Total Response Protocols and Procedures

Welcome to the Total Response Protocols and Procedure training course where you will learn to navigate and use several of the most frequently invoked protocols and procedures within the Total Response Call Handler software. After watching all the instructional videos, you will take a final quiz to confirm your understanding of the material. The content in this course builds upon the essential PowerPhone call handling skills you learned in the Call Handler course.

Goals

Upon completion of this course, you will know when to use the following protocols and procedures and be able to use them in an appropriate and effective manner.

Protocols

1. Assault
2. Bleeding-Laceration
3. Chest pain
4. Domestic Disturbance
5. Mental Health
6. Stroke-CVA
7. Structure Fire

Procedures

1. Choking
2. Infectious Diseases
3. Naloxone
4. Submerged Vehicle
5. CPR Procedures

Overview

- Module 1   Introduction
- Module 2   Total Response Protocols
- Module 3   Total Response Procedures
- Final Quiz

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 4.0 CEUs.

- Desktop, laptop or mobile device
- Speakers / Headphones
- High-speed Internet access
- Internet Browser (Google Chrome preferred)