

---

---

# TABLE OF CONTENTS

## Unit 1

Emergency Communications  
as a Profession

### WILD CALLING

EXPLORING THE PROFESSION	18
HISTORY OF EMERGENCY COMMUNICATIONS	21
EMERGENCY NUMBER SYSTEMS	22
CIVILIANIZATION AND PROFESSIONALIZATION	23
TYPES OF AGENCIES	24
POSITIONS AND DUTIES	25
HOW AGENCIES WORK	26
SHIFT CONFIGURATIONS	28
COMMON & UN-COMMON TRAITS	29
POLICE COMMUNICATIONS	29
EMERGENCY MEDICAL DISPATCHER	31
FIRE COMMUNICATIONS	32
SURVIVE AND THRIVE	34
SUMMARY	35

## Unit 2

Heart of  
Emergency Communications

### CALL RECEIVING

THE EMERGENCY SERVICES LINK	38
DIFFICULT CALLS	39
BEING A VOICE	39
COURTESY PURPOSEFULLY	40
HANDLING EMOTIONS	40
YOUR EMOTIONS	41
CALL TAKING BASICS	42
HOW MUCH INFO IS ENOUGH?	48
WHY SO MANY QUESTIONS?	48
DIFFICULT CALL TYPES	49
HOW TO ASSESS CALLS	56
BEST PRACTICES CALL TAKING	58
CALL TYPES	59

---

---

# TABLE OF CONTENTS

## Unit 2

Heart of  
Emergency Communications

### CALL RECEIVING

WRITING A NARRATIVE	61
COMMON ABBREVIATIONS	61
UPDATING A CALL	62
CANCELING A CALL	62
CONFIDENTIALITY	62
MAKING PROMISES TO CALLERS	63
KEEPING CALLERS ON THE LINE	63
TRANSFERRING CALLS	63
9-1-1 HANG UP	64
TDD/TTY CALLS	64
WIRELESS / VOIP	65
NEXT GENERATION 9-1-1	65
SAFETY IN CALL TAKING	65
WORST CASE SCENARIOS	66
CALL RECEIVER RESOURCES	67
COMPUTER AIDED DISPATCH	68
SUMMARY	70

## Unit 3

A National Emergency Number

### TECHNOLOGY 9-1-1

CALL 9-9-9?	72
WE LOVE 9-1-1 (DON'T WE!)	73
INTERNATIONAL EMERGENCY NUMBERS <sup>1</sup>	73
E9-1-1 TERMS YOU NEED TO KNOW	74
WHEN TO CALL 9-1-1	75
WHAT IS A DATABASE?	76
WIRELESS 9-1-1 & VOIP	76
WHAT IS 9-1-1 LEGISLATION?	77
LEGISLATIVE COMPONENTS	77

---

---

# TABLE OF CONTENTS

## Unit 3

A National Emergency Number

## TECHNOLOGY 9-1-1

PUBLIC MARKETING AND EDUCATION	78
INDUSTRY ORGANIZATIONS	79
PAST E9-1-1 — WHERE ARE WE NOW?	79

## Unit 4

Law Enforcement Communications

## BADGE #9-1-1

POLICE DISPATCHER STORY	82
THE MANY FACES OF POLICE COMMUNICATIONS	82
AGENCY OR AREA-SPECIFIC LEARNING	83
ORGANIZATION OF POLICE AGENCIES	83
SHERIFF'S OR COUNTY LAW ENFORCEMENT	84
MUNICIPAL POLICE AGENCIES — DIVISIONS/DEPARTMENTS	85
THE BEGINNING OF COMBINED CENTERS	86
THE ROLE OF COMMUNICATIONS	87
WHAT IS CRIME?	87
VIOLENT CRIME	87
PROPERTY CRIME	89
CRIME AND PUNISHMENT DEFINED	89
<u>POLICE CALL TYPES</u>	
<u>CALL TAKING AND DISPATCHING GUIDELINES</u>	92
CRIMES AGAINST PERSONS	92
HOMICIDE	92
ASSAULT	93
THREATS	94
KIDNAPPING	94
ROBBERY	95
FAMILY AND JUVENILE	96
JUVENILE OFFENSES	97
DOMESTIC VIOLENCE	99

---

---

# TABLE OF CONTENTS

## Unit 4

Law Enforcement Communications

## BADGE #9-1-1

SEX OFFENSES	102
DRUG AND ALCOHOL CRIMES	104
WEAPONS	106
COMPLAINTS (SUSPICIOUS)	107
HAZARDS	108
BURGLARY	109
CRIMINAL TRESPASS/UNLAWFUL ENTRY	110
ALARMS	111
THEFT	113
FRAUD	117
MISCELLANEOUS CRIMES	118
ACCIDENTS/TRAFFIC	120
OTHER POLICE SERVICES	123
<u>POLICE RADIO</u>	126
DETERMINING WHO TO SEND	126
ON-VIEW CALLS	127
POLICE BEATS	127
DISPATCHING THE CALL <sup>2</sup>	128
POLICE COMMUNICATIONS METHODS / TECHNIQUES	134
LAW ENFORCEMENT INFORMATION SYSTEMS	138
GLOSSARY OF POLICE TERMS	143

---

---

# TABLE OF CONTENTS

## Unit 5

Fire Communications

## HIGH PERFORMANCE TEAM

FIRE FACTS	148
FIREFIGHTER SAFETY	149
THE NATURE OF FIRE	150
FIRE COMMUNICATIONS	151
WHAT IS A FIRE COMMUNICATOR?	152
THE IMPORTANCE OF COMMUNICATIONS	153
WHAT HAPPENS? TYPICAL FIRE CALL AND DISPATCH	153
FIRE CALL TAKING	155
FIRE RADIO	158
FIRE APPARATUS	164
FIREFIGHTER SAFETY GEAR	166
HAZARDOUS MATERIAL	168
INCIDENT COMMAND SYSTEM (ICS) NIMS	175
GLOSSARY OF FIRE TERMS	179

---

---

# TABLE OF CONTENTS

## Unit 6

Emergency Medical Dispatch

## CHAIN OF SURVIVAL

EMERGENCY MEDICAL SERVICES	184
EMD SCOPE AND RESPONSIBILITY	185
LEVELS OF EMD	186
TRAINING GUIDELINES FOR EMD <sup>2</sup>	187
CHALLENGING SITUATIONS	194
EMD RADIO	196
<u>MEDICAL CONDITIONS</u>	200
SHOCK	200
ABDOMINAL PAIN	202
BURNS	205
CARDIOVASCULAR CHEST PAIN	207
DIABETES	209
ELECTROCUTION	211
DROWNING AND NEAR DROWNING	212
NEUROLOGIC DISORDERS	213
ENVIRONMENTAL EMERGENCIES	215
RESPIRATORY DISTRESS	218
OBSTETRICAL EMERGENCIES	221
PEDIATRIC EMERGENCIES	223
SUMMARY	225
GLOSSARY OF MEDICAL TERMS	226

---

---

# TABLE OF CONTENTS

## Unit 7

Lifeline to the Responders

## EMERGENCY RADIO

THE EMERGENCY RADIO	232
DEVELOPING RADIO TECHNIQUES	233
THE DIFFERENCE BETWEEN FIRE, EMS, AND POLICE RADIO	235
COMMON RADIO TECHNIQUES	238
NUMBERS AND LETTERS	239
RADIO HOW-TO	240
EMERGENCY RADIO SAFETY	242
DISPATCHING IN PUBLIC	243
RADIO BASICS	243
TIME SAVING TECHNIQUES	244
MULTIPLE CASUALTY INCIDENTS	245
REHEARSING AND DRILLS	246
MCI THINGS TO REMEMBER	247
RADIO DISPATCH VOICE	248
FCC REQUIREMENTS AND VIOLATIONS	252
RADIO EQUIPMENT	254
THE RADIO CONSOLE	255
TROUBLESHOOTING THE RADIO	256
HEADSETS	256
COMMON COMM CENTER TECHNOLOGY	259
SUMMARY	262

---

---

# TABLE OF CONTENTS

## Unit 8

Liability and Accountability

### HERE COMES THE JUDGE

LIMITATIONS OF LIABILITY TRAINING	264
FACTS & REALITY OF LAWSUITS	264
ACCOUNTABILITY AND RESPONSIBILITY	266
TRAINING AND LIABILITY	269
THE NEED FOR EVALUATIONS	270
THE NEED FOR POLICY AND PROCEDURES	270
SAFEGUARDS	271
COMMONLY KNOWN AREAS OF RISK	272
BE PREPARED	273
LAW, COURT, AND OFFICIALS	275
ORIGIN OF LEGAL PRINCIPLES	277
TYPES OF COURT AND TERMS	279
COURT PERSONNEL	281
SUMMARY	282

## Unit 9

Crisis Intervention

### DANGEROUS OPPORTUNITY

PEOPLE IN CRISIS	284
WE ARE ALL CONNECTED	284
UNDERSTANDING CRISIS SITUATIONS	286
WHAT IS CRISIS?	286
MAINTAINING THE BALANCE	287
DEALING WITH VIOLENT PEOPLE	292
ELDERLY & CHILD ABUSE	293
HOSTAGE NEGOTIATIONS	295
DOMESTIC VIOLENCE	300
SUICIDE	310
RAPE	314
SUBSTANCE ABUSE	321



---

---

# TABLE OF CONTENTS

## Unit 9

Crisis Intervention

### DANGEROUS OPPORTUNITY

DRUG STREET TALK _____	325
CRISIS RESOURCES _____	328
CRISIS BILL OF RIGHTS _____	329
RULES FOR CRISIS LISTENING _____	329
WHEN ALL ELSE FAILS _____	330
SKILLS TO LEARN AND PRACTICE _____	330
PERSONAL QUALITIES TO STRIVE FOR _____	331
THINGS TO REMEMBER! _____	331
DID YOU HELP? _____	332

## Unit 10

9-1-1 For Wellness

### STRESS MANAGEMENT

TOXIC STRESS IN EMERGENCY COMMUNICATIONS _____	334
CRITICAL INCIDENT STRESS _____	340
VICTIMIZATION AND STRESS _____	344
PHYSICAL WELLNESS _____	345
THE INNER SELF _____	351
SUMMARY _____	354