
TRAINING OBJECTIVES

DISPATCHER

- 1.1** Obtain information related to complaints and/or requests for service from the public, field units, and other agencies
- 1.1** Given a written scenario or practical exercise:
- 1. Identify two purposes of emergency services communications.**
 - 2. Identify five primary functions of emergency dispatching.**
 - 3. Obtain basic information from caller to send appropriate response unit(s).**
 - 4. Use effective interpersonal skills in crisis situations.**
- 1.1.1 Identify two purposes of emergency services communications.
- 1.1.2 Identify five primary functions of emergency dispatching.
- 1.1.3 Identify the basic information required to determine which response unit(s) to send.
- 1.1.3.1 Law enforcement
- 1.1.3.2 Medical
- 1.1.3.3 Fire
- 1.1.4 Identify characteristics of a person in crisis.
- 1.1.5 Demonstrate collection of information from a caller related to a crime, traffic, incident, medical emergency, fire emergency, animal complaints, and safety hazard. (This may be done in one combined exercise or several separate ones.)
- 1.2** Perform multiple tasks related to receiving information and dispatching appropriate response units.
- 1.2** Given a written scenario and practical exercise, perform multiple tasks related to receiving information and dispatching appropriate response units.
- 1.2.1 Demonstrate active listening skills to obtain needed information.
- 1.2.2 Demonstrate method used to read, transmit, enter/record information, and speak to response units.
- 1.2.3 Demonstrate method used to monitor and respond to radio transmissions from law enforcement units.
- 1.2.4 Demonstrate method used to monitor and respond to radio transmissions from fire department units, if applicable.
- 1.2.5 Demonstrate method used to monitor and respond to radio transmissions from emergency medical units, if applicable.
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DISPATCHER

1.3 Apply standard communication techniques in receiving and transmitting information via radio and telephone.

1.3 Given a practical exercise:
1. Identify general radio codes and general terminology to communicate with response units.
2. Apply standard communication techniques in receiving and transmitting information via radio and telephone.

1.3.1 Use of words and terms associated with effective interpersonal skills.

1.3.2 Clear and distinct speech using common language

1.3.3 Identification of specialized codes, military time, and/or phonetic alphabet to conduct police communications/transmissions including federal, state, and local codes, particularly Signal 1, Signal 2, Signal 3, and Signal 4.

1.3.4 Demonstration of effective techniques to calm the emotionally upset citizen and communicate with him or her.

1.3.5 Receipt and transmission of information to coordinate communications between field units.

1.3.6 Explanation of the critical need for and control of radio traffic.

1.3.7 Use of clear speech to broadcast "Be on the Lookout" (BOL) bulletin.

1.3.8 Identification of information and items of importance about which to brief incoming dispatch personnel to ensure their knowledge of current activities.

1.4 Disseminate information to the public, field units, and other agencies using standard communication and dispatching techniques.

1.4 Given a written scenario or practical exercise, identify or demonstrate methods to disseminate information to the public, field units, and other agencies using standard communication and dispatching techniques.

1.4.1 Method(s) to provide non-confidential information to the public.

1.4.2 Communication with officer(s) by radio or computer to check status and safety.

1.4.3 Providing descriptive information of missing person(s), suspect(s), vehicle(s), etc.

1.4.4 Summarizing incident information received for dispatching calls for service via radio.

1.4.4.1 Listen to caller

1.4.4.2 Read recorded information

1.4.4.3 Transmit information to field units and receive information from field units.

1.4.4.4 Document required information

1.4.4.5 Relay, provide, and update incident information to field units

1.4.4.6 Dispatch field units to calls for service

DISPATCHER

1.5 Apply standard communication techniques when handling specialized situations via radio, telephone, and in person.

1.5 1. Given a written scenario or practical exercise, identify or demonstrate the steps involved in receiving, handling and dispatching complaints or requests related to specialized situations identified in the criteria for testing.

2. Given a written scenario or practical exercise, identify or demonstrate the steps involved in handling callers involved in specialized situations identified in the criteria for testing.

1.5.1 Contacting other agencies to obtain information and resources for the following types of incidents via radio, telephone or other electronic media

1.5.1.1 Mutual aid

1.5.1.2 Officer safety

1.5.1.3 Incident status

1.5.1.4 Restricted and confidential information.

1.5.1.5 General assistance.

1.5.1.6 Miscellaneous requests.

1.5.2 Obtaining information, dispatching and coordinating units for responding to two of the following specialized calls and incidents simultaneously

1.5.2.1 SWAT

1.5.2.2 K-9

1.5.2.3 Investigations

1.5.2.4 High speed pursuits

1.5.2.5 Hazmat

1.5.2.6 Water rescue

1.5.2.7 Prison/jail breaks

1.5.2.8 Disaster drills and situations

1.5.2.9 Aviation crash

1.5.2.10 Missing person in unusual terrain

1.5.3 Communicating effectively and maintaining contact with persons involved in the following specialized calls

1.5.3.1 Crisis and/or panic situations

1.5.3.2 Mentally impaired, unstable or suicidal caller

1.5.3.3 Intoxicated caller/irate or abusive caller

1.5.3.4 Child caller

1.5.3.5 Elderly caller

1.5.3.6 Non-English speaking caller

1.5.3.7 False or nuisance calls

1.5.3.8 Media calls

1.5.3.9 Silent calls (TDD)

1.5.3.10 Cell phone caller unable to identify location

DISPATCHER

1.6 Assist caller(s) by providing initial emergency medical care information (pre-arrival instructions) to victims of accidents, illnesses and /or crimes. (On-the-Job Training, if applicable)

- 1.6**
- 1. Given a practical exercise, provide initial emergency medical instructions/information (pre-arrival instructions) to victims of an accident.**
 - 2. Given a practical exercise, provide initial emergency medical care instructions/information (pre-arrival instructions) to victims of an illness.**
 - 3. Given a practical exercise, provide initial emergency medical care instructions/information (pre-arrival instructions) to victims of a crime.**

1.6.1 Obtaining information and dispatching appropriate emergency medical unit(s).

1.6.2 Identifying appropriate protocol based upon caller information.

1.6.3 Reading verbatim medical protocol to provide assistance to caller until help arrives.

1.7 Respond to a report of a disaster.

1.7 Given a written exercise, identify the dispatcher's response to disaster situations.

1.7.1 The relevance of emergency communications plans for dispatchers and other emergency service providers.

1.7.2 Three specific examples of law enforcement, fire services, and emergency medical service situations that require a pre-planned response.

1.7.3 The specific role of dispatchers in law enforcement, fire services, and emergency medical services, emergency management plans.

1.7.4 An example of a local incident that could result in a response by federal emergency resources by declaration of emergency.

1.7.5 Emergency warning communications systems and the dispatcher's role when a national emergency has been reported to the communications center.

1.7.6 Definitions of the following

1.7.6.1 Warning

1.7.6.2 Weather warning, weather watch, and weather advisory

1.7.6.3 Man-made disaster (e.g., riot, bombings, etc.)

1.7.6.4 Natural disaster

1.7.6.5 Nuclear/biological disaster

DISPATCHER

2.1 Receive, prioritize, and handle multiple tasks related to emergency call taking and dispatching using judgment based on policies and procedures.

2.1 Given three written scenarios or practical exercises, identify or demonstrate the steps involved in receiving, prioritizing, and handling multiple tasks related to 911 call taking and dispatching.

- 2.1.1 "911 – where is your emergency?"
- 2.1.2 Obtain information relevant to the call by asking multiple questions related to
 - 2.1.2.1 Where
 - 2.1.2.2 What
 - 2.1.2.3 Who
 - 2.1.2.4 When
 - 2.1.2.5 How
 - 2.1.2.6 Why
- 2.1.3 Provide information to caller based on situation and risk assessment.
- 2.1.4 Exercise judgment to prioritize response to the call
 - 2.1.4.1 Type of call (protocol for case classification)
 - 2.1.4.2 What type of response(s) (initial personnel and resources to dispatch)
 - 2.1.4.3 Exercise judgment to prioritize response to the call
 - 2.1.4.4 Special teams
 - 2.1.4.5 Notifications to other authorities
- 2.1.5 Send information to dispatch station or dispatch while taking call.
- 2.1.6 Document the call and response(s), e.g., units assigned based on location and availability.
- 2.1.7 Document additional information sent to response units, e.g., weapon seen, hostage taken, suspect description, etc.

2.2 Receive and handle various types of non-emergency complaints and requests

2.2 Given a written scenario or practical exercise, identify or demonstrate the steps involved in receiving and providing service for non-emergency calls including the following types of complaints and requests from the public:

1. In-person complaints and requests
2. Telephone complaints and requests

- 2.2.1 Service-oriented greeting
- 2.2.2 Prioritize non-emergency call
- 2.2.3 Questions asked to elicit basic information regarding type of call
- 2.2.4 Responses designed to handle complaint, request, or routine business based on protocol
- 2.2.5 Call classification
- 2.2.6 Units assigned (if call not referred elsewhere)
- 2.2.7 Documentation of false and/or nuisance calls

DISPATCHER

2.4 Recognize and understand the dynamics of active shooter incidents and apply standard communication techniques during incident/s.

2.4 See manual 1 through 16

- 2.4.1 Identify the primary functions of a dispatcher during an active shooter event(s).
- 2.4.1.1 Call taking/texting
 - 2.4.1.1.1 Recognizing or suspecting an active shooter event
 - 2.4.1.1.2 Identify accurate location
 - 2.4.1.2 Coaching and/or direction
 - 2.4.1.2.1 Civilian(s)
 - 2.4.1.2.2 Armed civilian(s)
 - 2.4.1.2.3 Off duty law enforcement
 - 2.4.1.2.4 Fire and emergency medical services personnel
 - 2.4.1.3 Screening, gathering, and documenting information
 - 2.4.1.4 Dispatching and disseminating information to responding units
 - 2.4.1.4.1 Radio control
 - 2.4.1.4.2 Immediate and pertinent updates
 - 2.4.1.4.3 Acknowledging responding units
 - 2.4.1.5 Managing responding resources
- 2.4.2 Identify the roles of law enforcement, EMS, and fire service during active shooter
 - 2.4.2.1 Law Enforcement
 - 2.4.2.1.1 Locating, containing, neutralizing suspect
 - 2.4.2.1.2 Securing scene
 - 2.4.2.1.3 Establishing casualty collection point
 - 2.4.2.1.4 Perimeter management
 - 2.4.2.2 Emergency Medical Services
 - 2.4.2.2.1 Triage
 - 2.4.2.2.2 Transporting
 - 2.4.2.3 Fire
 - 2.4.2.3.1 Scene assessment (i.e. hazmat)
 - 2.4.2.3.2 Triage
- 2.4.3 Define active shooter in accordance with the U.S. Department of Justice and the FBI and identify early warning signs of an active shooter event.
 - 2.4.3.1 Sudden influx of calls
 - 2.4.3.2 Suspicious person calls not involving shots fired
 - 2.4.3.3 Calls for law enforcement and /or fire that seem unrelated but begin to form a pattern around a centralized location/activity
 - 2.4.3.3.3 Perimeter management
 - 2.4.3.4 Open line calls
 - 2.4.3.5 Hearing gun shots in the background of a call
- 2.4.4 Identify appropriate information/guidance to be provided to other law enforcement agencies offering assistance or asking questions during an event.
 - 2.4.4.1 Maintain phone line(s) and radio control (i.e. channels and phones lines should be clear to obtain and disseminate pertinent information).
 - 2.4.4.2 Determine what and if information is authorized for release.
 - 2.4.4.3 Direct callers seeking information to public information officer or assigned spokesperson.

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- 2.4.5 Identify the potential for a secondary event or multiple events to be associated with the initial primary active shooting.
 - 2.4.5.1 Secondary distractions (i.e. pulling fire alarm or setting off security alarms)
 - 2.4.5.2 Drawing in first responders
 - 2.4.5.3 Multiple shooters
- 2.4.6 Identify potential weapons used and other hazards for first responders during an active shooter incident.
 - 2.4.6.1 Hand gun and/or long gun
 - 2.4.6.1.1 Number of firearms
 - 2.4.6.1.2 Number of shots fired
 - 2.4.6.1.3 Where
 - 2.4.6.1.4 When
 - 2.4.6.2 Explosives, bombs, booby traps, or other distraction devices
 - 2.4.6.3 Knives, machetes, hatchets
 - 2.4.6.4 Entry/ exits compromised (e.g. blocked, chained, booby-trapped)
 - 2.4.6.5 Others as identified
- 2.4.7 Demonstrate screening calls, gathering information, and relaying the location of suspect(s) and mode(s) of transportation.
 - 2.4.7.1 On premises
 - 2.4.7.2 Off premises / direction of travel
 - 2.4.7.3 Ingress/egress points for law enforcement
 - 2.4.7.4 Transportation mode
 - 2.4.7.4.1 Type of vehicle (use CYMBALS)
 - 2.4.7.4.2 Car/truck/motorcycle
 - 2.4.7.4.3 Armored
 - 2.4.7.4.4 Boat
 - 2.4.7.4.5 On foot
 - 2.4.7.4.6 Others as identified
 - 2.4.7.5 Description of suspect(s)
 - 2.4.7.5.1 Known (obtain name)
 - 2.4.7.5.2 Number
 - 2.4.7.5.3 Head to toe description
 - 2.4.7.5.3.1 Any special clothing or protective vest/armor
 - 2.4.7.5.3.2 Any remarkable or outstanding physical markings
 - 2.4.7.5.3.3 Possible bomb (i.e. visible wires, suicide vest, backpack, remote detonator, packages)
 - 2.4.7.5.4 Did he/she say anything (i.e. group affiliation, mental stability)
 - 2.4.7.5.5 Targeting specific groups or individuals (i.e. religion, culture, gender orientation, race)
 - 2.4.7.5.6 Any other information obtained
- 2.4.8 Demonstrate the ability to analyze, prioritize, and relay pertinent information regarding hostages, injured and uninjured victims.
 - 2.4.8.1 Hostages
 - 2.4.8.1.1 Location (s) (i.e. room number, building name, access points for law enforcement)
 - 2.4.8.1.2 Number
 - 2.4.8.1.3 Any suspect's demands
 - 2.4.8.1.4 Injuries
 - 2.4.8.2 Injured/casualties
 - 2.4.8.2.1 Location(s)

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- 2.4.8.2.2 Number
- 2.4.8.2.3 Types of injuries
- 2.4.8.2.4 Triage
- 2.4.8.3 Uninjured
- 2.4.8.3.1 Location(s)
- 2.4.8.3.2 Number
- 2.4.9 Demonstrate the ability to determine if civilians are secure and safe and if the facility/agency has an active shooter plan.
- 2.4.9.1 Escape
- 2.4.9.2 Avoid
- 2.4.9.3 Deny
- 2.4.9.4 Defend
- 2.4.10 Identify possible contingencies during a system failure.
- 2.4.10.1 Implementation of MOA/MOU
- 2.4.10.2 Back-up systems
- 2.4.10.3 Radios /Cache
- 2.4.11 Demonstrate an understanding of the analysis and prioritization of the following
- 2.4.11.1 Additional call taking and screening for service
- 2.4.11.2 Documentation timely and pertinent/updates computer aided dispatch
- 2.4.11.3 Incident Command/Unified Command
- 2.4.12 Identify how the use of social media impacts today's shooter and active shooter activities.
- 2.4.12.1 Monitor social media during the event, as applicable
- 2.4.12.2 Impact on scene control
- 2.4.12.3 Utilizing social media for distribution of information
- 2.4.13 Identify the dispatcher's role and interaction with the Media.
- 2.4.13.1 Inform individuals to contact the public information officer or the individual serving in that capacity.
- 2.4.13.2 Types of Media
- 2.4.13.2.1 Local (quick response to scene; priority is community and community healing)
- 2.4.13.2.2 Major affiliates (National /international 6-9 hour response to scene; priority is headlines secondary is victims and community healing)
- 2.4.13.3 Awareness of surroundings and individuals (i.e. press) when privately discussing incident in public/private locations
- 2.4.14 Identify emotional impact and the resources available for stress management including Critical Incident Stress Management and services are available within the community.
- 2.4.14.1 Employee Assistance Program/Human Resources
- 2.4.14.2 Critical Incident Systems Management Teams
- 2.4.14.3 Community Services Board (CSB)
- 2.4.14.4 Others as identified
- 2.4.15 Identify active shooter incident's impact on first responders and community
- 2.4.15.1 Suicides
- 2.4.15.2 Alcoholism
- 2.4.15.3 Abuse
- 2.4.15.4 Increased use of sick leave
- 2.4.15.5 Service calls (i.e. suspicious person and welfare checks)
- 2.4.15.6 Depleted resources (funding, staff, equipment, etc.)
- 2.4.16 Given a written or practical exercise, identify the characteristics of a law enforcement response.

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- 2.4.16.1 Approach
- 2.4.16.2 Positioning
- 2.4.16.3 Situational awareness
- 2.4.16.4 Breaching awareness
- 2.4.16.5 Scene control
- 2.4.16.5.1 Traffic
- 2.4.16.5.2 Towing
- 2.4.16.5.3 Media
- 2.4.16.5.4 Family reunification
- 2.4.16.6 Officer safety
- 2.4.16.7 Force on force
- 2.4.16.8 Avoidance (i.e. self-dispatching, solo entry without a plan, armed citizens, improvised explosive devices)
- 2.4.16.9 Emergency medical services /fire roles, responsibilities and safety
- 2.4.16.9.1 High Threat Response Team (i.e. team of law enforcement and fire/ EMS personnel)
- 2.4.16.9.2 Zones: Hot, Warm, Cold

3.1 Apply federal/state laws, local ordinances, and rules and regulations established for dispatch operations.

3.1 Given written exercises, identify relevant federal and state laws, rules and regulations that govern dispatch operations.

- 3.1.1 Communications Act of 1934
- 3.1.2 Federal Communications Commission Rules and Regulations
- 3.1.3 The Federal Privacy Act
- 3.1.4 The Federal Freedom of Information Act
- 3.1.5 Virginia Privacy Act (§ 2.2-3800 Government Data collection and Dissemination Practices Act)
- 3.1.6 Virginia Freedom of Information Act (§ 2.2-3700 et al.)
- 3.1.7 Differences between criminal, civil and traffic violations as provided by the Code of Virginia.
- 3.1.8 Identify, explain and determine the existence and validity of legal documents.
- 3.1.8.1 Arrest warrants
- 3.1.8.2 Capias
- 3.1.8.3 Psychiatric/Medical Detention/Commitment Orders
- 3.1.8.4 Subpoena
- 3.1.8.5 Summons
- 3.1.8.6 Protective orders
- 3.1.8.7 Determining existence and validity of warrants.
- 3.1.9 The Missing Children's Clearinghouse Act (§52-31.34)

3.2 Perform the duties of a dispatcher with awareness of general liability applicable to this job.

3.2 Given a written exercise, identify the areas of potential liability that apply to dispatchers in the performance of their job.

- 3.2.1 Concept of general and special duty to the public in the communication center.
- 3.2.2 Liability of dispatchers related to performance of duties as covered by the following acts
- 3.2.2.1 The Virginia Tort Claims Act (§8.01-195.1)
- 3.2.2.2 The Virginia Good Samaritan Act (§8.01-225)

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3.3 Testify in court.

3.3 Given a written scenario or practical exercise, identify documents and materials to prepare for court testimony.

3.3.1 Basic preparation for court testimony and/or deposition.

3.3.2 Characteristics of professionally presented testimony in court.

4.1 Respond to stressful situations professionally.

4.1 Given a written or practical exercise, identify or demonstrate the necessary skills and techniques to respond to stressful situations professionally.

4.1.1 Define crisis, victim, and stress.

4.1.2 Identify two aspects of victimization.

4.1.3 Identify three stages of stress reactions.

4.1.4 Identify common characteristics of stress.

4.1.5 Identify methods of handling stress.

4.1.6 Define Critical Incident Stress Management (CISM) and its use in communication centers.

4.1.7 Identify techniques that allow dispatchers to maintain control of situations.

4.1.8 Identify intervention techniques used to assist victims over the phone.

4.2 Respond to abusive callers or difficult people professionally.

4.2 Given a written and practical exercise, identify and demonstrate the steps that assist with handling abusive callers or difficult people.

4.2.1 Identify the five steps that assist in handling abusive callers or difficult people.

4.2.2 Demonstrate handling an abusive caller in a practical scenario.