

## Disasters and the Dispatcher

This course provides telecommunicators with communication and planning techniques that have a direct impact on the successful outcome of a disaster-caused emergency. It describes the fundamentals of emergency management and identifies other agencies that may become involved when a disaster occurs. It also discusses the steps used to maintain PSAP operations, and the response, including pre-arrival instructions, used in different types of emergencies.

### Goals

Upon completion of this course, the student will be able to demonstrate the following skills.

1. Plan for continued operation of the PSAP during and shortly after a disaster.
2. List and explain the fundamentals of emergency management and how local, state, and federal government may become involved when a disaster occurs.
3. Describe the Incident Command System and how it relates to the PSAP and the telecommunicator, including the requirements by the federal government for Level 100 ICS training.
4. Demonstrate and illustrate the steps needed to assure continuity of operations (COOP) of the PSAP during and immediately following a disaster.
5. Describe the impact of natural disasters such as floods, hurricanes, winter storms, and earthquakes and discuss pre-arrival instructions appropriate for these emergencies.
6. Describe how to respond, and list pre-arrival instructions, for man-made disasters including terrorism, riots and arson.
7. Demonstrate and employ unified call taking principles that reinforce the importance of emergency management in the telecommunication center, using techniques such as the Journalistic Investigative Approach.

### Overview

- Module 1 Introduction
- Module 2 Emergency Management
- Module 3 Incident Command System
- Module 4 Continuity of Operations (COOP) Planning

- Module 5 Disasters of Nature
- Module 6 Man-Made Disasters
- Module 7 Role of the Dispatcher in Disasters
- Final Quiz

## Audience / Skill Level

This course is intended for all telecommunicators certified in fire service, emergency medical or law enforcement dispatch. Students should have familiarity with a protocol-based emergency dispatch system. No outside resources are necessary as all content is contained within the course.

## Requirements

This self-paced, online course is part of an ongoing effort by PowerPhone to provide timely and essential learning to telecommunicators on new advisories and procedures important to the PSAP community. After completing all sections of this class, you will need to score a minimum of 75% on the final quiz to earn 8.0 CEUs.

- Desktop, laptop or mobile device
- Speakers / Headphones
- High-speed Internet access
- Internet Browser (Google Chrome preferred)
- Adobe Reader (some courses may contain a PDF document)