

STUDENT WORKBOOK

Self Directed Learning for the
911 EMERGENCY COMMUNICATIONS MANUAL



Student Name: _____

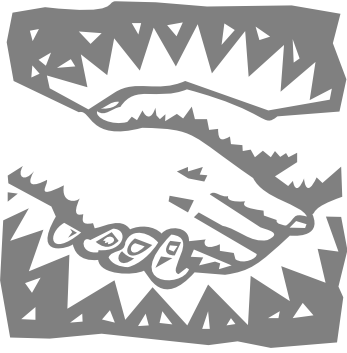
PROFESSIONAL PRIDE TRAINING COMPANY INC

HOW TO USE THIS WORKBOOK

This workbook accompanies the 911 Manual in your studies for the profession of Emergency Communications. In any endeavor to receive education, a learner must have an opportunity to use their higher level thinking processes. Those higher level processes are contemplation, reasoning, logic, experience, perception, insight and common sense. In this workbook we want you to be connected and creative. This is the fun part of learning, use it! And when you do, you will begin to develop the critical thinking skills you will need to do this complex work of 911.

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WELCOME TO EMERGENCY COMMUNICATIONS TRAINING!

*Emergency Dispatch Center,
Types of Employment,
How Agencies Hire, Inside 911.*

To enter a “profession” and determine if you fit into that profession, it is essential that you know what you are getting into. Often we have a feeling — or simply intuition that we would be right for a certain kind of work. Sometimes we know because we have done similar work, and sometimes we just want a certain type of work because it appeals to us. In other words we want to BE instead of DO. Since there is often a very hefty turnover rate for this profession, it is vital that you first determine you are fit for it and it fit for you. Honestly, a lot of the turnover is due to the shiftwork aspect, not what most people think — because of the type of life and death calls.

What is important is that there is a balance between wanting to BE a 911 call taker, and wanting to DO the work of the 911 call taker.

READ THE 9-1-1 MANUAL, UNIT 1

What new information did you discover from reading about the growth of the profession? List 3 new thoughts or ideas from the reading and expand on them using your own ideas, perceptions or experiences. Do this exercise in the space below.

1.

2.

3.

THIS INCREDIBLE WORK!

Take some time to think about the work, volunteer or life experience you have done up to now. Why then, are you coming here to 911?

1. While reading Unit 1, find a quote regarding what a person must have or know to be successful in their work.

“

2. Research and write below another quote regarding work that you felt most was like you.

“

Write a paragraph (25 words) about your thoughts on the difference between a job and a career.

How Do You FIT 911?

Take time to list the information about the profession and next to that information, how your experience or personal qualities fit! For example, how do you know you can keep your eyelids open from 11 PM until 0700 in the bright and early morning? And what makes you think you can take verbal abuse from a drunk and react with only the most kind tone of voice?

What It Takes:

What I've Got:

When have you handled an Emergency in your life?

Have you ever worked shiftwork?

RESEARCH PROJECT

For this exercise we want you to expand your knowledge. Choose one unfamiliar Emergency Communications Agency and research how they hire and what they have to say about their hiring process. Cut and paste an image of a job description, advertisement, job application packet. Interview someone from human resources and determine how they feel about their process, do they get good people, what is the turnover rate and so on.

Note: if you currently are working at an agency, choose another local agency. This exercise will broaden your perspective.

Agency Researched: _____

Person Interviewed: _____

Items Attached Are:

INSIDE 911

One of the scary parts of any job test is the interview. List below ten questions typically asked in an interview. But wait! We also want to know what the interview team is trying to find out with each question. This exercise will de-mystify the questions and prepare you for your next interview.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

AGENCY INTERVIEWS

Agency interviewers also do something called scenarios. These are scenes from the workplace that have some type of problem they want you to solve. The idea is to see your thought process. Write out two “scenario” questions that would be typically asked — and your answer with some focus on what it is they want from you on this question. Usually these questions come from some real event at a comm center that was previously handled.

1. _____

2. _____



*Call Receiving Guidelines,
What's the number for 911?
Computer Aided Dispatch,
Map Reading.*

The job of Call Receiving is rewarding and difficult. You never know what you will get and every word you say is recorded for future embarrassment. In this chapter we hope to give you insight, knowledge and prepare you for the skills needed. You will find many opportunities to expand your current level of knowledge, skills and perceptions of what you will be doing in the work. Prepare to spend some time with this chapter, it is vital information.

To link a picture in your mind with the events is called visualization.

READ THE 9-1-1 MANUAL, CALL RECEIVING GUIDELINES

We expect you will be doing lab simulation in your learning, either at a simulator or some other method. This is a chance to make sure you have experienced every type of call you will be facing in the work. Although it is noted that this portion of the workbook may not be completed this week, it may take many lab sessions or lecture series, fill out the information as it occurs.

1. Experience a lab situation where you were faced with a rude and demanding caller. Write the call, and how you handled it below. –OR– Listen to a call receiver who was faced with a rude or demanding person, write the call and how it was handled.²

[illegible]

2. Listen to a tape where the Call Receiver had to use firmness to help the caller answer questions. These are usually the calls trainers use to scare you out of ever wanting to do this work. Describe the incident and what was done below.

3. Regarding having your own emotions on the job. Write a paragraph below to answer the following question, “What is the most horrible call you can imagine receiving, and how do prepare for this?”³

³ There is a great part in the Call Receiver DVD where the Telecommunicator says you can't be soft. Well, I think most of us are soft and kind, we just know we can't break down with every sad call or we'd never be together!

CISD TEAMS⁴

Research Project:

Call around or interview your instructor, trainer or someone in 911 and determine what is being done in your area for CISD teams. If there are none for 911 (which is not good), determine if there are CISD for police, fire or EMS.

Determine if those answering calls in the Pandemic had a way to de-stress or cope with Compassion Fatigue.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

SEQUENCING

Here we want to talk about the questions Who What Where When And Why, also to include Weapons.⁵

Listen to calls and for each answer the questions as follows:

Call Description _____

Where _____

When _____

Who _____

Why _____

Weapons? _____

Description _____

Where _____

When _____

Who _____

Why _____

Weapons? _____

Call Description _____

Where _____

When _____

Who _____

Why _____

Weapons? _____

Description _____

Where _____

When _____

Who _____

Why _____

Weapons? _____

HYSTERICAL CALLERS

In dealing with Hysterical Callers there is a 4 step calming technique. Outline the 4 steps using your own words on why this step is important.

What are the 4 steps to calming a hysterical person? Remember we only have our voice as a tool (voice, head and heart). We'll talk later about voice, but just begin to think about this tool.

1. _____

3. _____

2. _____

4. _____

On the Internet look up whatever information you can come across regarding hysteria, hysterical reaction, or crisis reactions. Write below what you found.

Location: _____

What I found: _____

Location: _____

What I found: _____

Location: _____

What I found: _____

SAY WHAT?

What are your resources when a non-English speaking person calls? _____

Is there a Language Line, or more than one? _____

What is the cost of the Language Line? _____

Do the agencies in the area use the Language Line? _____

YOU'RE NOT KIDDING

Look up one form of mental illness that would prompt a person to be delusional. Write a paragraph below regarding your findings.

SELF TEST INFORMATION GATHERING

Self Tests allow you to find out what you are “getting” or missing.

What are the reasons we UNDERRATE?

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

What are the reasons we OVERRATE?

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

What are the reasons for NOT ENOUGH INFORMATION?

_____	_____
_____	_____
_____	_____
_____	_____

CAD

Let's say you learn to drive a car, does it matter then what type of car you drive after that? Can you drive any car then, or if you learn to drive an automatic, then you must learn to drive a stick shift. CAD is the same. All CAD systems have the same components at some level, however, each are different in some ways. You may be facing different CAD systems in your career, don't be a computer chicken, waddle right into the water and swim (?).

A very good learning here can be gained from examining the fundamental theory of CAD then apply that to all, then compare the differences. This allows not only an expanded knowledge and awareness of CAD but allows you to work any CAD system anywhere without confusion or a long learning curve. You will then be able to ask the right questions, to get the right answers.

Learning Opportunity #1:

1. Does the work of CAD in fact duplicate the manual tasks performed before?
2. Can manual card tracking accomplish everything a CAD system can accomplish? Explain.
3. Was the initial CAD system designed to duplicate the work of the Call Taker or Dispatcher in a manual system? If so, has that work changed because of CAD?

MAP READING

This is the unit of study that will help you the most in your everyday life. Although the book has a great deal of information that will help you understand, there are many practical exercises that can expand your knowledge. You see most people have NO idea where they are, how they got there, which we plan to prove now at your expense. *Chose one of these to complete.*

1. Write down your address and then find out what it MEANS. What is the designator mean, how far are you from a base-line, what do your house numbers mean. If you are in an apartment, what is the logic behind the numbering system.
2. Find an apartment complex near you and write a short description of the planning behind the numbering system. Find another apartment complex, is it the same? If not what is different.
3. Call the local City or County Planning Division, ask them how they issue addresses for new homes, what do they use to determine an address.
4. Draw a map of your route to work and label all the streets and highways you travel on. Do this without study or looking it up. Did you get it all? Most likely you did not, this exercise shows you the map reading knowledge of the general population.
5. Find a road in your town or city that “changes names” or has several names.
6. Ask another person if you can do a survey with them. Ask them some questions regarding their area such as: “How are highways numbered?” “Are the northbound lanes of the freeway east or west?” Or develop your own.
7. Design a scavenger hunt with your group, or do it yourself with your instructor. Have someone make a list of items you must bring back.
8. Take a map and design a daily 911 call map. Place numbers on the map and list by those numbers the call type that may happen there. For example find a park and ride lot, what type of 911 activity may happen there?

**READ THE 9-1-1 MANUAL UNIT 3**

YOUR 911 SYSTEMS

Through interviews, articles, phone calls, instruction or the Internet answer 3 of the questions

1. When was E911 first implemented in your area?
2. How is the 911 money collected for your county? State? Is there a 911 Office that controls the collection and spending of the money?
3. Locate and provide a copy of any legislation having to do with 911 in your area or state.
4. Is your entire state the same in regards to 911, if not, how is it different? For example Text to 9-1-1.
5. What is the procedure for collecting money for wireless calls in your area? If any, if not what is planned to do about funding wireless calls?
6. Who answers calls from cellular (wireless) calls in your area?
7. What is Voice Over IP and what problem does it cause to 9-1-1?
8. Define the PSAPs in your area, and the secondaries.
9. What type of public marketing or education is being done for 911 in your area?
10. What are the current procedures regarding 911 Hang Ups in your area?

GO FIND OUT EXERCISE, GLOSSARY OF TERMS - put more about what you saw if you did a tour or watched a video from a Comm Center.

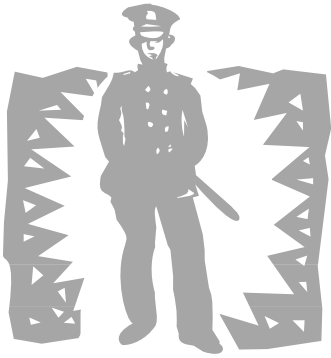
Example: ☐ AN I — the number that comes into the 911 Center, observed it on the computer screen, the dispatcher stated the ALI was there, even if the ALI was no record found.

Select terms from the glossary

- ☐ ALI _____
- ☐ CAD _____
- ☐ FREQUENCIES _____
- ☐ TAC CHANNELS _____
- ☐ PAGING / TONE OUT _____
- ☐ TTY/ TTD _____

CURRENT EVENTS RESEARCH ARTICLES E911

Internet YouTube for videos regarding 911. Put the title and content of 3 videos below.



*Crimes, Systems, Services,
Report Writing, Terminology*

To become a Police Dispatcher or Call Taker takes a great deal of general knowledge, such as call taking, radio dispatching and safety issues. Much of what you need to know you can learn in this book, the skills through practice. However, there is a great deal of information you must gather that is area specific. This chapter work allows you time to educate yourself on police work above and beyond the scope of the book. It's a pride thing when dealing with officers, to know more than they think you know!

It is important to know there are common elements to police work and unique distinctions between police agencies.

READ THE 9-1-1 MANUAL, UNIT 4

POLICE COMMUNICATIONS RESEARCH PROJECT

Select one of the following to research.

1. Research any agency in the Federal Government that has “arrest” capabilities.
2. Research any agency in the State Government that has “enforcement” capabilities.
3. In your county list the Highway Patrol, the State Police, the County Police and what City or Town Police exist, like an overview of all police agencies.
4. Research and discover what state laws are called that the police agencies must follow.
5. What is the state crime information network called and where is it housed?
6. What is the radio frequency allocation in your county and who handles it?
7. Where is the Emergency Operations Center in your state?

Your Project Description:

UNDERSTANDING CRIME

Select one of the following to research.

1. Arrange a tour of a local court and sit in on a court session of your choosing.
2. Interview a judge on the justice system.
3. Choose a recent new law and investigate how the process worked to get this law — an example may be a change in the DUI law, or child abuse.
4. Visit your state capitol and take a tour, there are people who do citizen tours and will answer your questions about how legislature and congress work
5. Get on the Internet and find out where the legal sites are. Gather information on some topic of your choosing from the information listed.
6. Visit the Public Defender's Office and interview someone, either an Intern or an Attorney about what they do.
7. Visit the Prosecuting Attorney's Office and interview someone about what they do.
8. Write a paper regarding the differences, the need for balance and how each of these offices above define one another and the criminal justice system.

Your Project Description:

DRUG AND ALCOHOL CRIMES

Although alcohol is legal there are many crimes involving the use of alcohol that you must be aware of. Please list below the crimes involving the illegal use of alcohol and what CALL TYPE you would choose.

Drugs can enter the body in many ways, please list the 4 ways drugs can enter the body and list at least two drugs that relate to each type.



*Fire Responses, Incident
Command, HazMat*

To be a Fire Dispatcher
you must be able to live
up to the history of Fire
Communication Dispatchers.

Here is your chance to increase your knowledge of fire science, fire departments, or fire communications. This is a self directed learning opportunity.

READ THE 9-1-1 MANUAL, UNIT 5

FIRE COMMUNICATIONS PROJECT

Student: _____

Date: _____

Guidelines: This project is self directed learning. You may choose the topic and the method of learning. Describe your process and your learning experience below.

My Topic: *check one of the following topics to research:*

The Nature of Fire / Hazardous Material / Incident Command / Equipment
Fire Related Deaths / Fire Terminology / Wild Land Fires / Explosives

My Learning Activity _____

(Tours, Interviews, Research, Project, Oral Presentation, Written Report, Video Presentation, Photography, Personal Experience, Newspaper or Magazine research).

How I will demonstrate my learning:

[illegible]



*Medical Conditions,
Medical Terms, Spelling*

To be an EMD or Emergency Medical Dispatcher many agencies require certification, which means you get some great instruction, a test — and you must actually pass the test. To prepare you for this horrible ordeal, we're going to arrange some very wonderful learning experiences — ones that we have found extremely useful in the work of Emergency Medical Dispatching (and passing exams). Doing these things make the blah blah information come alive, in living color, sight, smell and sound. Although an EMD may not ever see a patient with their human eye, they certainly do see them with their mind's eye.

READ THE 9-1-1 MANUAL, UNIT 6

Your work as an EMD is a specialty. A paramedic, doctor, nurse or other health care professional has a high level of medical knowledge in their area but they probably could not sit down at a 911 console, answer an emergency medical call and extract the needed information and handle the call as expertly as you will someday. There is a method to it, becoming an EMD is a process of practicing and learning.

In addition, to the further information requested from you in the following pages, we strongly suggest you use the EMD Sht Rpt exercise you may have in your class - or something similar. It is vital to understand the medical jargon you will be hearing. It is also important to take the SIGNS and SYMPTOMS and translate them into a CALL TYPE.

Briefly define the following:

Shock:

Describe what shock looks like:

Define Anaphylactic Shock

Questions regarding Shock are questions that determine what?:

1.

2.

List the 5 main categories of Abdominal Pain.

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

What is Ischemia and what does it “look like” over the phone?

What are the major considerations with abdominal pain in females? Males?

List the 4 categories of burns

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

Describe severity of burn as it will be heard over the phone.

1st _____

2nd _____

3rd _____

4th _____

Chest Pain MI define:

Seizures are quite common, what are the symptoms of seizure that could be pre-hospital emergencies?

List environmental emergencies.

- | | |
|----------|----------|
| 1. _____ | 2. _____ |
| 3. _____ | 4. _____ |

Respiratory Distress

Asthma is caused by:

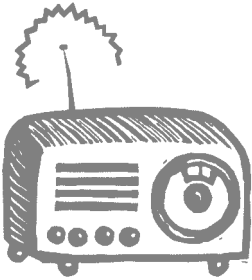
COPD looks like what over the phone?

Pulmonary Edema patients sound like what?

OB Emergencies Labor

What 5 Questions can be used to determine severity?

- 1.
- 2.
- 3.
- 4.
- 5.



Emergency Radio, Radio Techniques, Radio Dispatch Voice, Radio Equipment

To excel on the radio there are many areas of knowledge to challenge. The radio can be the most fun you can have and make money too, but it's very serious business. On a ripping Friday full moon your officers can be swamped with dispatchable calls, traffic stops, other citizen contacts and patrol and they appreciate a great dispatcher. What is a great dispatcher, it's an intelligent, quick and in control dispatcher who can keep up with the work to be done. One who doesn't forget and one who is pleasant to hear, sound like big shoes to fill. Well maybe you can dispatch without shoes but you certainly can't dispatch without all your wits about you. This chapter is full of great information for you!

READ THE 9-1-1 MANUAL, UNIT 7

Describe the radio frequency set up for your or another agency, answer the following:

How many frequencies do police have? _____

How many tactical channels? _____

How many frequencies does Fire have? _____

How many frequencies does EMS use? _____

What are the common channels for Emergency Management? _____

Are there plans to change the radio system in your area? _____

What are the call signs? _____

Define procedures for the following:

Routine call _____

Emergency call _____

Warrants _____

Move up _____

Mutual aid _____

ALS call _____

What is the theory behind giving an address to responding units?

Help keep the radio safe with the following:

1.

2.

3.

4.

5.

6.

7.

8.

9.

10.

Radio air is _____ so:

Time Saving Techniques:

Problem:

Solution:

Problem:

Solution:

Problem:

Solution:



*Responsibility and
Accountability,
It's dangerous out there.*

This chapter is about
researching what is
current in the law.
Everything changes
and there may be
parts of the law that
have changed since
this writing.

READ THE 9-1-1 MANUAL, UNIT 8

INTERNET

Search the www and find anything you can relating to 911 lawsuits.

Location: _____

What I found: _____

Location: _____

What I found: _____

Location: _____

What I found: _____

Location: _____

What I found: _____

Location: _____

What I found: _____

Location: _____

What I found: _____



*Crisis Intervention,
Intervention Skills,
Violent People, DV, Abuse,
Hostage Negotiations,
Rape, Substance Abuse,
SIDS, Suicide.*

To become a crisis intervention specialist takes skill. Skill takes practice. And part of the skill is knowing your resources so that you can refer and recommend. This unit work involves a very important project. Your project will do much to educate and inform you regarding crisis intervention.

READ THE 9-1-1 MANUAL, UNIT 9

CRISIS UNIT PROJECT

List all helper or community service agencies in this topic. Write a short paragraph defining what each agency will do for someone. For example Rape Relief will send someone out “if requested by the victim only”. We want contact numbers and information that is current. You must confirm that all organizations are valid as often the money for helper agencies are not permanent and often the numbers listed are not good. Can you imagine giving a phone number to someone in need only to get a call back from them that the number was disconnected? Don’t forget to research national hotlines and toll free helper lines.

Your topics for this chapter are as follows:

AIDS

ALCOHOL & DRUG

CRISIS LINES

DOMESTIC ABUSE

RAPE

SUICIDE

CHILD ABUSE

MENTAL ILLNESS

HOMELESS SHELTERS

FOOD BANKS

VICTIMS OF VIOLENT CRIME



*Isn't that a stressful job,
changing our mind, a summary
of stress, why are you so happy,
ouch physical stressors, long
and lasting career, stress and
emergency communications.*

This chapter isn't your average stress information, it hits home. There are many things you can do to be the "best you can be" besides join the Army. Much of what you will read here is not new and we slam our ears shut when we hear stuff that requires the reply "I know, I know."

READ THE 9-1-1 MANUAL, UNIT 10

STRESS EXERCISES

Do the following:

Write a personal statement.

This is a great tool for beginning to see yourself and your life so far. This seems a little strange but really turns out to be a great insight tool. Here is how it works, you begin with "I" and continue with dots...

I — was born to alcoholic parents and five siblings...in Idaho...moved to ...

Write a personal VISION statement.

n five years I am...living on the beach...financially secure...physically fit...

Write a list of the 3 things you value most in life. *I value financial security*

CONGRATULATIONS!

You are entering a profession that allows you to do good work every day. We won't gloss it over, it isn't easy. What's so difficult? Shiftwork is difficult if you haven't figured out a way to turn it to your advantage. There are people who wouldn't work anything else, but they have learned how to do it right. Look to others for guidance.

Keeping healthy is difficult. That means to sleep enough, eat right and exercise, drink water too. More than most professions you must pay attention to this area. This is a sedentary job, exercise is a must — your body requires it. Don't overdo, there is a tendency to want to please others even at the risk of self. Learn to say no in a loving way — a way that shows love for yourself and others. Learn your limits, and tell others your boundaries. It's OK! Pay attention to your feelings.

You must take care of your mental well being. You will hear more in one day than any other normal person. You will hear more than the responders. What is so difficult? Although it doesn't happen to everyone, there are people in this profession who get a negative impression of life, of people because they see so much pain and dysfunction. Take care to be grateful for the chance to do the work.

It is important to use your intelligence to remind yourself that you are seeing the small concentrated part of life. Most people are wonderful, doing good. Most people are happy functioning people with great lives. Most people have never called 911! Keep your perspective and continue to use discernment in your thinking.

Often in this profession there is a powerlessness that seems to permeate the workplace. The word politics means self interest, that can be a bad thing or a good thing. In the bad way it is someone wanting only to further their own personal cause, or selfishness. In the good way it is someone wanting only to further the profession, or leadership. You are never powerless in your profession, you always have influence and you can always take actions to get what you need to do better work. Sometimes it take some intelligence (again) to get this accomplished — and patience.

If you are trying to get into the profession, know these things. There are some special challenges that must be overcome. First you must fill all the minimum requirements. Then get through the testing. Finally the oral board is the agency's way to getting to know you. If all is good, you will be working in one of the most exciting professions today! Work hard and good luck.