EME-111 911 Communications & Operations I

COURSE DESCRIPTION:

Prerequisites: None

Corequisites: None

This course is designed to introduce the student to the role of a telecommunicator and the duties and responsibilities performed by the first, first responder in the public safety system. Topics include an introduction to the telecommunicator profession, technology in an emergency communications center, ethics and values, basics of call taking, documenting, and dispatching in a Public Safety Answering Point (PSAP), effective communications, cultural awareness, critical thinking, and problem solving. Upon completion, students should be able to demonstrate an understanding of the role and function of telecommunicators within the 911 system; call processes and radio procedures for law enforcement, fire, and medical dispatch; and the role of telecommunicators within emergency management, incident command, and the Telecommunicator Emergency Response Taskforce (TERT).

LEARNING OUTCOMES:

Upon completing requirements for this course, the student will be able to:

1. Demonstrate how to apply effective communications, critical thinking and problem-solving skills while learning to classify proper chief complaints for calls for service and to properly write and document information in the PSAP.
2. Identify the technology commonly used within a 911 center.
3. Summarize the history of 911 and emergency communications.
4. Discuss the roles and responsibilities of a telecommunicator.
5. Identify and acknowledge the various cultural perspectives of the users and stakeholders of the 911 system to include citizens, responders, and outside agencies.
6. Apply call-taking questioning and radio procedures to typical and frequent 911 scenarios within a 911 center.
7. Discuss ethics and values as they apply to the telecommunicator role.
8. Exhibit an understanding of the Telecommunicator's role in incident command, emergency management, and TERT.

OUTLINE OF INSTRUCTION:

I.   Course Introduction
    a. Effective Communications
    b. Critical Thinking & Problem Solving
    c. PSAP Documentation Overview

II.   9-1-1 Center Technology
    A. Hardware Overview

B. Software and CAD Programs

C. Communication Methods

III. Historical Perspectives of 9-1-1

A. Agency Authority and Operations

B. The Evolution of 9-1-1

IV. The Effective Telecommunicator

A. Rules and Responsibilities

B. Ethics

C. Training

V. Community Impact on 9-1-1 Operations

A. Cultural Perspectives and Citizen Callers

B.   First Responders

C. Government and Private Stakeholders

VI. Additional Roles of Telecommunicators

A. Emergency Management

B. Incident Command

C. TERT

VII. Scenario Based Training

A. Call-taking Questioning

B. Radio Procedures

C. Outcomes and Evaluations

VIII. Course Summary

REQUIRED TEXTBOOK AND MATERIAL:

The instructor will determine the textbook and other instructional material.