



AGENDA
NORTH CAROLINA 911 BOARD
EDUCATION COMMITTEE
Thursday, March 16, 2023
1:00 p.m. to 3:00 p.m.
Via Simultaneous Communication

<u>Tab</u>	<u>Topic</u>	<u>Presenter</u>
1.	Roll Call	Angie Turbeville
2.	Ethics Awareness/Conflict of Interest Statement	Chuck Greene
3.	Executive Director's Opening Remarks	Pokey Harris
4.	Chair's Opening Remarks	Chuck Greene
5.	Approval of November 2022 Minutes (<i>Roll Call Vote Required</i>)	Chuck Greene
6.	Technology Committee Update	Tom Rogers
7.	Legal Brief	Amanda Reeder
8.	Training Class Eligibility Requests <ul style="list-style-type: none">• Priority Dispatch, <i>AI Skill Lab Telecommunicator: ProQA call-taking Training (Roll Call Vote Required)</i>• Priority Dispatch, <i>Emergency Mental Health Dispatching Training (Roll Call Vote Required)</i>• <i>American Emergency Preparedness, Complacency, and Critical Thinking (Roll Call Vote Required)</i>	Angie Turbeville
9.	NC Public Safety Communications Conference Education Sponsorship Request (<i>Roll Call Vote Required</i>)	Greg Dotson
10.	EMD and Minimum Telecommunicator Training Requirements Policy Update– (<i>Roll Call Vote Required</i>)	Amanda Reeder
11.	Associate in Applied Science in 911 Communications and Operations	Angie Turbeville
12.	Recruitment PSA Update	Cindy Morgan
13.	FY2024 Training Proposal - (<i>Roll Call Vote Required</i>) <ul style="list-style-type: none">• Virtual Academy Demo• Training Course Proposal	Angie Turbeville
14.	Other	

Next Meeting Thursday, April 20

Ethics Statement:

In accordance with G.S. 138A-15, it is the duty of every Committee member to avoid both conflicts of interest and potential conflicts of interest.

Does any member have any known conflict of interest or potential conflict of interest with respect to any matters coming before the Committee today? If so, please identify the actual or potential conflict and refrain from any undue participation in the particular matter involved.



**North Carolina 911 Board
Education Committee Meeting
MINUTES**

Thursday, November 17, 2022

10:00 a.m. – 12:00 p.m.

Microsoft Teams, Raleigh, NC

Meeting was conducted via the use of Simultaneous Communications

<u>Members on Teams</u>	<u>Staff on Teams</u>	<u>Others on Teams</u>
Jeryl Anderson	Stephanie Conner	Brooke Hazlet – Buncombe County 911
Chuck Greene	Greg Dotson	Cindy Morgan – Spectrum Reach
Grayson Gusa	Kristen Falco	Dawn Westmorland – Spectrum Reach
JD Hartman	Tina Gardner	Elena Bazanos – Spectrum Reach
Donna Wright	Pokey Harris	Adison Lawrence – Spectrum Reach
	David Newberry	
	Amanda Reeder	
	Tom Rogers	
	Marsha Tapler	
	Sarah Templeton	
	Angie Turbeville	

1. **Chair's Opening Remarks** – The meeting was called to order at 1005 a.m. by Mr. Greene by welcoming Committee members and staff.
2. **Executive Directors Opening Remarks** – Ms. Harris welcomed and thanked Committee members for their attendance and work on the Committee.
3. **Roll Call** - Ms. Turbeville proceeded to call the roll.
4. **Conflict of Interest and Ethics Statement** – Mr. Greene read the following ethics statement:

In accordance with G.S. 138A-15, it is the duty of every Committee member to avoid both conflicts of interest and potential conflicts of interest.

If any Committee member has a known conflict of interest or potential conflict of interest with respect to any matter coming before the Committee today, please identify the actual or potential conflict and refrain from any undue participation in the particular matter involved.

Donna Wright stated that she is a contractor for Richmond Community College. Mr. Greene stated that since no actions would be taken by the Committee today on anything affecting

Richmond Community College, there is no conflict of interest. Ms. Reeder agreed and thanked Ms. Wright for informing the Committee.

5. **Approval of September 2022 Minutes (Vote Required)** – Ms. Anderson made a motion to approve, and Ms. Wright seconded the motion.

Approval of September 2022 Education Committee Minutes		
Committee Member	Vote to Approve	Vote to Not Approve
Jeryl Anderson	Y	
Chuck Greene	Y	
Grayson Gusa	Y	
JD Hartman	Y	
Donna Wright	Y	

6. **Technology Update** – Mr. Rogers provided Committee members with an update on the ESInet migration. All PSAPs in the Sstate except for one PSAP have successfully migrated to the ESInet. Currently, there are 55 Hosted Vesta, 49 Hosted Viper, and 22 ESInet-only sites. The total population served is 10,566,375, which is 99% of the State’s population; the total land mass covered is 48,619.57 square miles of NC, representing 99% of the State. He also provided a report on another of the Statewide Projects, RapidDeploy Analytics Eclipse. Admin training was completed on October 27 and closes out the official soak month. The analytics tool is live for all PSAPs in the State. The SIP Admin line project is live with three of the pilot PSAPs. Mr. Rogers is hopeful to have a white paper and proof of concept in January 2023.
7. **Legal Update** – Ms. Reeder asked all members to be mindful that all discussions of the Board and its committees must be conducted as public meetings in accordance with North Carolina’s Open Meetings Law (N.C.G.S. 143C, Article 33). Committee members should not be sending “reply all” emails to discuss agenda items, as this could constitute an electronic meeting. Ms. Reeder advised members to reply only to the staff sending the email, copying the Executive Director. Ms. Reeder emphasized that nothing has triggered this reminder; it’s purely proactive, rather than reactive, as it came to her mind when the Committees were sending out the notices regarding discussions of goals.

8. Training Class Eligibility Request:

- a) **Buncombe County – RQI Telecommunicator CPR Program: Vote Required**
 Ms. Turbeville provided the Committee with a brief overview of the RQI Telecommunicator CPR program. The program provides training for certification/recertification for CPR and was created by the company RCI, which is partnered with the American Heart Association. Staff reached out to the NC Office of EMS (OEMS) to notify them of the eligibility request. The Office of EMS stated this training can be used to satisfy the CPR requirement. The staff recommendation is to approve the training. Ms. Wright made a motion to approve the training for funding. Ms. Anderson seconded the motion. The vote to approve the training was unanimous.

Approval of the Training RQI Telecommunicator CPR		
Committee Member	Vote to Approve	Vote to Not Approve
Jeryl Anderson	Y	
Chuck Greene	Y	
Grayson Gusa	Y	
JD Hartman	Y	
Donna Wright	Y	

- b) Haywood County 911: RAK Academy – Dispatch Response to Active Killers (D-RAK): *Vote Required*** Ms. Turbeville presented a new class for funding consideration. The class is for the training of telecommunicators to respond to active assailant incidents. The staff recommendation is to approve the training. Ms. Wright made a motion to approve the training for funding. Ms. Anderson seconded the motion. The vote to approve the training was unanimous.

Approval of the Training: Dispatch Response to Active Killers (D-RAK)		
Committee Member	Vote to Approve	Vote to Not Approve
Jeryl Anderson	Y	
Chuck Greene	Y	
Grayson Gusa	Y	
JD Hartman	Y	
Donna Wright	Y	

- 9. PSA Recruitment Campaign –** Mr. Greene introduced Cindy Morgan with Spectrum Reach who presented the Statewide campaign to Committee members. The presented campaign will provide commercials on television, streaming, online, and social media. Ms. Morgan shared information on the science behind how the targeted audience is matched with the various media to ensure optimization and coverage for all 100 counties. The campaign will air for a total flight of 12 weeks, with a 1 to 2-week (s) pause after the first 6 weeks. During the campaign pause, Spectrum Reach will be seeking feedback from the PSAP community about the effectiveness of the campaign in their locality. Ms. Harris explained that funds for this project were included in the approved budget but if the Committee chooses to go forward with the campaign, a funding budget amendment will need to be completed. Mr. Greene stated that feedback from the PSAPs will be needed. Ms. Turbeville shared that the regional coordinators are having internal discussions to find partners in their respective regions. A webinar is also planned so this information can be presented to the PSAP community. Ms. Harris shared that DIT Comms had also been involved to make some website enhancements for the project. Ms. Wright suggested providing training for PSAP managers on best recruitment practices as part of this campaign. Sheriff Hartman inquired if there was any issue with the sole source procurement of the project. Ms. Harris stated that Ms. Reeder has been working diligently with the procurement office to ensure that all processes are legal and followed State procurement rules. Ms. Wright made the motion to approve the expansion of the pilot Recruitment PSA Statewide Campaign presented by Spectrum Reach for a total cost of \$419,900 as a sole source procurement pursuant to NC General Statute 143B-1350 and Rule 09 NCAC 06B .0901, and to approve a necessary budget amendment of \$269,900 from the PSAP Grant and Statewide Projects Account. The motion was seconded by Sheriff Hartman. The vote to approve was unanimous.

Approval of the Expansion of the Pilot Recruitment PSA Statewide Campaign by Spectrum Reach		
Committee Member	Vote to Approve	Vote to Not Approve
Jeryl Anderson	Y	
Chuck Greene	Y	
Grayson Gusa	Y	
JD Hartman	Y	
Donna Wright	Y	

10. AAS in 911 Communications and Operations – Ms. Turbeville provided a brief update on the Associate Degree program. She shared that Richmond Community College, along with Ms. Harris, will be meeting later today with N.C. Community College System to gain final approval for the program. She shared that she had been working with Donna Wright, Amanda Reeder, and Stephanie Conner to develop the three courses specific to the telecommunicator. Once the community college processes for a new program are complete, Richmond Community College will begin the advertising campaign for the program.

11. NENA Center Management Certification Program (CMCP) – Ms. Turbeville announced that a second class for the program will be held in Hendersonville, NC, March 20 – March 25, 2023. More information will be forthcoming after Thanksgiving.

12. Education Committee Goals and Meeting Dates for 2023 – Ms. Harris gave a brief review of the 2022 goals to include specific actions/activities of the adopted goals. Ms. Turbeville presented the proposed goals for committee review.

2023 Education Committee Goals –

1. Continue the information-sharing program to effectively communicate the Board and Staff’s vision, initiatives, and responsibilities for NG911 and other State projects.
2. Continue to develop the Associate in Applied Science Telecommunicator Communications and Operations Degree program with Richmond Community College and develop telecommunicator training courses or other opportunities in collaboration with the Community College system.
3. Expand the Recruitment Public Service Announcement initiative based on data collected during the pilot program.
4. Explore additional methods for public outreach utilizing nontraditional media outlets.

Ms. Wright made a motion to approve the goals as discussed. Mr. Gusa seconded the motion. The vote to approve was unanimous.

Approval 2023 Education Committee Goals		
Committee Member	Vote to Approve	Vote to Not Approve
Jeryl Anderson	Y	
Chuck Greene	Y	
Grayson Gusa	Y	
JD Hartman	Y	
Donna Wright	Y	

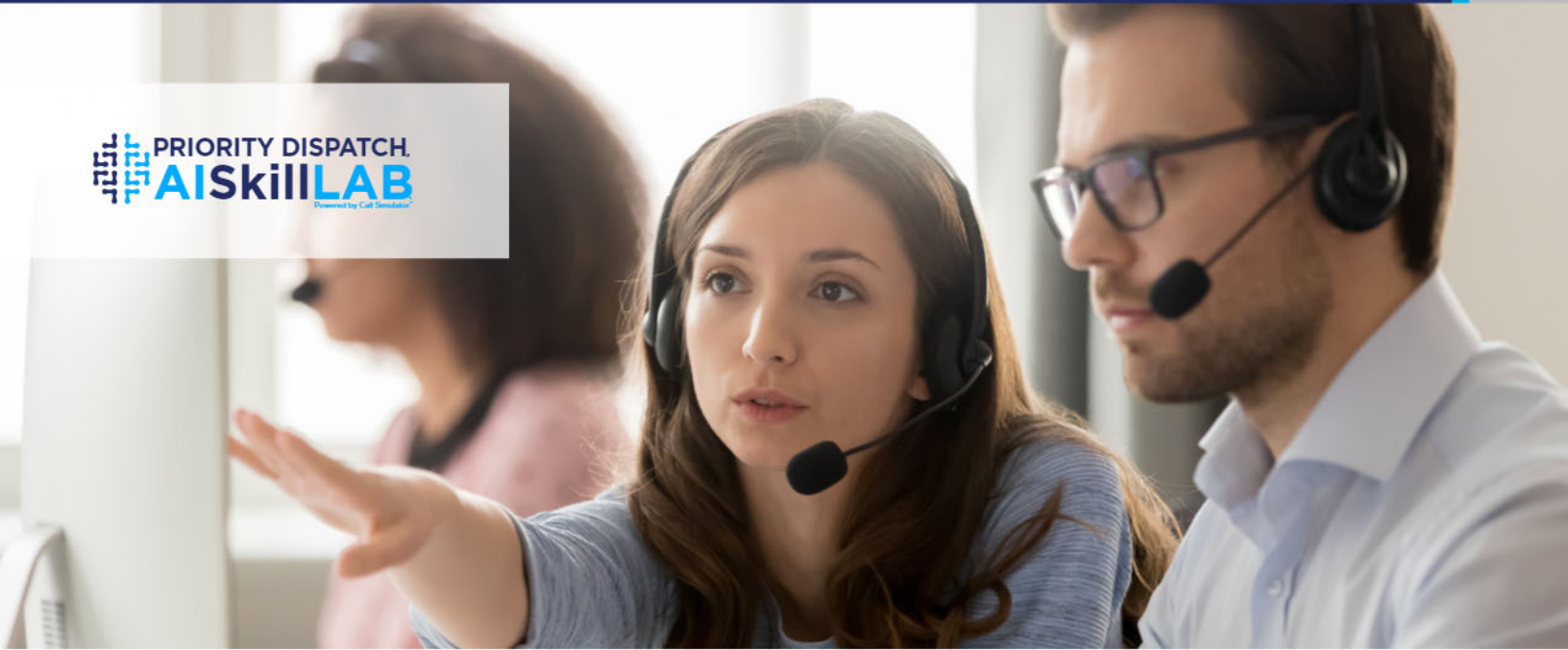
Mr. Greene presented to the Committee the proposed meeting dates for 2023. Ms. Wright made a motion to accept the meeting dates as presented. Ms. Anderson seconded the motion. The vote to approve was unanimous.

Approval 2023 Education Committee Meeting Dates		
Committee Member	Vote to Approve	Vote to Not Approve
Jeryl Anderson	Y	
Chuck Greene	Y	
Grayson Gusa	Y	
JD Hartman	Y	
Donna Wright	Y	

13. Other – Ms. Harris expressed her appreciation to Sheriff Hartman for serving on the Education Committee. Sheriff Hartman will be rolling off the 911 Board at the end of December. He was thanked by all for his service, time, effort, and participation on the Board. Mr. Greene thanked all the Committee members for their service and a successful year. He is stated he is looking forward to working with the Committee in 2023.

The meeting was adjourned at 11:33 a.m.

DRAFT



PRIORITY DISPATCH AI SkillLab, POWERED BY CALL SIMULATOR

Tap Into the Power of AI with On-Demand Emergency Call Training

Priority Dispatch AI SkillLab, Powered by Call Simulator is a powerful way to train both new Emergency Dispatchers and experienced calltakers alike. Using an AI-powered simulated caller, this exciting training module reduces the need for human-to-human role play, helps Emergency Dispatchers gain valuable experience operating within ProQA, using IAED protocols, and improve their active listening skills. IAED approved simulated

calls even count towards eight hours of CDE credit for your IAED recertification every two years.

Simply put, AI SkillLab is like a flight simulator for your agency. It helps to improve confidence and protocol proficiency and provides a way for your team to practice a variety of incident types—including high-acuity, low-frequency events—safely and without risk from behind a desktop.

HOW IS AI SkillLab DIFFERENT FROM TRADITIONAL ROLE PLAYING?



Lower cost of training



Train from anywhere



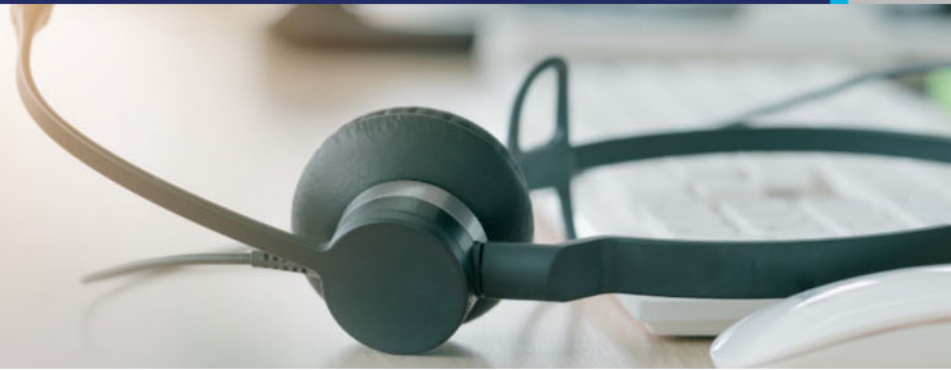
Easily repeat complex scenarios



Vary caller personas



Automatically score each simulation



AI SkillLab SOLVES THESE 6 KEY PROBLEMS

Reduces expensive human role playing

AI SkillLab diminishes the need for trainers and other key staff to be present for role play. Emergency Dispatchers can now practice speaking in real-time with a simulated caller to learn how to process calls within ProQA.

Exposes trainees to various emergency call situations

AI SkillLab delivers hundreds of emergency scenarios with realistic human callers, complete with a range of voices, ages, accents, and dialects—giving trainees the breadth of experience they need.

Makes practice possible anywhere, any time

AI SkillLab's cloud-based software allows 24/7 on-demand training, so practice can happen anywhere there's a computer with an internet connection. Trainees and veterans no longer need to be at their workstation to hone their skills.

Allows unlimited practice of high-acuity, low-frequency calls

AI SkillLab aids in practicing the most difficult type of event: the high-acuity, low-frequency call. Through simulation, an Emergency Dispatcher can practice over and over until success and confidence are achieved.

Provides structured feedback

AI SkillLab gives trainers the ability to quickly review performance and provide feedback on simulation response and specific event reactions—helping to determine what areas need more focus.

WHAT'S IN IT FOR ME?



Command Staff

Addresses the urgent need to retain Emergency Dispatch staff and provides an automated training tool with immediate user feedback.



Medical Directors

Provides reassurance that Emergency Dispatchers are practicing specific incident types regularly that are clinically significant.



Emergency Dispatchers

Allows calltakers to experience success more quickly through targeted training that they can practice until they feel confident.



QUOTE

110 Regent Street, Suite 500

Salt Lake City, UT 84111
USA

www.prioritydispatch.net

Prepared By: Tony Guido

Phone: (800) 363-9127

Direct:

Email: tony.guido@prioritydispatch.net

Bill To:

New Hanover County 911 Public Safety
230 Government Center Dr Ste 115
Wilmington, North Carolina 28403-1771
United States

Agency:

New Hanover County 911 Public

Safety

990

Agency ID#:

Q-64448

Quote #:

12/20/2022

Date:

Offer Valid Through:

4/19/2023

Payment Terms

Net 30

Currency:

USD

Ship To:

New Hanover County 911 Public Safety
230 Government Center Dr Ste 185
Wilmington, North Carolina 28403-1674
United States

Product	Qty	Amount
Priority Dispatch AI SkillLab - Powered by Call Simulator ProQA calltaking training simulator powered by artificial intelligence (AI). Price is based on hourly usage and is sold in blocks of 100.	300	USD 6,000.00
Skill Lab for EMD 300 Hours TOTAL:		USD 6,000.00

Subtotal	USD 6,000.00
Estimated Tax	
Total	USD 6,000.00

Customer Signature:		Date:	
Customer Name:		Purchase Order ID:	
Expiration Date:			

TERMS AND CONDITIONS

This quote is valid for 120 days from date of issue. All prices quoted are exclusive of any applicable taxes, duties, or government assessments relating to this transaction, which are the sole obligation of Buyer. You can find it here: <https://prioritydispatch.net/licensing/>

"To lead the creation of meaningful change in public safety and health."

EMERGENCY MENTAL HEALTH DISPATCHING TRAINING

WHY EMERGENCY MENTAL HEALTH DISPATCH TRAINING?

We all know there's a current deluge of calls involving mental health events, with concerns being voiced about adequate public safety responses. You may have heard that the IAED is completely reworking Protocol 25, which is now also called Mental Health Conditions, to go out with the ProQA Maintenance Release in November.

The IAED is also rapidly developing an entirely new protocol to address 1st party callers experiencing suicide issues ranging from ideology to imminent suicide potential. Protocol 41 will be a very robust system, developed with input from mental health professionals with expertise in this important field of intervention. Both protocols will provide EMDs the tools necessary to keep callers, patients, and responders safe.

In preparation for the release of the revamped Protocol 25 and new Protocol 41, we're teaming up with the 911 Training Institute to help prepare agency leadership for these new changes.

ABOUT THE 3-DAY EMHD COURSE

This course provides tools and strategies to support both callers and the well-being of calltakers. It teaches essential insights into what drives the behavior of callers with mental illness as well as de-escalation strategies. This is not a certification requirement that every emergency dispatcher needs to take—it's a highly-recommended course for agency leadership.

Priority Dispatch is developing a separate four-hour training course for Protocol 41 which every emergency dispatcher will be required to take before implementation of Protocol 41.

WHO SHOULD TAKE THIS COURSE?

Those at your agency in leadership positions who need deep, next-level understanding of the methodology and psychology behind handling calls involving mental health events. We recommend it for:

- Training managers
- Operations managers
- QA managers
- Lead telecommunicators
- Shift supervisors

You can reach out to your Regional Account Manager with any questions, or to request help promoting your scheduled training to other agencies.

VIRTUAL TRAINING DATES:

January 24, 31, and February 7
9am-6pm EST each day
(This is a 3-day class with one day of training per week.)

February 21, 22, and 23
9am-6pm EST each day
(Three consecutive days of class.)

April 26, May 3 and 10
9am to 6pm each day
(This is a 3-day class with one day of training per week.)

CLASS FEE:

\$495/Each Live-Virtual
\$549/Each In-Person

STATE APPROVALS:

Georgia POST: NQM27G; Michigan SNC: MCI201703A

QUESTIONS OR FOR SCHEDULING INFO:

E-mail: Contact Deborah at info@911training.net
On-line: www.911training.net
Phone: 231-622-1600

HOST A TRAINING SESSION:

You can host an In-Person or Live-Virtual 3-Day Training at your PSAP and invite leaders from neighboring agencies to participate.

ABOUT THE INSTRUCTOR

Jim Marshall, M.A., L.L.P., is the Director of the 911 Training Institute and a leading voice in the 9-1-1 industry for dispatcher wellness. He has been a licensed mental health professional for over 30 years. Jim is co-editor of *The Resilient 9-1-1 Professional: A Comprehensive Guide to Surviving & Thriving Together in the 9-1-1 Center*. Jim's courses, presentations, pilot projects, and published works equip 9-1-1 telecommunicators and their PSAP leaders to achieve optimal health and performance as people and organizations in the evolving 9-1-1 center.



American Emergency Preparedness
Complacency and Critical Thinking

Lesson plan

2023

Learning Objectives: The learning objectives of the lesson is to establish core values for customer service and for complacency in the workplace. Attendees will be exposed to multiple scenarios through the lesson to define best practices in the industry and to bring them back to their centers. This block of instruction is about dealing with complacency and providing high level customer service. We will define the basic and fundamentals of critical thinking. Using industry standards, we will expose attendees to proven methods of triage and putting field responder safety first. This class will provide all of the attendees with a base to build their critical thinking skills and how to defeat complacency in the workplace.

Evaluations: Instructor and class evaluation will be completed in the class setting. Both are available upon request for all sessions.

Testing: Students will have an in-class evaluation by the instructor. Written testing can be applied to this session if needed.

Learning Outcomes: Outcomes will be defined by in class verbal assessments by the instructor for the session attendees. Certificates will be provided upon successful completion of this workshop.

Course Description: This class is one of most requested classes we have in our catalog. It challenges students to recognize when complacency creeps into the workplace and how to mitigate it. We will demonstrate the link between good customer service and decisions that impact scene safety. These skills will translate into the wellbeing and overall performance of any 911 center. How to triage the emergency at hand and define what needs to be handled first. These skills are transferable to all 911 center tasks. We will present on specifically:

- **Crystal clear communication (Radio and Telephone)**
- **Active listening Skills**
- **Skill building**
- **Managing multiple tasks (Triage)**

- **Team building**
- **Honest evaluations**
- **Leadership 101**
- **Policies and procedures to battle complacency**

Course materials needed: Handouts will be given to the attendees. Students should bring their own writing materials. Laptops and iPad are welcome.

Course Length: This is an **8**-hour block of instruction.

Notes: This session is a workshop designed to challenge its students and help them define the triage process as well as create best practices for the center. How to build a team and recognize complacency. Instructors are there to facilitate an all-inclusive classroom center where ideas are nurtured, and innovation thrives.

At AEP we look to pay it forward and bring our expertise to help 911 centers in America be their best.

Please reach out to AEP American Emergency Preparedness at Ameri-prep.com for additional information.

From: [Jason Compton](#)
To: [Turbeville, Angie F](#); [Harris, Pokey](#); [Dotson, Gregory A](#)
Cc: [Jeryl Anderson](#); Christine.Moore@greensboro-nc.gov
Subject: [External] Pre-Conference Course Sponsorship Request
Date: Monday, March 6, 2023 9:52:29 PM
Attachments: [NC NENA Quote - DALF .pdf](#)
[NC NENA Conf proposal.docx](#)
[911 DAT syllabus \(1\).docx](#)

CAUTION: External email. Do not click links or open attachments unless you verify. Send all suspicious email as an attachment to [Report Spam](#).

Good evening,

On behalf of North Carolina NENA & North Carolina APCO, I'm writing to respectfully request the Education Committee's consideration of a sponsorship for our pre-conference course on Sunday, April 30, 2023—the day before the start of our 2023 NC Public Safety Communications Conference on Monday, May 1. Attached are a series of documents pertaining to two courses for the Education Committee's review and potential selection:

1. Niagara University's 9-1-1 Disability Awareness Training: "Effective Management of 9-1-1 calls involving People with Disabilities"
 - a. Proposal Document + Syllabus attached
 - b. Course is not currently on the NC 911 Board's approved list of course for ETSF usage
 - c. Cost: \$3500.00 plus cost of travel for the instructor (est \$4500.00 total).

2. Denise Amber Lee Foundation: "A Victim's Plea; Meeting Expectations."
 - a. Quote/Proposal Document Attached
 - b. Course is already on the pre-approved list.
 - c. Cost: \$6000.00

As we discussed, the associations are willing to host whichever class you all would be willing to sponsor. The Niagara University course is not something that has been done very often in this area, if at all to the best of the group's knowledge, and therefore may be an opportunity for some new/fresh material. That said, I do understand that it may be advantageous to both the PSAPs are to potential class attendance to go with the DALF course as it would enable PSAPs to seek travel reimbursement for students out of ETSF.

As a thank you for your ongoing support of our pre-conference courses and the NC 911 Board's valued partnership with APCO + NENA, Christine and I are pleased to offer the Board a complementary booth in the vendor hall again this year + the corresponding number of complementary staff registrations consistent with the dollar amount of any pre-con course sponsorship. We hope that you will find this in-kind sponsorship offer from us a valuable tool again this year for the Board staff to connect with PSAP staff from across the state during the Conference.

If you have any questions or would like to discuss any further details, please don't hesitate to reach out to myself or Jeryl. Thank you in advance for your kind consideration of this request to sponsor our course(s) again this year. We look forward to continuing this valued partnership + tradition for

years to come!

Respectfully submitted,

Jason Compton

Public Safety IT Architect

Wake County Sheriff's Office

Jason.Compton@wake.gov

+1.919.856.6601 office | +1.919.368.3314 mobile

330 S. Salisbury St | PO Box 550 | Raleigh, NC 27602

Wake.gov/Sheriff

President, North Carolina NENA

NENA: The 9-1-1 Association

NOTE: Wake County recently changed its domain. Our web address is now Wake.gov and county email addresses end in @wake.gov. Please update any contact information or bookmarks you have saved. E-mail correspondence sent to and received from this address may be subject to disclosure under the North Carolina Public Records Act unless made confidential under applicable law.

Effective Management of 9-1-1 calls involving People with Disabilities -Disability Awareness Training

Course Description

Disability awareness training has tailored a presentation for 911 telecommunicators. It brings together education on disabilities while enhancing sensitivity. The presentation includes definitions of disabilities with an emphasis on speech, etiquette and interaction skills, the perspective of individuals with disabilities, and current trends and topics, all relevant to 911 operations.

Disability awareness incorporates sensitivity training so the audience can empathize with the injustices individuals with disabilities face. Videos, extensive materials and resources, federal guidelines, and current best practices will highlight the content and allow attendees to best understand how to address services necessary to serve all citizens in their community.

Course Objectives

1. Defining all disabilities, with a concentration on speech
2. Service provision and supports
3. Relay services explained
4. Assistive technology and adaptive equipment
5. General effective communication and the Americans with Disabilities Act
6. Interface with law enforcement, firefighters and emergency medical services
7. Etiquette and interaction skills to include Person First Language
8. Current trends and topics.

Course Audience

This course is designed primarily for 9-1-1 Telecommunicators, Center Training Officers, and Supervisors.

Course Prerequisites

None

Course Materials

- NENA Telecommunicators Disability Awareness content manual
- Niagara University Power Point handout

Student Expectations

All electronic devices are to be turned off or set to silent before the start of class. Students are expected to act in a professional manner, participating in the course, be courteous to the instructor(s) and your fellow participants. When applicable, students are expected to pass the final exam with a score of 73% or above.

Classroom Etiquette

The classroom is a forum for the exchange of ideas. During the course of the term, questions and/or statements may be made that can and will stimulate different points of view. Everyone has the right to express himself or herself and to be heard. Responses to varying opinions will be respectful and responsible. Class participants will treat their classmates with dignity and respect, both inside and outside the classroom.

Attendance Policy

NENA offers all participants certificates of completion for our courses. Attendance is critical. Therefore, no more than 10% of class time may be missed. It is strongly suggested that participants missing any time contact the instructor and make suitable arrangements to pick-up missed materials.

Academic Integrity

The National Emergency Number Association (NENA) supports a strict policy on academic integrity. Participants are responsible for their own work, including preparation of papers, presentations, and taking any examinations that might be part of the course work. Cheating and plagiarism will not be tolerated and a certificate will not be issued.

Course Schedule

#	Unit of Instruction	Hours
1	Course Introduction	.5
2	Person First Language/Communication	.5
3	Encounters and Trends	.5
4	Speech and Language	.5
5	The Americans with Disabilities Act	.5
6	Mental Illness	.5
7	Physical Disabilities	.5
8	Intellectual Disabilities	.5
9	Autism spectrum Disorders	.5
10	Tourette Syndrome	.5
11	Traumatic Brain Injury	.5
12	Low Vision/Blind	.5
13	Hard of Hearing/Deaf	.5
14	Dementia	.5
15	Conclusion/Q & A	.5
	Total Hours:	7.5



Proposal For:

NC NENA

Attn: Ryan Chambers

Scope of Proposal: One 8 hour pre-conference presentation of “**A Victim’s Plea; Meeting Expectations**” at the **North Carolina Public Safety Conference** on April 30th, 2023.

Pricing: The **Denise Amber Lee Foundation** will charge all attendees from **NC NENA** a flat rate of \$6,000 per for the pre-conference presentation of “**A Victim’s Plea; Meeting Expectations**”. Prices include all travel expenses, hotel, rental car, speaker fees for presenters, and class materials.

About Us: The **Denise Amber Lee Foundation** is a nonprofit, 501(c)3, corporation. The foundation was borne out of the tragic kidnapping, rape, and murder of Denise Lee in North Port, Florida in 2008. Despite 5 calls made to 9-1-1 that day, including a 9-minute call from a bystander witnessing her abduction in the car next to her, Denise was not rescued before her murder. Denise’s husband Nathan had made it his life’s work to honor his courageous wife by promoting better training, standardized protocols, and technological advances for 9-1-1 so that it meets expectations of all citizens. Determined not to have Denise die in vain, Nathan is partnering with the 9-1-1 industry and using the powerful emotional ammunition of these tragic events to drive change in public policy. It is hoped that the public awareness and disgust of these tragedies, if channeled and focused in a responsible way, will lead to legislative changes in funding, training, certification, and technology.

Vision Statement: To be the emotional driving force for changes in the 9-1-1 system in order to minimize human error.

Please contact Mark Lee/Vice President with any questions or to schedule the exact days.
941-830-2035 marklee@deniseamberlee.org

Sincerely, Mark A. Lee/Vice President Denise Amber Lee Foundation 941-830-2035
marklee@deniseamberlee.org

PO Box 781 Englewood, FL 34295
www.deniseamberlee.org



Approved by,

_____ Date _____

NC NENA Authorized Representative

**Emergency Medical Dispatch
and
Minimum Telecommunicator Training Requirements Policy**

Emergency Medical Dispatch (EMD)

Authority: G.S. 143B-1406(f)(4a) requires each primary PSAP dispatching emergency medical services to develop policies and procedures for implementing an Emergency Medical Dispatch (EMD) program approved by the North Carolina Office of Emergency Medical Services (NC OEMS). EMD instructions must be offered by a Telecommunicator who has completed an emergency medical dispatch course approved by the Office of EMS as required by G.S. 143B-1406(f)(5b)(b).

Policy: The PSAP shall document and maintain policies and procedures and a verifying roster of Telecommunicators' EMD certifications. Records may be maintained in electronic or other forms. Proof of certification will be presented to peer reviewers during the PSAP review ~~process~~; or process. It also may be requested by the Board at any time to enable financial reviews, etc.

Telecommunicator Training Requirements

Authority: G.S. 143B-1406(f)(5b) requires persons employed as Telecommunicators who are not required to be certified by the NC Sheriffs' Education and Training Standards Commission to successfully complete a minimum of 40 hours in a nationally recognized training course for 911 Telecommunicators or a basic Telecommunicator course offered by the NC Sheriffs' Education and Training Standards Commission within one year of the date of their employment or a substantially similar minimum training acceptable to the Telecommunicator's employer.

Policy: The PSAP shall present to the reviewers during the PSAP assessment ~~process~~, process a Telecommunicator certificate of course completion or roster of one of the approved courses that are listed on the Approved Classes Eligibility List found on the Board's website at: <https://it.nc.gov/media/2544/download?attachment>. ~~include Association of Public Safety Communications Officials (APCO), International Academy of Emergency Dispatch (IAED), National Emergency Number Association (NENA), *PowerPhone* or the NC Sheriffs' Education and Training Standards Commission.~~ For any course not ~~listed~~, included on the List, the course must be submitted to the Education Committee for review. Documentation should be maintained on file either electronically or manually. Proof of training and/or certification may be requested by the Board at any time to enable financial reviews, etc.

Public Safety Telecommunicators Course

Continuing Education Units: 40

Detailed Course Syllabus

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- Module 1 Introduction, Roles and Responsibilities
 - Module 2 Delivering Customer Service as a Telecommunicator
 - Module 3 Interpersonal Communications
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 - Module 8 Stress Management
 - Module 9 Quality Assurance
 - Module 10 Writing and Interpreting Reports
- Final Quiz

Public Safety Telecommunicator Course

Course Description

This course provides a foundation for telecommunicators starting work in a police, fire, EMS or combined service communication center. It describes the types of telephone communication and call processing skills telecommunicators should possess, legal issues associated with public safety communications, and the types of technology used in emergency response. It also identifies potential stressors for telecommunicators and methods to use to decrease work-related stress.

Purpose

To provide the students with an introduction to telephone communication skills, interpersonal communication, legal issues in public safety communications and technologies for the dispatcher. It will also provide the students information necessary to understanding the job of a public safety dispatcher and is the foundation to begin working in a police, fire, EMS or combined service communication center.

Learning Objectives

Students who complete this course successfully will be able to:

1. List and explain the basic roles, responsibilities, and duties of the public safety dispatcher.
2. Evaluate emergency situations and make quick and accurate decisions regarding the type of response appropriate for the situation.
3. Perform the skills of, and have basic knowledge to, work in a public safety center.
4. Describe and employ the skills needed to provide excellent customer service.
5. Discuss the issues of personal and agency liability and the methods to reduce legal risks.
6. Explain and demonstrate the principles of interpersonal communications in the PSAP.
7. Illustrate and use effective call processing methods and techniques.

8. Identify and discuss the principles of emergency management and disaster preparedness.
9. Demonstrate and employ the process of call taking and the application of protocols.
10. Describe and use radio communication techniques and radio systems with appropriate procedures and protocols, including emergency communications technology.
11. Identify the possible causes of stress for a telecommunicator and explain the methods for decreasing and treating stress.
12. Explain the process of implementing quality into the PSAP, including call assessments, performance standards, protocol use and in-service education.

Module 1: Introduction, Roles and Responsibilities

Goal

To introduce the student to the roles and responsibilities of the telecommunicator including their mission, the public safety team.

Learning Objectives

Students who complete this module successfully will be able to:

- 1.1 Explain the mission and purpose of emergency call handling.
- 1.2 Discuss the purpose of protocols and procedures.
- 1.3 List and discuss the attributes of the successful public safety professional.
- 1.4 Identify the roles and responsibilities of the public safety professional.
- 1.5 List and explain common duties and responsibilities of a call handler with special attention to preserving scene safety for the victim, the caller and the responders.
- 1.6 Identify the core principles of dealing with department and public expectations including prompt and courteous service, scene safety and immediate responses from field units.

Module 2: Delivering Customer Service as a Telecommunicator

Goal

To identify the customer(s) and provide an understanding of the importance of excellent customer service and how to deliver that service through active listening, inquiry, protocol use, and employing courtesy, confidence, and concern which will enhance ethical, professional and personal conduct.

Learning Objectives

Students who complete this module successfully will be able to:

- 2.1 Identify what Customer Service means to them.
- 2.2 Define the terms Customer Service and Excellent Customer Service.
- 2.3 Discuss the importance of the agency image held by the public.
- 2.4 List four essential steps to ensure customer satisfaction.
- 2.5 Identify five Customer Service goals for the Communication Center
- 2.6 Determine if their efforts are customer responsive and strive toward quality service.
- 2.7 Define the term empathy and the source of empathy, as well as term apathy and the source of apathy.
- 2.8 Discuss several key areas of customer related issues including how improved customer service may assist your agency.
- 2.9 Explain and discuss the components of continuous improvement in yourself and agency service, and the components of professional approach.
- 2.10 Explain how to transfer calls diplomatically.
- 2.11 Determine how to make the agency's culture more customer-responsive including the ethics and personal conduct of the call taker/dispatcher.
- 2.12 Discuss of the concepts of providing customer service including recognizing customer needs, etiquette, handling rude callers, assertiveness vs. rudeness, and attitude.

Module 3: Interpersonal Communications

Goal

To provide the student with clear and concise information on how to deal with the important issues regarding call handling such as active listening, diction and hearing.

Learning Objectives

Students who complete this module successfully will be able to:

- 3.1 Explain the Three C's of Effective Communication: Courtesy, Confidence and Concern.
- 3.2 Explain how listening should be our primary communication activity.
- 3.3 Identify five barriers to effective listening.
- 3.4 Identify keys to effective listening.
- 3.5 Identify the five factors of your telephone voice personality.
- 3.6 Discuss how the tone of the telecommunicator's voice tells the customer if the agency cares about their situation.
- 3.7 Define the term voice inflection.
- 3.8 Identify barriers to the communication process and implications for the telecommunicator including the hearing and speaking impaired, the non-English speaking, the very young and the elderly.

Module 4: Call Processing

Goal

To provide students with the knowledge of how to appropriately handle incoming calls for service from the public during emergency and non-emergency situations.

Learning Objectives

Students who complete this module successfully will be able to:

- 4.1 Describe and employ basic interview techniques when communicating with the public, interview techniques, obtaining basic information on who, what, where, when, why and if weapons are present.
- 4.2 Describe and outline some of the tools used by call handlers in gathering relevant information.
- 4.3 Outline and employ a number of useful communication techniques such as active listening, tone of voice, background noise, phrasing, enunciation, controlling the call, and more.
- 4.4 Explain and demonstrate how to deal with types of challenging callers including hysterical callers, children, elderly and mentally challenged.
- 4.5 Discuss methods of keeping the caller safe, including evacuation/escape, securing the location within the location, keeping the caller apprised of situation, and anticipating events.
- 4.6 Explain the steps and techniques in closing a call.

Module 5: Emergency Communications Technology

Goal

To illustrate the working knowledge and procedures of emergency communications including ANI/ALI, basic and enhanced 911, NG911, TDD/TTY, geographical information systems (GIS), computer aided dispatch (CAD), wireless calls, texting, and VoIP communications.

Learning Objectives

Students who complete this module successfully will be able to:

- 5.1 Explain the history of 911 and describe and contrast the first emergency communication technology with current technology and capabilities.
- 5.2 Discuss the reasons for the emergence of the 911 system in the United States.
- 5.3 Explain the function of FCC (Federal Communication Commission) with regard to the PSAP.

- 5.4 Explain and demonstrate emergency communication systems, including hardwire (landline), wireless, and network systems, and the advantages and disadvantages of each.
- 5.5 Demonstrate the use of ANI/ALI and explain its purpose.
- 5.6 Compare and explain wireline, wireless, and internet (VoIP) phone systems when contacting 911.
- 5.7 Describe the methods of locating a caller with current wireless (cell phone) technology.
- 5.8 Describe basic, enhanced 911, and NG911, the use of computerized mapping (GPS) and geographical information systems (GIS), and the purpose of GPS/GIS and the limitations and advantages associated with that use.
- 5.9 Recognize and demonstrate the use of a Computer Aided Dispatch (CAD) system and records management system (RMS), and list other common technologies currently in used by many PSAPs that call handlers may be required to learn on an agency-by-agency basis.

Module 6: Liability

Goal

To inform students about legal issues impacting the public safety dispatcher, including a series of case studies which present a rational prospective of the liability exposure of the public safety dispatcher. This module will also provide the students with legal principles and processes such that when adhered to should guide them toward minimizing liability exposure.

Learning Objectives

Students who complete this module successfully will be able to:

- 6.1 Identify and discuss basic legal concepts and define terms associated with liability.
- 6.2 Identify areas that directly affect the liability of public safety professional and his/her agency.

- 6.3 Define the terms sexual harassment and negligence and list the requirements necessary to prove a negligence or sexual harassment case.
- 6.4 Apply techniques that will reduce the risk of liability.

Module 7: Emergency Management

Goal

To train public safety personnel on what to do before, during and after a disaster, and how communication centers should be prepared before a disaster by creating a Continuity of Operations Plan (COOP).

Learning Objectives

Students who complete this module successfully will be able to:

- 7.1 List and explain the fundamentals of emergency management and how the local, state, and federal government may become involved when a disaster occurs.
- 7.2 Describe the Incident Command System and NIMS, and how it relates to the PSAP and the role of the call handler. The training will include that required by the federal government for Level 100 and 700 ICS training. Students will be referred to the online FEMA training to get those certifications while participating in this training.
- 7.3 Explain the role of the dispatcher in a disaster, including interacting with the incident commander or designated field communications officer.
- 7.4 Demonstrate and illustrate the steps needed to assure continuity of operations (COOP) of the PSAP during and immediately following a disaster.
- 7.5 List and describe the most common natural disasters including floods, hurricanes, winter storms, and earthquakes. Recognize and discuss pre-arrival instructions critical in flood emergencies.

Module 8: Stress Management

Goal

To learn to define stress, recognize stressors unique to Public Safety Dispatching, and describe and employ techniques to prevent and manage stress, including critical incident stress debriefing and the possible PTSD outcomes.

Learning Objectives

Students who complete this module successfully will be able to:

- 8.1 Define the various forms of stress and describe the physical and mental issues associated with excess stress.
- 8.2 Explain the various burnout stages of stress from 1 through 4.
- 8.3 Explain and demonstrate techniques useful in preventing and managing stress.
- 8.4 Define critical incident stress and the role it may play in PTSD and discuss the most current treatments for PTSD.

Module 9: Quality Assurance

Goal

To define and explain performance standards with when establishing and growing quality customer service. Measurements of those standards may include periodic call assessments and other measures. Quality may also be implemented through continuing education, in service training, and the application of protocols with the appropriate technologies.

Learning Objectives

Students who complete this module successfully will be able to:

- 9.1 Explain performance standards and their role in developing a quality service.

- 9.2 Summarize the elements of establishing a quality program including call assessments, continuing education, in-service training, and the application of protocols with the appropriate technologies.
- 9.3 Discuss the role of statistical trends in analyzing call assessments.

Module 10: Writing and Interpreting Reports

Goal

To guide students in to write a wide variety of reports to accurately and fairly convey necessary information for use by investigators, prosecutors, and the public. This module will also identify common uses for these reports and the reasons for their use.

Learning Objectives

Students who complete this module successfully will be able to:

- 10.1 Describe the various form of communication.
- 10.2 Explain the importance of writing and having reports.
- 10.3 Explain the steps in writing a report and how important it is to have all the facts documented in reports.
- 10.4 Discuss the various types of documented records and their uses, including memos and incident reports.
- 10.5 Plan a document structure to meet the agency's requirements.

Final Quiz

Complete a 25-question multiple-choice exam to determine students' understanding of material.

FY2024 Statewide Training Budget Proposal

Type	Vendor	Course Title	Number of Students	Estimated Cost Per Student	Estimated Class Cost	Quantity	Estimated Total Cost
CTO	NENA	Center Training Officer (3-Day) (*CFCC)	30		\$10,750.00	3	\$32,250.00
CTO	APCO	Communications Training Officer (3-Day)	30	\$369.00	\$11,070.00	3	\$35,250.00
**Instructor	APCO	Communications Training Officer Instructor (online only)	30	\$565.00	\$16,950.00		\$16,950.00
Instructor	APCO	APCO Telecommunicator Instructor (online only)	30	\$565.00	\$16,950.00		\$16,950.00
Instructor	Priority Dispatch	Emergency Telecommunicator Instructor	15	\$605.00	\$9,075.00	2	\$18,150.00
QA/QI	NENA	Achieving Quality Assurance/Qualitiy Improvement in the PSAP	30		\$4,250.00	3	\$12,750.00
Telecommunicator	NENA	Enhanced Caller Management (CFCC)	30		\$4,250.00	6	\$25,500.00
Telecommunicator	NENA	911 Customer Service: Saving Seconds, Saving Lives (CFCC)	30		\$4,250.00	6	\$25,500.00
Telecommunicator	NENA	Advanced Police Dispatching (CFCC)	30		\$4,250.00	6	\$25,500.00
Telecommunicator	NENA	Preventing Telecommunicator Tunnel Vision	30		\$4,250.00	6	\$25,500.00
Telecommunicator	NENA	Advanced Fire Dispatching (CFCC)	30		\$4,250.00	6	\$25,500.00
Telecommunicator	NENA	Understanding Bias: Better Workplace, Better Service	30		\$4,250.00	6	\$25,500.00
Supervisor/Manager	NENA	9-1-1 Center Supervisor Program (3-day) (CFCC)	30		\$10,750.00	6	\$64,500.00
Supervisor/Manager	NENA	Staffing for Success	30		\$4,250.00	3	\$8,500.00
Supervisor/Manager	NENA	Center Manager Certification Program (CMCP)	25	\$1,000.00	\$25,000.00	1	\$12,750.00
For All	APCO	Cybersecurity Fundamentals for the ECC (online only)	120	\$249.00			\$29,880.00
Conference		NC Public Safety Communications Conference	30		\$5,000.00	2	\$10,000.00
LMS		Virtual Academy	2,500	\$34 estimate	\$85,000.00		\$85,000.00
Estimated FY2024 Training Budget							\$495,930.00

*CFCC - Cape Fear Community College

** Ineligible

2023 - Cape Fear Community College – NENA Courses

Course Descriptions:

Communications Training Officer (3-Day) - The NENA Center Training Officer (CTO) Program provides you with the proper framework to train your new employees, which leads to better performance and higher retention rates. The course covers proper evaluation and documentation of performance, setting milestones, and developing a plan for trainee success.

Advanced Police Dispatching - Advanced Police Dispatching teaches you to think tactically, anticipate field unit requests, and prepares you to successfully handle large- and small-scale events while maintaining public welfare and field responder safety.

Enhanced Caller Management – Enhanced Caller Management helps you advance to the next level of 9-1-1 call-taking proficiency by improving your listening skills, decision-making, and crisis-handling capabilities.

9-1-1 Customer Service: Taking Seconds, Saving Minutes - 9-1-1 Customer Service: Takes Seconds, Saves Minutes teaches you how to create a culture of efficiency and effectiveness in your center that improves response times.

9-1-1 Center Supervisor Program (3-Day) - This course gives you the skills you need to succeed as a supervisor. Using a combination of lecture and practical exercises, you learn the supervisor's role in HR, tools to get organized, how to effectively make the transition from line level to supervisor, how to build and lead a team, supervisor-specific communications, conflict resolution, performance evaluations, stress management techniques, and much more.

Advanced Fire Dispatching - Attend Advanced Fire Dispatching to improve your understanding of fire operations and learn why fire-specific dispatch skills are critical to successful outcomes.

Fiscal Year 2023 Cost

Date	Course	Advertised Cost	15% Discount	Total Cost of Class
April 3 – 5	Center Training Officer Program (3-day)	\$10,750.00	\$1,612.50	\$9,137.50
April 11	Advanced Police Dispatching	\$4,250.00	\$637.50	\$3612.50
April 12	Enhanced Caller Management	\$4,250.00	\$637.50	\$3612.50
April 13	9-1-1 Customer Service: Taking Seconds, Saves Minutes	\$4,000.00	\$600	\$3,400
Total		\$23,500	\$3,487.50	\$19,762.50

911 Board Partnership with Cape Fear Community College paying 50% of approved training courses

\$9,881.50

Fiscal Year 2024 Cost

Date	Course	Advertised Cost	15% Discount	Total Cost of Class
August 21 -23	9-1-1 Center Supervisor Program (3-day)	\$10,750.00	\$1,612.50	\$9,137.50
September 13	Enhanced Caller Management	\$4,250.00	\$637.50	\$3612.50
September 15	Advanced Fire Dispatching	\$4,250.00	\$637.50	\$3612.50
October 16 – 18	Center Training Officer Program (3-day)	\$10,750.00	\$1,612.50	\$9,137.50
November 8	9-1-1 Customer Service: Taking Seconds, Saves Minutes	\$4,250.00	\$637.50	\$3612.50
December 6 – 8	9-1-1 Center Supervisor Program (3-day)	\$10,750.00	\$1,612.50	\$9,137.50
Total		\$45,000	\$6,750.00	\$38,250.00

911 Board Partnership with Cape Fear Community College paying 50% of approved training courses

\$19,125.00