

Advanced Dispatcher Update

November 15, 16 & 17, 2011

Course hours: 8 am – 5 pm

Hosted by & Held at: **Carlsbad Police Department**
2560 Orion Way
Carlsbad, CA 92010

POST Plan II
Backfill Reimbursed

Tuition: \$285
for 3 days

Included topics are:

- Managing Cumulative and Critical Incident 9-1-1 Stress
- Revised!** - Dispatching Major Incidents – What Went Right!
*Including lessons learned from the San Bruno gas main explosion
- New!** - Chemical Suicide
- New!** - 911 Tracking Technology
- Updated!** - Disaster Preparedness for Dispatchers and Their Families
- Updated!** - Dispatcher Legal Update / Legal Liability
 - 9-1-1 Technology Update (Updated for 2011)
 - Tips and Hints--What has worked for Others
 - Scenario-Based Practical Exercises

Taught by Veteran Dispatch Instructors:
Janet Childs, M.A., AAETS – Diplomate
James O'Neil, ENP and Rey Pagarigan, Tactical Dispatcher

This three-day course is designed for **experienced Public Safety Dispatchers and Supervisors**. It fulfills part of the POST Commission Regulations 1005, 1008 and Procedure D-2 requirement that all Public Safety Dispatchers and Supervisors receive 24-hours of Continuing Professional Training every two years.

The course is POST approved, Plan II Backfill reimbursed
Technical, Certification Number 1082-30920-11-004

New & Updated Dispatcher Specific Information!

TO REGISTER:

On The Web: www.TrainingForSafety.com

For more information Email: Carole.deGery@TrainingForSafety.com

By Phone: (650) 692-0437 Extension 107

By Fax: (650) 472-9130