



State of Florida
Department of Health
Telecommunicator Certification
&
Telecommunication Course
Equivalency
Workshop

911 Public Safety Telecommunication Course Equivalency



Rebecca with the Florida Department of Health started us out with some information on Telecommunicator Certification.



Our focus this hour will be on how to get your training program certified

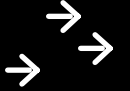


Review of the application – DH Form 5067



Review of the Framework

Telecommunications Course Certification



Open the door to
Certification and cost
efficiency for your
Agency

Public Safety Telecommunication Course Certification

Where to begin



1st Step:

Evaluate the framework in comparison to your current training program.

Next:

Determine what is missing from your program and add additional training
Calculate hours of training dedicated to each employee.
Separate academic, lab, and hands-on time to make it easier for you later.

Finally:

Documentation
Make sure all of your documentation is up-to-date.

It's time to start working on your application to Certify your training program.

The Equivalency Application- Part I: Course Administration

- What will you need to get started?
 - DOH website- for quick reference to Framework and Equivalency application
 - Address where course will be offered
 - Address of any secondary institution where course will be offered
 - Knowledge of all of your training documentation- including manuals, DOR's, testing materials, equipment
 - Written agreement or contract between any agencies or parties that are affiliated with the secondary institution (if needed)

Example of agreement

Part I: Course Administration



Palm Beach County Fire Rescue
"When second count, count on us."

Palm Beach County Fire Rescue
Communications Center
Phone: 561-712-6572
Fax: 561-712-6690
E-Mail: echaisso@pbcgov.org

November 2nd, 2009

To Whom It May Concern,

The Palm Beach County Fire Rescue Communications Division has agreed to assist with instruction to Palm Beach County Sheriff's Office Communications Division with any of the performance standards of the DOE Public Safety Telecommunication 208-hour Course that are relevant to Fire and EMS Communications.

Additionally, Palm Beach County Sheriff's Office Communications Division has also agreed to participate with instruction of Palm Beach County Fire Rescue personnel regarding any performance standards of the DOE Public Safety Telecommunication 208-hour Course that are relevant to Law Enforcement Communications.

Sincerely,

Ellen Chaisson
PBCFR Communications
Training Supervisor

Natalie Heneks
PBSO Communications

Make sure both parties
sign!

Attachment
1

Example of outline

Part II: Program of Study

Phase 1 Call Taker Academic Course Outline

Week One

Day One: Monday (8 hrs)

TEST:

Presentation(s):

Topics Covered:

Desk, Section 1, Communications Guidelines

Communications General Guidelines

Responsibility

Dress Code

Scheduling & Leave

Preparation for Duty

Communications Tardiness Policy

Relief / Breaks

Equipment & Facilities Maintenance

Phones & Recording

Telecommunicator Code of Ethics

Communications Special Response Team

Subpoenas

Liability

Call Taking

Dispatching

Attachment
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Example of outline

Part II: Program of Study



Part II: Program of Study

A. Below is a list of the 13 student performance standards required for the DOE Public Safety Telecommunication ~~232~~ ~~208~~ hour course. Indicate the page(s) number of your course outline where your program addresses each of the occupational completion point(s) and the amount of hours spent instructing the student on each point.

Occupational Completion Point(s)	Page(s) of Syllabi or Outline	Didactic Hours	Skills Practice Laboratory Hours
1.0 Describe and demonstrate professional ethics and the role of telecommunicator			
2.0 Describe Guidelines and Operational Standards of call classification and prioritization. Describe Florida law and its application to telecommunication operation.			
3.0 Identify and explain communication equipment and resources. Identify and define terminology pertinent to public safety telecommunication.			
4.0 Demonstrate communication and interpersonal skills. Identify and explain communication equipment and resources.			
5.0 Perform operational skills. Demonstrate communication and interpersonal skills			
6.0 Demonstrate understanding of fire department role and responses as well as hazardous materials awareness. Perform operational skills			
7.0 Demonstrate understanding of emergency medical services role and responses. Demonstrate understanding of hazardous materials awareness.			
8.0 Demonstrate understanding of law enforcement role and responses. Demonstrate proficiency in first responder to medical emergencies techniques and provide emergency medical care			
9.0 Comprehend stress management techniques. Demonstrate knowledge of sexually transmitted diseases, including AIDS			
10.0 Understand the duties and responsibilities of a public safety telecommunicator. Comprehend stress management techniques			
11.0 Demonstrate an understanding of Emergency Management practices. Demonstrate employability skills			
12.0 Demonstrate CPR proficiency. Demonstrate an understanding of Emergency Management practices			
13.0 Demonstrate CPR proficiency			
	Total Didactic and Skills Practice Laboratory Hours		
		Contact hours of entire	

NOTE: Your training program must meet or exceed a

- You must have a total of 232 contact hours. This can be a combination of Classroom, Hands on, Lab as long as all framework points are met.
- When submitting your outline or syllabus- the pages from this will go directly onto the application. It is important to keep your information on the same pages so as to not have to send in changes.

Part II: Program of Study

Provide a list of your training program's skills and practice equipment

Examples:

CAD

PC's

Radio equipment etc.

Flip Chart

Attachment

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Don't get too specific with product names!

Attach a list of documents
retained in a student's records

Examples:

Attachment

4

DOR's

Testing materials

Contracts

Certifications

Part II: Program of Study

Specify all pre-requisites or co-requisites to the program:

Examples:

High School Diploma

Previous Experience

Testing Process/Hiring
Process

Job Description

Attachment

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Attach a copy of the training
program's admissions
requirements and student
handbook

Examples:
Attendance
Dress Code

Attachment
6

General New Hire Guidelines

This may already be a section in your training
manual (just separate it and call it your
handbook!)

Attach a copy of the Certificate
of Completion that is issued to
the graduate.

Be sure to include:

Title of Course

Hours of Completion

Date of Completion

School Code#

Program Coordinator and/or Lead Instructor

Signature

Attachment

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Certificate Example

*Palm Beach County Sheriff's Office
Communications Division*



*Communications Officer I-III
Name*

*Has successfully completed the 640-hour
Public Safety Telecommunicator Training Course
School Code #00001*

Date

Natalie Heneks
Communications Training Supervisor
Palm Beach County Sheriff's Office

Robin Schmidt
Communications Division Manager
Palm Beach County Sheriff's Office

The Equivalency Application

Part III: Instructional Staff

What do you need for this?

Determine who your Program Coordinator is and what the requirements are to hold that position.

Determine who your Lead Instructor(s) is and what the requirements are to hold that position.

Part III: Instructional Staff

Attach a description of your agency's qualification requirements for the position of and duties of "Program Coordinator" and "Lead Instructor"

Examples:

Utilize Job Descriptions:

Communications Manager

Communications Training Coordinator

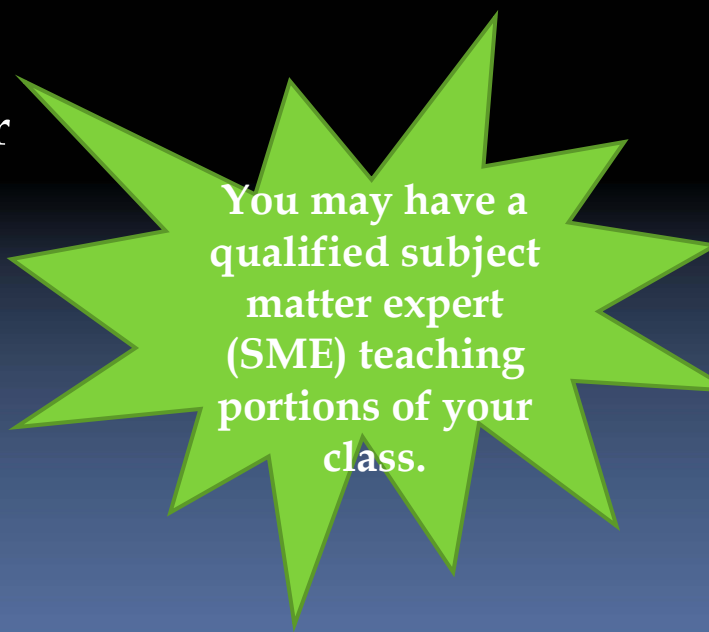
Communications Supervisor

Communications Training Officer

Note! Whatever qualifications you specify you must adhere to!

Attachment

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You may have a qualified subject matter expert (SME) teaching portions of your class.

Part III: Instructional Staff

Attach a CV or resume for the Program Coordinator and Lead Instructor(s) demonstrating they meet the qualification of their position

Hint: Have personnel that are going to be lead instructors completed their CV and submit to you, keep a copy of their CV on file for future needs!

Attachment

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Lead Instructors
must hold State of
Florida Public
Safety
Telecommunicator
Certification

The Equivalency Application

Part IV: Procedures for Determining Course Equivalency

- Submit a completed application with all relevant material (see application for details)
- Once application is approved or not approved you will be notified within 30 days

Important facts to note:

Personnel that have taken your course prior to the approval from the Bureau of EMS are not eligible for certification unless they meet the 3 year requirement.

Any changes to the application require written notification to the Bureau within 30 days of the change

Each applicant for Course Equivalency may receive a scheduled or unscheduled site visit by the department to verify the information submitted on the application is true and correct

The Framework-Occupational Points 1-12

1.0

- 01.0 Describe and Demonstrate Professional Ethics and the Role of Telecommunicator
- 01.01 Define ethics and professionalism.
- 01.02 Comprehend acts that are considered professionally unethical.
- 01.03 Explain team concept.
- 01.04 Demonstrate knowledge of the following: criminal acts, personal gain, negligence of duty, duty to act, agency values, and confidentiality.
- 01.05 Comprehend the historical development of the role of the telecommunication profession.

The Framework-Occupational Points 1-12

1.0

- 01.06 Describe the evolution of telecommunications and 911.
- 01.07 Explain how criminal and civil law affects telecommunication operations.
- 01.08 Describe impact and importance of disseminating public information.
- 01.09 Explain importance of and procedure for testifying in court.
- 01.10 Understand and explain the legalities of Health Insurance Portability and Accountability Act (HIPPA) and how it relates to telecommunications.
- 01.11 Explain Florida's The "Sunshine" Law and how it relates to public record requests.

Examples of training material/resources for framework 1.0

- HIPPA Law
- Chapter 119 FL Status
- “Public Records Law”
- Ethics Presentations
- Liability Presentations
- New Hire Orientation
- APCO PST1
- Communications Code of Ethics
- Communications Training and Operations Manual
- Agency Standard Operating Procedures/General Orders

The Framework-Occupational Points 1-12

2.0

Describe Guidelines and Operational Standards of call classification and prioritization

- 02.01 Explain the importance of call classification and prioritization.
- 02.02 Describe the call type using the proper classification process.
- 02.03 Demonstrate telephone techniques including call handling guidelines.
- 02.04 Demonstrate interpersonal skills.
- 02.05 Demonstrate friendly and accurate customer service.

Examples of training material/resources for framework 2.0

- Communications Training Manual
- Dispatcher Tactical Plan
- Agency Codes/Signals
- Questioning techniques
- Customer Service
- EMD Class
- APCO PST1
- When Seconds Count

The Framework-Occupational Points 1-12

3.0

03.0 Identify and Explain Operation of Communication Equipment and Resources

- 03.01 Describe typical components of communication centers.
- 03.02 Identify communication equipment functions and terminology.
- 03.03 Explain functions of the Florida Crime Information Center (FCIC) and the National Crime Information Center (NCIC).
- 03.04 Explain the operation of various manual and automated equipment that may be utilized within the communication system.
- 03.05 Explain the operation of a telephone system

The Framework-Occupational Points 1-12

3.0

- 03.06 Explain the operation of ADA services including TDD and telephone relay services.
- 03.07 Explain the operation of radio equipment.
- 03.08 Explain Florida interoperability capabilities including the Florida Interoperability Network (FIN)
- 03.09 Explain the operation of 911 equipment.
- 03.10 Identify the referral process for access to resources outside of the public safety agency.
- 03.11 Explain the role of Telematic Call Centers in a public safety related incident.

Examples of training material/resources for framework 3.0

- Communications Training and Operations Manual
- Agency **Standard Operating Procedures/General Orders**
- Teletype Manual/Presentation
- CJIS Certification
- 911/TDD Training/Relay services
- Telephone system training/Presentation/hands on
- Florida Interoperability Network (FIN)
- When Seconds Count
- APCO/NENA websites /classes
- Telematics training (OnStar, Lojack, etc.)

The Framework-Occupational Points 1-12

4.0

Demonstrate Communication and Interpersonal Skills-

- 04.01 Use calm and controlled voice on radio and telephone.
- 04.02 Demonstrate internal and external customer service skills.
- 04.03 Demonstrate multi-function dexterity.
- 04.04 Demonstrate the ability to recognize when information received is not appropriate to the situation or appears suspicious.
- 04.05 Demonstrate active listening skills.

The Framework-Occupational Points 1-12

4.0

- 04.06 Use proper pronunciation and enunciation.
- 04.07 Demonstrate ability to give and follow instructions.
- 04.08 Demonstrate specific calming techniques as appropriate.
- 04.09 Demonstrate comprehension of diverse cultural needs.
- 04.10 Demonstrate decision-making skills.
- 04.11 Explain the difference between a fact and an inference.

Examples of training material/resources for framework 4.0

- Communications Training Manual
- Dispatching Procedures
- Customer Service
- Scenario based training –review of 911 and radio transmissions
- Tape Libraries (use your own or resources online)
- General Agency/Communications Guidelines
- Hands on training/lab practice
- APCO PST1
- When Seconds Count
- Language Line
- Questioning Techniques
- Basic Calltaker presentation/guidelines

The Framework-Occupational Points 1-12

5.0

05.0 Perform Operational Skills

- 05.0 Obtain and organize pertinent information for dispatch.
- 05.02 Correctly complete appropriate forms, logs, and files.
- 05.03 Utilize available resources properly.
- 05.04 Identify various procedures used when dispatching emergency and non-emergency calls.
- 05.05 Demonstrate an understanding of federal, state, and local laws for disseminating information.
- 05.06 Obtain and process requests for service and/or resources from field units in a timely manner.
- 05.07 Explain the importance of briefing on-coming telecommunicators.
- 05.08 Explain the importance of knowing and informing colleagues and supervisors of incidents that may adversely affect operations.
- 05.09 Explain geographical jurisdictions and how it affects day-to-day activities.

Examples of training material/resources for framework 5.0

- Desktop resources (develop a presentation that outlines all of the available resources for Telecommunicators)
- Dispatch procedures/ Communications Training manual
- Dispatcher tactical plan
- FCIC/NCIC review/ Teletype training
- Liability training
- Mapping/ Geography- provide maps, county numerals, zones, boundaries, GIS

The Framework-Occupational Points 1-12

6.0


Demonstrate as Understanding of Hazardous Materials Awareness and Fire Department Responses (FEMA Online Training IS-317 Introduction to Community Emergency Response Teams is acceptable for hazmat awareness

- 6.01 Understand the roles and responsibilities of fire department responders.
- 6.02 Define types of fire emergency calls
- 6.03 Understand the telecommunicator's role in firefighter safety
- 6.04 Define hazardous materials as substances (solids, liquids, or gases) that when released is capable of causing harm to people, the environment, and property.
- 6.05 Identify the differences between hazardous materials emergencies and other emergencies.

The Framework-Occupational Points 1-12

6.0 cont.

- 6.06 Identify typical locations in the community where hazardous materials are stored, transported, used, or disposed.
- 6.07 Identify that hazardous materials may be found in various types of containers.
- 6.08 Describe the use of, and information obtained through, CHEMTREC and the DOT ERG in the identification and mitigation of hazardous materials.
- 6.09 Identify the basic precautions to be taken to protect oneself and others in a hazardous materials incident.
- 6.10 Demonstrate, given a hazardous materials incident scenario, the role of a telecommunicator at the awareness level.



Examples of training material/resources for framework 6.0

- FEMA- Independent Study Courses:
- IS-55 Household Hazmat Materials
- IS-5 Intro to Hazmat
- IS-340 Hazmat Prevention
- IS-317 Introduction to Community Emergency Response Teams

The Framework-Occupational Points 1-12

7.0

07.0 Understand the Basic Principal and Components of Emergency Medical Services (EMS) and their Relationship to the Application of Correct Dispatch Processes

- 07.01 Understand the roles and responsibilities of emergency medical and fire department responders. (EMT/Paramedic/Firefighters)
- 07.02 Comprehend the various types of emergency response modes to fire and medical calls
- 07.03 Define what is Primary & Secondary units
- 07.04 Define what is Basic Life Support (BLS)

The Framework-Occupational Points 1-12

7.0

- 07.05 Define what is Advance Life Support (ALS)
- 07.06 Define what is a multi-casualty incident (MCI)
- 07.07 Understand the role and responsibility of Communications during a MCI
- 07.08 Define Air Rescue Transport Unit (ATU)
- 07.09 Define Trauma Center and Trauma Alert criteria.
- 07.10 Understand why some EMS calls may require Police response

Examples of training material/resources for framework 7.0

Communications Training Manual

- Trauma Hawk tracking map
- Visit Trauma Hawk
- Tours to fire rescue Communications
- Definition's and Terminology
- APCO PST1

The Framework-Occupational Points 1-12

8.0

08.0 Understand the Basic Principal and Components of Law Enforcement and their Relationship to the Application of Correct Dispatch Processes

- 08.01 Understand the roles and responsibilities of law enforcement officers
- 08.02 Understand the various reasons that citizens request police assistance
- 08.03 Define criminal and civil complaints
- 08.04 Understand why a telecommunicator should not give legal advice
- 08.05 Define in-progress, just occurred, and past event calls

The Framework-Occupational Points 1-12

8.0 cont.

- 08.06 Understand the phases of crisis call incidents including active shooter, hostage situations, barricaded subjects, suicide threats
- 08.07 Identify the proper interview questions for crisis calls
- 08.08 Identify the officer safety issues for both primary and secondary response
- 08.09 Understand the role of the telecommunicator during a crisis call incident
- 08.10 Understand the telecommunicator's role in officer safety
- 08.11 Define Amber and Silver alert calls

Examples of training material/resources for framework 8.0

- Communications Training Manual
- Dispatcher Tactical Plan
- Suicide intervention presentations
- 211
- Active Shooter presentation
- Review of audio files that demonstrate priority events
- A Child is Missing website
- FDLE website
- When seconds count
- Amber/Silver alert training/materials
- Agency Policy and Procedure on officer safety – utilize trainees own work to review relevant material

The Framework-Occupational Points 1-12

9.0

09.0 Comprehend Stress Management Techniques

- 09.01 Define stress.
- 09.02 Describe stressors unique to the telecommunicator.
- 09.03 Describe techniques necessary to prevent and manage stress.
- 09.04 Explain Critical Incident Stress Management (CISM).
- 09.05 Describe actions necessary to manage stress during an “in progress” incident.

Examples of training material/resources for framework 9.0

- Critical incident stress management training-
Debriefings
- Agencies that provide Telecommunicator training such as International Critical Incident Stress Foundation
- Health and fitness/ wellness
- Stress management: ways to cope
- When Seconds Count
- Various websites, APCO, etc.
- Teamwork/peer counseling/roundtable discussions

The Framework-Occupational Points 1-12

10.0

10.0 Understand the Duties of a Public Safety Telecommunicator.

- 10.01 Understand the proper conduct of a public safety telecommunicator.
- 10.02 Understand the importance of adhering to dress codes (if applicable) and personal hygiene.
- 10.03 Understand the importance of reporting for duty and the impact absences have on a communications center

Examples of training material/resources for framework 10.0

- General Guidelines
- New Employee Orientation
- Job Posting
- Employee Handbook
- Communications Training Manual
- Supervisory presentation – leave/sick usage etc.

The Framework-Occupational Points 1-12

11.0

11.0 Emergency Management

- 11.01 Understand the role and responsibilities of the US Department of Homeland Security
- 11.02 Be familiar with different types of domestic and international terrorism threats
- 11.03 Understand basic terminology regarding terrorism threats such as BNICE, Syndromic Surveillance, etc.
- 11.04 Understand the role and responsibilities of NIMS
- 11.05 Understand the role and responsibilities of FEMA
- 11.06 Successfully complete the NIMS courses IS 100 (Introduction to Incident Command System); IS 200 (ICS for Single Resources and Initial Action Incidents); and IS 700 (National Incident Management System (NIMS), An Introduction)
- 11.07 Understand the role and responsibilities of NORAD
 - (North American Aerospace Defense Command)



The Framework-Occupational Points 1-12

11.0
cont.

- 11.08 Understand the role and responsibilities of Emergency Management, both on the local level and state level
- 11.09 Be familiar with Disaster Preparedness plans
- 11.10 Be familiar with Emergency Operations plans
- 11.11 Understand the role and responsibilities of the Emergency Operations Center
- 11.12 Understand mutual-aid and automatic-aid agreements and their importance
- 11.13 Understand the role of the telecommunicator during a disaster
- 11.14 Identify the proper interview questions for disaster calls such as hurricanes, floods, tornadoes, domestic and international terrorism, plane crashes, wildfires, sinkholes, etc.
- 11.15 Explain the history of the TERT (Telecommunicators Emergency Response Taskforce) and its role and responsibilities during a disaster

Examples of training material/resources for framework 11.0

- NORAD
- FEMA Website (all mandatory training available online)
- Homeland security presentation; Department of Homeland security website
- FCIC/NCIC responses involving terrorism hits
- Manual call taking/dispatching presentations
- Mutual Aid procedures
- Tour of facilities used during emergency situations
- Evacuation plans
- TERT
- SWAT
- Hurricane Plan (disaster plans)

The Framework-Occupational Points 1-12

12.0

12.0 CPR –the student will:

- 12.01 Attend and successfully complete a CPR certification class

Links & References

APCO INSTITUTE INTERNATIONAL

<http://www.apcointl.org/institute/>

APCO FLORIDA

<http://www.apco-florida.org/training.htm>

NENA

<http://www.nena.org/education>

FEMA INDEPENDENT STUDY (HAZMAT, ICS COURSES)

<http://training.fema.gov/IS/crslist.asp>

A CHILD IS MISSING

<http://www.achildissinging.org/programs.asp>

FLORIDA CRIMINAL JUSTICE NETWORK

<http://www.flcjn.net/>

NORAD:

<http://www.norad.mil/Home.html>

DEPARTMENT OF HOMELAND SECURITY

<http://www.dhs.gov/xfrstresp/>

THE PUBLIC SAFETY GROUP (WHEN SECONDS COUNT)

<http://publicsafetygroup.com/>



Resources

Links & References continued:

More Resources!

DISPATCH MAGAZINE ON-LINE

<http://www.911dispatch.com/>

SAFE RESPONSE.COM

http://www.saferesponse.com/sub_page/bbp_main.htm

TERT

<http://njti-tert.org/>

FDLE (VARIOUS COURSES)

<http://www.fdle.state.fl.us/Content/getdoc/d8ddc4e7-45c0-4a7f-bf8a-90f935ccbf4e/Training-Home.aspx>

TEXAS A&M

www.teexwmdcampus.com/index.cfm

PALM BEACH COUNTY 911

www.pbc9-1-1.org

FLORIDA DIVISION OF FORESTRY

<http://www.fl-dof.com/>

INTERNATIONAL CRITICAL INCIDENT STRESS FOUNDATION

<http://icisf.org/>

CHARTHOUSE (FISH TEAMBUILDING)

<http://www.charthouse.com/content.aspx?name=home2>

Florida Department of Health Bureau of Emergency Medical Services

Important Certification links:

911 Public Safety Telecommunicator Program Manager

Rebecca Cash, 911 Public Safety Telecommunicator Program Manager
Phone: (850) 245-4440 ext. *2725 Email: EMS_Operations@doh.state.fl.us

911 Public Safety Telecommunicator Administrative Secretary

Wendy Parkinson, 911 Public Safety Telecommunicator Administrative Secretary
Phone: (850)245-4440 ext. *3901 Email: EMSDATA@doh.state.fl.us

Initial Telecommunicator Certification form #5066

<http://www.doh.state.fl.us/demo/EMS/InitialCertificationApplication.pdf>

Telecommunicator Renewal/Change of Status form #5068

http://www.doh.state.fl.us/demo/EMS/UpdatedRecertificationForm07_10.pdf

Florida Department of Education Curriculum Framework

<http://www.doh.state.fl.us/demo/EMS/2010Framework.pdf>

911 Public Safety Telecommunication Course Equivalency form #5067

<http://www.doh.state.fl.us/demo/EMS/911EquivalencyApplication.pdf>

Legislative Links:

401.465: 911 Public Safety Telecommunicator Certification

http://www.leg.state.fl.us/statutes/index.cfm?mode=View%20Statutes&SubMenu=1&Appmode=Display_Statute&Search_String=telecommunicator&URL=0400-0499/0401/Sections/0401.465.html

Florida Administrative Weekly & Florida Administrative Code

<https://www.flrules.org/gateway/chapterhome.asp?chapter=64J-3>

QUESTIONS?

For more information or a copy of the
PowerPoint feel free to contact me

Natalie Heneks
Palm Beach County Sheriff's Office
561-688-3460
heneksn@pbso.org