



Training in a Box

Continuing Dispatch Education Series

APCO Institute
351 N. Williamson Blvd.
Daytona Beach, FL 32114

888-272-6911 Toll Free
386-322-9766 FAX
www.apcoinstitute.org

Each title in this series is a complete lesson plan that contains an instructor's guide, student hand outs, power point and a final test. All topics can be presented in as little as two hours or less. Trainers may include local policy, procedure and protocol along with practical exercise, simulation and other enhancements to meet your agency's

CALL PRIORITIZATION

Reviews the need for assigning various priorities to calls for service and the rationale behind such assignments. Students are provided an opportunity to apply the information to their own agency.

COMMUNICATIONS FOR RESPONDERS

Topics include an overview and benefits of 9-1-1 systems. General guidelines for communications operations, call center configuration and issues associated with miscommunication.

CONCEPTS OF LEGAL LIABILITY

Covers legal definitions in reference to liability, types of liability and torts and ways to reduce your exposure to liability.

COUNSELING SKILLS FOR SUPERVISORS

This title covers the counseling process, counseling techniques and traits of effective counselors.

EMD LEGAL ISSUES

Covered topics include liability, negligence, standards of care, legal terminology and effective ways to reduce agency and individual liability.

EMD RESPIRATORY EMERGENCIES

Subjects include the components of respiration, common respiratory emergencies and a description of an EMD respiratory assessment.

EMD ROLES AND RESPONSIBILITIES

Training material covers the roles and responsibilities of EMD, three phases of the dispatch function and a review of your local Emergency Medical Service system.

EVALUATION SKILLS FOR SUPERVISORS

This title covers the evaluation process, supervisory responsibilities regarding evaluations and an opportunity to review evaluations used in your agency.

HANDLING DOMESTIC VIOLENCE CALLS

Topics covered are definitions of domestic violence, roles played by the persecutor, victim and responder.

HANDLING HOSTAGE CALLS

Students are introduced to types of hostage situations, hostage takers and terminology associated with the resolution of such situations, procedures for speaking with hostage takers, information gathering and negotiation skills

HANDLING SUICIDE CALLS

Provides an understanding of suicide and its causes, definite procedures for dealing with people in crisis.

HANDLING VIOLENT CRIMES IN PROGRESS

Students will learn to describe the elements of several types of violent crimes, the elements of violent crime victims.

HAZMAT RESPONSE FOR FIRE AND EMS

Topics include a description and procedures for identifying hazardous materials. How to provide common sense directions to responders.

HAZMAT RESPONSE FOR POLICE

Topics include a description and procedures for identifying hazardous materials. How to provide common sense directions to responders.

LARGE FIRE SCENE OPERATIONS

Students are exposed to aspects of incident command including its development and common terminology. Additional subjects are common responsibilities of fire command and dispatch procedures for initial and follow-up responses.

LIABILITY ISSUES FOR SUPERVISORS

This title includes a discussion of vicarious liability, protections from liability, management issues regarding evaluations and several case studies.

LIABILITY ISSUES FOR PUBLIC SAFETY TELECOMMUNICATORS

This title includes a history of liability, including common terms in liability, concepts and a courts system overview.

MULTIPLE UNIT/AGENCY RESPONSE FOR FIRE

Course material covers the basics of incident command, mutual and automatic aid agreements and area coverage, including move-ups.

POLICY AND PROCEDURES FOR SUPERVISORS

This subject includes methods for the development, modification and updating of agency policies and procedures. Students are also familiarized with the enforcement of policies and procedures.

PROBLEM SOLVING FOR SUPERVISORS

Assists the supervisor in recognizing events that may turn into problems, prioritizing issues, initiating effective interventions and describing the six-step problem solving model.

REPORT PROCEDURES

Students will be able to explain reports, liability and responsibility as it relates to report writing.

RESPONDER SAFETY FOR POLICE PERSONNEL

Describes safety issues for law enforcement responders on high risk calls for service. Covers dispatcher information gathering and agency policy and procedure.

RESPONDER SAFETY FOR FIRE AND EMS

Describes safety issues for Fire & EMS responders on high risk calls for service. Covers dispatcher information gathering and agency policy and procedure.

SOLICITING CRITICAL INFORMATION FROM CHILDREN

Covered topics include characteristics of child callers and handling the procedures for child callers.

SWAT AND RAID OPERATIONS

This topic covers incident command systems in relation to these specialized operations, specific terminology referring to SWAT and Raid situations and discussion of specialized local equipment and procedures.

VEHICLE AND FOOT PURSUITS

Training material covers the components of pursuits and responsibilities of field and communications personnel.

\$49.00 each title

3 Titles for \$129.00

Complete Set of 26 Titles for Only \$599.00