

EME-211 Advanced 911 Communications & Operations

COURSE DESCRIPTION:

Prerequisites: EME-112

Corequisites: None

This course is designed to provide advanced studies in 911 Communication and Operations for a 911 Telecommunicator. Topics include appropriate telecommunicator response to situations such as terrorism, active shooters/active assailants, missing or exploited persons, human trafficking, suicidal callers, domestic violence, and high-priority/low-frequency emergency events, and identification of strategies that support telecommunicator mental and physical wellbeing. Upon completion, students should be able to define and describe terrorism, active shooter, missing and exploited children and persons, human trafficking, suicide intervention involving callers, domestic violence, and critical incidents, and the telecommunicator's roles when these incidents are presented in the Public Safety Answering Point (PSAP).

LEARNING OUTCOMES:

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

1. Describe a terrorist event and explain the telecommunicator's response.
2. Describe an active shooter event and explain the telecommunicator's response.
3. Describe missing and exploited children/adults and human trafficking situations and explain the telecommunicator's response.
4. Describe a suicidal caller situation and explain the telecommunicator's response.
5. Describe a domestic violence event and explain the telecommunicator response.
6. Recognize high-priority/low-frequency events for law enforcement, fire service, emergency medical services, and emergency management and explain the telecommunicator response.
7. Describe Health and Wellness programs and services commonly available to 911 telecommunicators.

OUTLINE OF INSTRUCTION:

- I. Course Introduction
- II. Telecommunicator's Role in Terrorism Response
 - A. Historical Background
 - B. Information Collection and Reporting
 - C. Best Practices in Communications
- III. Telecommunicator's Role in Active Shooter Response
 - A. Historical Background
 - B. Information Collection and Reporting

- C. Best Practices in Communications
- IV. Telecommunicator's Role in Human Trafficking Calls
 - A. Historical Background
 - B. Information Collection and Reporting
 - C. Best Practices in Communications
- V. Telecommunicator's Role in Suicidal Callers
 - A. Historical Background
 - B. Information Collection and Reporting
 - C. Best Practices in Communications
- VI. Telecommunicator's Role in Domestic Violence Calls
 - A. Historical Background
 - B. Information Collection and Reporting
 - C. Best Practices in Communications
- VII. Telecommunicator Evaluation/Call Prioritizing
 - A. Law Enforcement Response
 - B. Fire/Rescue Service Response
 - C. Emergency Medical Service Response
- VIII. Course Summary
 - A. Selfcare of Telecommunicators
 - B. Recognizing and Responding Telecommunicator Burnout
 - C. Review of High priority calls and Telecommunication Management

REQUIRED TEXTBOOK AND MATERIAL:

The instructor will determine the textbook and other instructional material.