

9-1-1 CAREER TRAINING

THE 200 QUESTION CHALLENGE

TEN SUBJECT AREAS



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COMPANION STUDY QUESTIONS FOR THE
9-1-1 EMERGENCY COMMUNICATIONS MANUAL

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ABOUT THE 9-1-1 PROFESSION

1. List job titles used for the work of emergency communications.
2. What is the average range of pay for this work in your area? Nationally?
3. Describe three pieces of equipment in a Comm Center.
4. What additional duties might a call taker have if they worked in a small police department?
5. Describe the duties of an EMD.
6. List some minimum requirements for the work of emergency communications.
7. List job tests an applicant may face.
8. List things that may eliminate a person from the hiring process.
9. Describe what shifts a person may have to work as a 9-1-1 operator.
10. Name stress reduction techniques that may be used by dispatchers.
11. What is the difference between a call taker and a dispatcher?
12. What are the current challenges in the 9-1-1 industry?
13. What qualities do you have that would make you fit for this work?
14. What areas of knowledge do you feel you would most benefit from for this work?
15. Describe your experience with crisis intervention.
16. Describe your experience with public safety.
17. Describe any preparation you have done to prepare yourself for this line of work.
18. Describe any places you have worked that may have taught you skills useful in this line of work.
19. Describe why you feel this line of work would be of interest to you.
20. Name interview questions used in 9-1-1 hiring.

ABOUT EMERGENCY CALL RECEIVING

1. Some centers have exclusive call receivers while others combine the duties of call receiver and call dispatcher. Explain the duties of the emergency call receiver as opposed to the radio dispatcher.
2. Name the differing agencies using emergency dispatch.
3. List the similar duties and the differences between a large agency and a small one.
4. What is the 'product' of call receiving? What would be a 'good product' and what would be a 'poor product'? When could a 'good product' produce a 'poor outcome'? Could a 'poor product' produce a 'good outcome'? Explain.
5. List 'Tools' or 'Attitudes' that the call receiver uses and explain how each is used for mastery.
6. State and explain one benefit for a call receiver working in a small agency or center.
7. State and explain one benefit for a call receiver working in a large agency or center.
8. List the 5 "W's" in call taking.
9. What is sequencing? List the benefits.
10. Under what situation would silence from the call receiver be a mastery tool?
11. When would you NOT want the caller to remain on the phone with you?
12. What is 'too much information'?
13. What is Rule #1? What is Rule #2? What is Rule #3?
14. List the 4-Step Calming Techniques used to gain control of a hysterical caller.
15. What are your agency's policies and procedures for handling a suicidal caller? If you are not currently with an agency, contact and interview a local agency, get their policies, and then answer the following questions based upon those policies:
 - a) How much time would the call taker spend on the phone with a suicidal caller?
 - b) At what point is the contact with the call receiver ended?
 - c) Does the intended method change the call receiver's responsibilities?
 - d) If this agency's policies dictate that suicidal callers be transferred to another agency, under what circumstances would they NOT be referred to another agency? Are these exceptions listed in the agency's policies and procedures?
16. What is NG9-1-1?

ABOUT 9-1-1 TECHNOLOGY

1. What are the main differences between an Enhanced 9-1-1 landline call and a wireless (cell) call?
2. What are some of the issues involved in upgrading a system to text-to-9-1-1?
3. What are some of the issues surrounding cell phone calls to 9-1-1?
4. Explain why the nation is not at a uniform level of technology compliance.
5. What will be the main problems facing agencies in order to become NG9-1-1 compliant?
6. Where is your local agency in regard to becoming NG9-1-1 compliant?
7. What is N11 and what are the most important issues about N11 affecting 9-1-1?
8. Why isn't the funding for 9-1-1 services equal throughout the United States?
9. Research your state — What percentage of your state has GPS or text-to-9-1-1? What areas, if any, do not have the ability to use GPS on cell phones?
10. Research your local 9-1-1 public education programs — What type and extent of public education programs do your local agencies use to educate the public about the levels of service and needs of the 9-1-1 profession?
11. Explain the differences between a PSAP and a Consolidated Center.
12. Explain some of the problems with jurisdictions when determining a PSAP.
13. What are some of the issues as to why agencies would not want a Call Receiver Station (as opposed to a call and dispatch agency)?
14. What are some of the database problems that could affect 9-1-1 call takers and dispatchers?
15. How does 9-1-1 help the hearing impaired?
16. How does 9-1-1 hurt the hearing impaired?
17. How does 9-1-1 help people with disabilities other than hearing?
18. If you get in a car accident, are you better off with OnStar or a cellular phone to call 9-1-1?
19. Name three instances where a call receiver would have to place a call out to a citizen (not personal calls!).
20. Research — Go online, locate and report on a current legislative issue impacting the 9-1-1 industry. Include an issue related to NG9-1-1.

ABOUT POLICE COMMUNICATIONS

1. What is crime?
2. What is the main duty of a call receiver?
3. What is the main duty of a dispatcher?
4. What is the main duty of a police officer?
5. What is the difference between robbery and property theft?
6. How do felonies differ from misdemeanors?
7. What is arraignment?
8. Explain 'Criminal Capacity' and why we need such a determination in our society.
9. What are the responsibilities for reporting child abuse?
10. What are some of the problems which may be encountered when receiving and dispatching a domestic violence situation?
11. Explain the differences between restraining orders, protection orders and an order of no contact.
12. What is the correct procedure for describing a suspect?
13. Terminology Research: Find the following terms or abbreviations in your reading materials and write what they mean or stand for. ORI, PD, RP, DOL, HBD, NCIC, DOT, UIBC, AC checks, ME, K-9, EMS, UCR, FBI, DOB, TAC, ALERT TONES, DVPA, WACIC, TMVWOP, REPO, DWI, DUI, RO, NLET, OLN
14. Create a dialogue for each of these three scenarios, listing the questions you would ask; create replies in order to facilitate the next question, etc.
 - a) A woman calls in screaming that her drug addict ex-boyfriend is on his way over to kill her.
 - b) A young man jogging early in the morning comes across a body and is calling it in from his cell phone.
 - c) An elderly woman calls in to ask if a nice policeman would come and drive her to the doctor, because she hasn't been feeling well lately and has made a doctor's appointment.
15. What are the main differences between these three calls? Explain.
16. How would each of these three calls be categorized?
17. How would each of these three calls be prioritized?
18. What would the officers need to know about these calls?
19. Now take those same three calls you created, change one key piece of information which you gathered from questioning your caller — and as such, change the outcome.
20. What would you do differently if your chief was involved as the abuser in a domestic violence call?

ABOUT FIRE COMMUNICATIONS

1. What 3 elements are needed to start a fire?
2. Name the information needed to send fire units and personnel to a call.
3. What is a "Layered Response"?
4. How many different types of fire alarms are there?
5. Explain what a "Wet System" is.
6. What is a "Run Card"?
7. Explain "Status Keeping."
8. What if the units are unavailable?
9. What is a "PASS" or a "PAD"?
10. Name 4 HazMat problem factors.
11. Who can you contact when attempting to identify the material in a HazMat situation?
12. Name other pertinent resources for a HazMat call.
13. Name the 9 classifications of hazardous materials.
14. How does ICS work?
15. When following the "Stop and Communicate" protocol, you would only communicate when:
16. Explain what an "Exposure" is.
17. What has happened when a "Flash Fire" has occurred?
18. Explain why a responding fire unit would be asked to "Stage."
19. Rescuers / first responders can also become " _____ " in a mass casualty event.
20. As a Fire Communicator, _____ is our first concern.

ABOUT EMERGENCY MEDICAL COMMUNICATIONS

1. What are the 3 levels of EMD?
2. Explain Layered Response.
3. What type of calls would require a police presence or response?
4. What is the difference between a BLS and an ALS response?
5. How do you determine who to send?
6. What is a "Short Report"?
7. What is the sequence you would follow to do a "Short Report"?
8. What are some of the symptoms of shock?
9. What are some of the symptoms of anaphylactic shock?
10. What does the color of blood have to do with your interrogation?
11. Your job is not to diagnose the problem, but to _____ the patient.
12. Name 4 types of burns.
13. How do you determine the severity of a burn? Explain the difference between major, moderate, and minor.
14. Describe some symptoms related to a heart attack.
15. Explain the difference between hypoglycemia and hyperglycemia.
16. What questions would you ask to determine if a patient has suffered a CVA?
17. Is level of consciousness important? Why or why not?
18. When the caller has a pediatric emergency, it is the EMD's responsibility to complete the following 4 steps.
19. When is a seizure an ALS response? BLS?
20. All respiratory problems are _____ response.

ABOUT EMERGENCY RADIO

1. Do the dispatch skills for different types of Comm Centers have any commonality?
2. List 6 areas of knowledge needed to assist with being a successful radio dispatcher.
3. Describe at least 2 differences between Fire/EMS and Police radio.
4. Briefly describe what a status, report, or incident card is and its purpose.
5. What is the best way to learn radio talk?
6. What is brevity?
7. Although radio procedures vary between agencies, there are standard proven methods to ensure what needs to happen in all systems?
8. Should the methods of dispatching be consistent between agencies? Why or why not?
9. Why is volume control important?
10. Controlling the air requires what skill from the dispatcher?
11. List skills you could use when passing on information or message delivery.
12. List 10 procedures to ensure radio safety.
13. Frivolity, sarcasm, flirting or personal comments — answer what problems this may cause.
14. List 7 of the radio basics for professionalism.
15. List 5 problems you can come across during heavy radio traffic.
16. Of those 5, list at least 2 solutions.
17. What is an M.C.I.? An E.O.C.?
18. Describe 4 qualities an agency might consider to be a good radio dispatch voice.
19. Why does being familiar with your equipment and console make a difference when you are dispatching?
20. What is the F.C.C. and how is it involved with 9-1-1?

ABOUT 9-1-1 LIABILITY

1. Explain the difference between discretionary and ministerial duties in the Communications Center environment. How would the lack of a written SOP affect these two terms?
2. What are the duties and responsibilities for emergency communications and how can people be held accountable?
3. Why are employee evaluations so important in regard to liability issues for the Communications Center?
4. Explain immunity laws, why they are important, and how and to what extent they affect communications.
5. Explain why procedures and training on stress issues, and on how to handle individual stress, are important in regard to liability issues in the Comm Center.
6. Discuss the importance of documenting training topics for Telecommunicators and expand on ideas that could concretely show in your documentation of these training topics as to the individual topics actually being learned versus just presented for learning. Give examples of at least three useful training topics that are a required tool or procedure for the Telecommunicator.
7. Explain your local agency's training procedures for helping the hearing impaired population. Include ideas for improvement if you feel current practices are inadequate. How would inadequate training or procedures affect an agency's liability?
8. Discuss five common myths you or others may have had prior to your communications training.
9. What is negligence and how could it relate to the Telecommunicator?
10. What is the difference between case law and statutes?
11. What does 'precedent' mean?
12. List the names and addresses of the federal courts in your state.
13. List the structure of the state court system in your state.
14. List the structure of the local, county and municipal court systems in your state.
15. List the differences in the types of cases handled in numbers 12, 13 and 14 above.
16. Research and list the names and addresses of at least two non-profit helper organizations that exist in order to help individuals with legal questions or problems. Explain the scope and type of help these organizations have to offer.
17. Research, find and discuss a lawsuit filed against a public safety agency. Why was it filed, what were the issues, what was the outcome, and could it have been prevented? If so, how?
18. Expand on the term 'ethical' and how it relates to the Comm Center.
19. What is the most important thing that a Telecommunicator should get out of this specific training course?
20. What is the most significant thing that a manager or supervisor should get out of this specific training course?

ABOUT CRISIS INTERVENTION

1. Explain the difference between empathy and sympathy.
2. What is the definition of crisis?
3. Have you ever been in crisis? Explain.
4. What is the definition of intervention? Give an example of how you would repeat back the feelings behind the words.
5. What are the 4 stages of crisis?
6. What are 5 steps for dealing with people in crisis?
7. When dealing with a violent person it is important to avoid what?
8. List 3 physical signs of abuse.
9. List 3 emotional signs of abuse.
10. List 3 signs of sexual abuse.
11. What factors are to be considered when involved in a potentially lethal incident?
12. What are some mental conditions that may cause a person to become violent?
13. Explain what Stockholm Syndrome is.
14. Yes, you may be a battered person if:
15. What can you say to a DV victim?
16. Explain the L.A.S.T. method when dealing with a suicidal person.
17. Rape has nothing to do with sex and everything to do with what?
18. List the 8 categories of drugs and their definitions.
19. One-quarter to one-half of all incidents of DV are _____.
20. List the Rules for Crisis Listening.

ABOUT STRESS MANAGEMENT AT 9-1-1

1. Name 3 things that you feel cause stress in your home, work or school surroundings and what can be done to improve the situation.
2. Explain the difference between external and internal stress.
3. Explain "Allowing as a de-stressor" and give examples as to how this can specifically be used in the Comm Center environment.
4. "There can be no deep disappointment where there is not deep love." Explain this statement made by Martin Luther King, Jr.
5. List the 9 components needed for a person to be fulfilled in the work they choose to do. Define them and give a specific example of each one in a Comm Center environment.
6. State the similarities and differences between burnout and critical incident stress.
7. If you are involved in a critical incident, what can you do to help minimize critical incident stress?
8. What can you do to help a person who has been involved in a critical incident?
9. List 10 things you could notice in your co-worker or family member that could indicate critical incident stress or burnout.
10. List 5 things that could cause burnout.
11. Explain the 3 stages of burnout.
12. What is the one main control we each have to prevent stress? Explain.
13. Discuss a critical incident that has happened to you or has occurred in your Comm Center. What was done to help those involved? Was it enough? Could or should more have been done? What was the outcome for those involved?
14. Does your local center have a CIS policy? If so, what is it?
15. Describe how your parents dealt with stress.
16. What is toxic stress?
17. What policies could a Comm Center implement to promote wellness?
18. What kind of physical occupational hazards are there in this profession?
19. Describe the relationship between negativity and stress.
20. Relate the differences between pessimism and cynicism.