment	9. AMBER
12. Liable	11. Civil
13. Blue	

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Student Notes

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