



9-1-1 EMERGENCY COMMUNICATIONS MANUAL

** Fourth Edition **

Police - Fire - Medical Communications
Call Receiving • Dispatch • Crisis Intervention
Stress • Liability • Enhanced 9-1-1 • Crisis

BY SUE PIVETTA

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✿ DEDICATION ✿

*This book is dedicated to my industry
— Emergency Communications.
I have been fortunate enough to
experience several rewarding careers
because years ago a Police Chief had a
gut feeling I could handle it. Since
then, I have realized a calling that has
led me down many interesting paths,
and introduced me to incredible people.*

This book has a companion workbook that should be used to link the information in the 9-1-1 Manual to learning about Emergency Communications. Adult learners like to interact with facts, figures and information sources to make learning a personal journey — simply reading does not accomplish true learning. Get the workbook! This text is the foundation for “9-1-1 Core Curriculum” for 9-1-1 college training. Core Curriculum provides Trainers with Instructor’s Manuals, Power Point presentation, actual 9-1-1 calls and student worksheets for each of the 10 units covered here. A complete college course! To order, go to www.911trainer.com or call 1.800.830.8228.

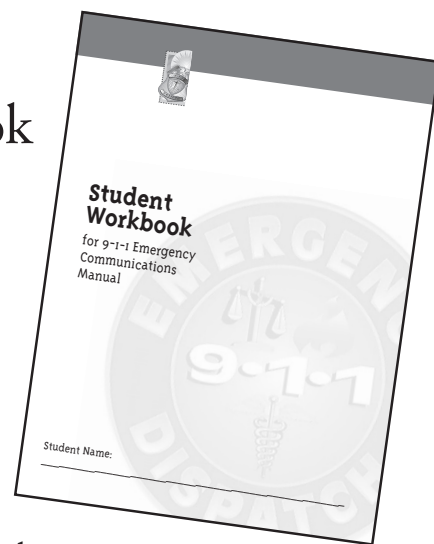


Table of contents

unit 1

Emergency Communications as a Profession
WILD CALLING



EXPLORING THE PROFESSION	1
HISTORY OF EMERGENCY COMMUNICATIONS	4
EMERGENCY NUMBER SYSTEMS	5
CIVILIANIZATION AND PROFESSIONALIZATION.....	6
TYPES OF AGENCIES	7
POSITIONS AND DUTIES	8
HOW AGENCIES WORK	9
SHIFT CONFIGURATIONS	11
COMMON & UN-COMMON TRAITS	12
POLICE COMMUNICATIONS	12
EMERGENCY MEDICAL DISPATCHER	14
FIRE COMMUNICATIONS	15
SURVIVE AND THRIVE	17
SUMMARY	18

unit 2

Heart of Emergency Communications
CALL RECEIVING



THE EMERGENCY SERVICES LINK	21
DIFFICULT CALLS	22
BEING A VOICE	22
COURTESY PURPOSEFULLY	23
HANDLING EMOTIONS	23
YOUR EMOTIONS	24
CALL TAKING BASICS.....	25
HOW MUCH INFO IS ENOUGH?	31
WHY SO MANY QUESTIONS?	31
DIFFICULT CALL TYPES	32
HOW TO ASSESS CALLS	39
BEST PRACTICES CALL TAKING	41
CALL TYPES	42

continued...

Table of contents *continued*

unit 2

Heart of Emergency
Communications

CALL RECEIVING

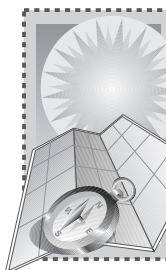
continued...

WRITING A NARRATIVE	44
COMMON ABBREVIATIONS	44
UPDATING A CALL.....	45
CANCELING A CALL.....	45
CONFIDENTIALITY	45
MAKING PROMISES TO CALLERS.....	46
KEEPING CALLERS ON THE LINE	46
TRANSFERRING CALLS	46
9-1-1 HANG UP	47
TDD/TTY CALLS.....	47
WIRELESS / VOIP	48
NEXT GENERATION 9-1-1	48
SAFETY IN CALL TAKING	48
WORST CASE SCENARIOS.....	49
CALL RECEIVER RESOURCES.....	50
COMPUTER AIDED DISPATCH.....	51
SUMMARY	53

unit 3

A National Emergency Number

ENHANCED 9-1-1



CALL 9-9-9?	57
WE LOVE 9-1-1 (DON'T WE!).....	58
INTERNATIONAL EMERGENCY NUMBERS1	58
E9-1-1 TERMS YOU NEED TO KNOW	59
WHEN TO CALL 9-1-1.....	60
WHAT IS A DATABASE?.....	61
WIRELESS 9-1-1 & VOIP.....	61
WHAT IS 9-1-1 LEGISLATION?	62
LEGISLATIVE COMPONENTS	62

continued...

unit 3

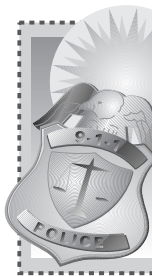
A National Emergency Number
ENHANCED 9-1-1

continued...

PUBLIC MARKETING AND EDUCATION	63
INDUSTRY ORGANIZATIONS	64
PAST E9-1-1 — WHERE ARE WE NOW?.....	64

unit 4

Law Enforcement
Communications
BADGE #9-1-1



POLICE DISPATCHER STORY	67
THE MANY FACES OF POLICE COMMUNICATIONS.....	67
AGENCY OR AREA SPECIFIC LEARNING	68
ORGANIZATION OF POLICE AGENCIES	68
SHERIFF’S OR COUNTY LAW ENFORCEMENT	69
MUNICIPAL POLICE AGENCIES — DIVISIONS/DEPARTMENTS	70
THE BEGINNING OF COMBINED CENTERS	71
THE ROLE OF COMMUNICATIONS	72
WHAT IS CRIME?.....	72
VIOLENT CRIME	72
PROPERTY CRIME.....	74
CRIME AND PUNISHMENT DEFINED	74
POLICE CALL TYPES CALL TAKING AND DISPATCHING GUIDELINES	77
CRIMES AGAINST PERSONS	77
HOMICIDE	77
ASSAULT	78
THREATS.....	79
KIDNAPPING	79
ROBBERY.....	80
FAMILY AND JUVENILE	81
JUVENILE OFFENSES	82
DOMESTIC VIOLENCE	84

continued...

Table of contents *continued*

unit 4

Law Enforcement
Communications
BADGE #9-1-1

continued...

SEX OFFENSES	87
DRUG AND ALCOHOL CRIMES	89
WEAPONS	91
COMPLAINTS (SUSPICIOUS)	92
HAZARDS	93
BURGLARY.....	94
CRIMINAL TRESPASS/UNLAWFUL ENTRY	95
ALARMS	96
THEFT	98
FRAUD	102
MISCELLANEOUS CRIMES	103
ACCIDENTS/TRAFFIC	105
OTHER POLICE SERVICES	108
POLICE RADIO	111
DETERMINING WHO TO SEND.....	111
ON VIEW CALLS	112
POLICE BEATS	112
DISPATCHING THE CALL 2	113
POLICE COMMUNICATIONS METHODS / TECHNIQUES.....	119
LAW ENFORCEMENT INFORMATION SYSTEMS	123
SPECIAL ADDENDUM TO UNIT 4	
TERRORISM/BIOTERRORISM IN THE COMM CENTER	129
ABOUT TERRORISM	130
STUDY TERRORIST ORGANIZATIONS	132
WHAT IS COMBATING TERRORISM?	133
BIO-TERRORISM	135

continued...

unit 4
 Law Enforcement
 Communications
BADGE #9-1-1

continued...

WHAT DOES THE FUTURE HOLD?139
 ABOUT WORKING WITH FEAR.....140
 POST-TRAUMATIC STRESS DISORDER142
 CISD TEAMS143
 SUMMARY144
 GLOSSARY OF POLICE TERMS145

unit 5
 Fire Communications
**HIGH
 PERFORMANCE
 TEAM**

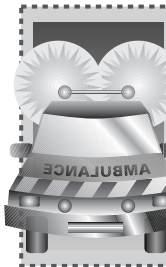


FIRE FACTS151
 FIREFIGHTER SAFETY152
 THE NATURE OF FIRE153
 FIRE COMMUNICATIONS154
 WHAT IS A FIRE COMMUNICATOR?.....155
 THE IMPORTANCE OF COMMUNICATIONS156
 WHAT HAPPENS? TYPICAL FIRE CALL AND DISPATCH156
 FIRE CALL TAKING158
 FIRE RADIO.....161
 FIRE APPARATUS167
 FIREFIGHTER SAFETY GEAR169
 HAZARDOUS MATERIAL171
 INCIDENT COMMAND SYSTEM (ICS) NIMS178
 GLOSSARY OF FIRE TERMS182

Table of contents *continued*

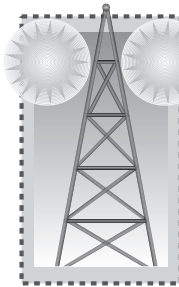
unit 6

Emergency
Medical Dispatch
**CHAIN OF
SURVIVAL**



EMERGENCY MEDICAL SERVICES	189
EMD SCOPE AND RESPONSIBILITY	190
LEVELS OF EMD	191
TRAINING GUIDELINES FOR EMD2	192
CHALLENGING SITUATIONS	199
EMD RADIO	201
MEDICAL CONDITIONS	205
SHOCK	205
ABDOMINAL PAIN	207
BURNS	210
CARDIOVASCULAR CHEST PAIN	212
DIABETES	214
ELECTROCUTION	216
DROWNING AND NEAR DROWNING	217
NEUROLOGIC DISORDERS	218
ENVIRONMENTAL EMERGENCIES	220
RESPIRATORY DISTRESS	223
OBSTETRICAL EMERGENCIES	226
PEDIATRIC EMERGENCIES	228
SUMMARY	230
GLOSSARY OF MEDICAL TERMS	231

unit 7
Lifeline to the Responders
**EMERGENCY
RADIO**

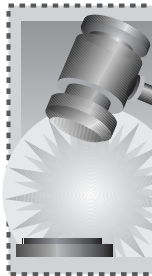


THE EMERGENCY RADIO	237
DEVELOPING RADIO TECHNIQUES	238
THE DIFFERENCE BETWEEN FIRE, EMS AND POLICE RADIO.....	240
COMMON RADIO TECHNIQUES	243
NUMBERS AND LETTERS	244
RADIO HOW-TO	245
EMERGENCY RADIO SAFETY	247
DISPATCHING IN PUBLIC	248
RADIO BASICS	248
TIME SAVING TECHNIQUES	249
MULTIPLE CASUALTY INCIDENTS	250
REHEARSING AND DRILLS	251
MCI THINGS TO REMEMBER	252
RADIO DISPATCH VOICE	253
FCC REQUIREMENTS AND VIOLATIONS	257
RADIO EQUIPMENT	259
THE RADIO CONSOLE	260
TROUBLESHOOTING THE RADIO.....	261
HEADSETS.....	261
COMMON COMM CENTER TECHNOLOGY.....	264
SUMMARY	267

Table of contents *continued*

unit 8

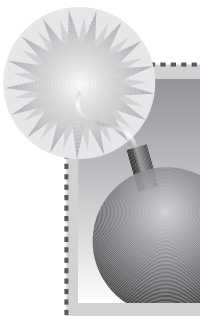
Liability and Accountability
**HERE COMES
THE JUDGE**



LIMITATIONS OF LIABILITY TRAINING	271
FACTS & REALITY OF LAWSUITS	271
ACCOUNTABILITY AND RESPONSIBILITY.....	273
TRAINING AND LIABILITY.....	276
THE NEED FOR EVALUATIONS	277
THE NEED FOR POLICY AND PROCEDURES	277
SAFEGUARDS	278
COMMONLY KNOWN AREAS OF RISK	279
BE PREPARED	280
LAW, COURT AND OFFICIALS	282
ORIGIN OF LEGAL PRINCIPLES	284
TYPES OF COURT AND TERMS	286
COURT PERSONNEL	288
SUMMARY	289

unit 9

Crisis Intervention
**DANGEROUS
OPPORTUNITY**



PEOPLE IN CRISIS	293
WE ARE ALL CONNECTED.....	293
UNDERSTANDING CRISIS SITUATIONS	295
WHAT IS CRISIS?	295
MAINTAINING THE BALANCE.....	296
DEALING WITH VIOLENT PEOPLE.....	301
ELDERLY & CHILD ABUSE	302
HOSTAGE NEGOTIATIONS	304
DOMESTIC VIOLENCE	309
SUICIDE	319
RAPE.....	323
SUBSTANCE ABUSE.....	330

continued...

unit 9
 Crisis Intervention
**DANGEROUS
 OPPORTUNITY**

continued...

DRUG STREET TALK334

CRISIS RESOURCES.....337

CRISIS BILL OF RIGHTS338

RULES FOR CRISIS LISTENING338

WHEN ALL ELSE FAILS339

SKILLS TO LEARN AND PRACTICE339

PERSONAL QUALITIES TO STRIVE FOR340

THINGS TO REMEMBER!.....340

DID YOU HELP?341

unit 10
 9-1-1 For Wellness
**STRESS
 MANAGEMENT**



TOXIC STRESS IN EMERGENCY COMMUNICATIONS345

CRITICAL INCIDENT STRESS351

VICTIMIZATION AND STRESS355

PHYSICAL WELLNESS356

THE INNER SELF362

SUMMARY365

