

Resources

Unit 1 Roles and Responsibilities

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Unit 2 Communication Resources and Confidentiality

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- Attorney General Investigating Possible SAPD Public Information Violations. Published July 11, 2013, Retrieved December 12, 2017. <https://www.youtube.com/watch?v=pL4iRDrXVxU&t=17s>
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Unit 3 Emergency Communications Technology Resources

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- Relay Texas Instructional Videos: Relay Texas TTY, Published on August 1, 2013, Retrieved January 19, 2018; Relay Texas VCO Published August 6, 2013, Retrieved January 19, 2018; Relay Texas HCO, Published on August 13, 2013, Retrieved on January 19, 2018, <http://relaytexas.com/support/videos/instructional-videos/>
- NENA Video Relay Service & IP Relay Service PSAP Interaction Information Document NENA-INF-013.2-2015 (originally 52-502) June 27, 2015, [http://c.ymcdn.com/sites/www.nena.org/resource/resmgr/Standards/NENA-INF-013_2-2015_\(origina.pdf](http://c.ymcdn.com/sites/www.nena.org/resource/resmgr/Standards/NENA-INF-013_2-2015_(origina.pdf)
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- Radio over Internet Protocol Basics – YouTube, 2016, October 30. <https://www.youtube.com/watch?v=AuRiP-vBzCQ>

Unit 4 Basic Call Processing Techniques

- Active Listening is Key/Listen first, talk second. <http://www.jackrosenfeld.com/Active-Listening.pdf>

- Thayer, Luke. *A Call Center Agent's Guide to handling Calls from the Elderly*. Sound Telecom. 2015, June 9. <http://www.sound-tele.com/blog/call-center-guide-handling-calls-from-elderly>
- Robinson, Lavae. *Fielding Calls from Children*. APCOINTL.ORG, *Tips for Communicating with Children & Preventing Potential Tragedy*. 2012 May. <https://www.apcointl.org/doc/training-certification-1/384-may-cde-31810/file.html>

Unit 5 Basic Radio Communications

- SACRAMENTO POLICE DEPARTMENT DESCRIPTION PAGES. Retrieved May 21, 2018. <https://www.cityofsacramento.org/-/media/Corporate/Files/Police/Resources/Suspect-Description-Form-SPD.pdf?la=en>

Unit 6 Legal and Liability Concepts

- APCO International. Training Standards and Guidelines. Recommended Minimum Training Guidelines. (May 15, 2016) <https://www.apcointl.org/download/recommended-minimum-training-guidelines-for-the-9-1-1-telecommunicator-pdf/?wpdmdl=6363>
- YouTube. 911 Call – “Hysterical Caller” Published November 30, 2007. (Nancy McGhee Call) <https://www.youtube.com/watch?v=2rYXlbhPL-A>

- McGhee vs Pasco County (Florida 2007)

Nancy McGhee, age 37, choked to death when 911 dispatchers were unable to give her boyfriend proper instructions on how to administer emergency treatment recommended to dislodge a piece of steak.

The dispatcher, in this case, was not certified as an emergency medical dispatcher; she was required to have a supervisor assist on this type of 911 call. On two attempts, no one answered the dispatcher's request for assistance as per agency policy. The lead communications officer refused to assist with the call. Eventually, the shift supervisor took over the call but did not provide prescribed instructions.

At the time of the incident, Pasco County dispatchers were allowed one year from their date of hire to become certified in emergency medical dispatch. This meant that if a person without training answered a medical call, the staffer needed to ask a supervisor for help. The state did not require dispatchers to have this certification at that time.

The event served as an impetus to change several of the emergency call center's policies. In Pasco County, employees now must be EMD trained before taking 911 calls, which is 24 hours of training. Additionally, the state now requires employees to undergo 232 hours of training before they can answer 911 calls.

- Ma vs City and County of San Francisco (California, 2002)
In this case, a young woman died of an asthma attack after a delayed ambulance response. The call taker – a trained paramedic – did not follow prescribed call taking procedures and delayed sending an ambulance because she assumed the patient was having a behavioral problem instead of a serious medical condition.
The Court of Appeals of the First District of California overturned a lower court and imposed liability on the city and county for failure to properly train its dispatchers. It was determined that the 911 call taker did not receive the proper training in using medical dispatch guidelines that were the established standard in the 911 center at the time.

- Gant vs. Chicago (Illinois, 2002)

A 19-year-old man died of an asthma attack while waiting for an ambulance after the patient's mother made several attempts to contact 911. The 911 center did not answer the original call immediately. When a second call was made, as the patient's condition deteriorated, the telephone rang 26 times with no answer at the PSAP. When the caller finally got through to 911, no CPR/resuscitation instructions were provided by the 911 operator. A jury awarded Gant's family \$50 million. After an appeal, a new trial was ordered, and the case later settled for \$2.7 million.

A jury found the city's 911 system neglect to be "willful and wanton misconduct" by failing to properly staff the 911 system and not properly handling the emergency call. It was subsequently revealed in court that the supervisor and two other 911 center employees were at lunch at the time of the call, leaving the center understaffed. Minimum staffing requirements, as well as call answering performance standards, were either not in place, or not followed at the time of the call for help.

- Kazmierowski vs Chicago (Illinois, 2000)

At 7:55 a.m. on April 24, 1995, Renee Kazmierowski, suffered an asthma attack while at home at her apartment in Chicago. She called 911 to request help. She provided her address and telephone number to the 911 Telecommunicator and said that she lived on the third floor of the building. The 911 operator replied that paramedics were on the way. The operator did not attempt to keep the caller on the telephone while the paramedics were responding to the call, as was required by agency standards.

A paramedic crew responded to what they were told was a 'heart attack' victim. They were allowed into the caller's apartment building by a neighbor in the building and went to the third floor. They asked the neighbor whether he had summoned help, and the neighbor replied that he had not. The paramedics then knocked on the door of the only other apartment located on the third floor, but they received no response. The neighbor escorted a firefighter, who had also responded to the call, through his apartment to the back of the building. The firefighter knocked on the back door, but he received no response and was not able to see into the apartment. While the firefighter was checking the back of the building, the paramedics called the dispatcher, who confirmed that they were at the correct address. In response to the paramedics' questions, the dispatcher also said that the caller had not provided her age and that an attempt to return the call had reached an answering machine. The neighbor told the paramedics that the apartment was occupied by a young couple, who did not appear to have any medical problems. The paramedics concluded that they were not needed at the address in question, and they left the scene.

That afternoon, the same paramedics returned to the apartment, again in response to an emergency call. On this occasion, a man let the paramedics into the apartment, and they found 5. Ms. Kazmierowski lying dead on the floor. The front door was unlocked.

The court determined that "locating a person in need of emergency medical treatment is the first step in providing life support services. "Not even that first step was taken here." Both the 911 dispatcher and the original paramedic crew that responded were determined to have engaged in willful and wanton misconduct. This case identifies several potential 911 policy and training failures, including staying on the line with an unstable caller who is alone, and confirming when a patient or victim has left the scene.

- **Hutcherson vs. the City of Phoenix (Arizona, 1998)**
On a Saturday morning, Chiquita Burt called 911 to report she feared trouble with her ex-boyfriend, Craig Gardner, who had been harassing her, threatening to kill her and her family, and was now on his way over to her current location at her new boyfriend's apartment. Burt repeatedly told the 911 operator she feared for her safety right now. The 911 operator stated she would dispatch an officer, but only as a non-emergency, routine call, to take a report. Twenty-two minutes after this call to 911, Craig Gardner broke into the apartment and fatally shot Chiquita Burt and her current boyfriend, Darryl Usher. He then killed himself. The two victims' mothers brought wrongful death actions against the City of Phoenix for its handling of the 911 call. The plaintiffs claimed that the city was liable because the operator had improperly categorized Burt's call as Priority 3, the Phoenix Police Department's lowest rating. A superior court jury awarded the plaintiffs a total of 1.7 million dollars. The Arizona Supreme Court ultimately affirmed the superior court jury's award of damages. The 911 operator did not properly prioritize the call, according to the jury and expert testimony. The delay in not assigning a high-priority to this case was a major cause of the victims' deaths. A lack of training in protocol use and call prioritization were major factors.
- **William Clay vs City of Chicago (Illinois, 1987)**
Nancy Clay, a 31-year-old production manager, died in a fire of undetermined origin while working overnight on a project for her firm on the 20th floor of One Illinois Center, a high-rise office building in downtown Chicago. "The tragedy has called into question the procedures, policies, and effectiveness of the Chicago Fire Department and has raised challenges to the capabilities of the city's emergency 911 telephone system, a lifeline for those who call the number more than 3 million times each year." After the first call, the dispatchers and dispatcher aides failed to communicate to the responding personnel relevant information regarding the conditions of the incident, the location of Nancy Clay and her predicament. After the second call the dispatchers and dispatcher aides failed to communicate to officers and firefighters on the scene that Nancy Clay was in the northwest corner of the 20th floor.

Unit 7 Stress, Health, and Awareness

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- 911 Wellness Toolkit, <https://911wellness.com/treatment-support/>
- Critical Incident Stress Debriefing, <http://www.info-trauma.org/flash/media-f/mitchellCriticalIncidentStressDebriefing.pdf>

- ProCHRT Toolbox, <https://www.apcointl.org/resources/staffing-retention/professional-communications-human-resources-committee/prochrt-toolbox/health-and-wellness/>
- International Critical Incident Stress Foundation, <https://icisf.org/>
- Deer Oaks EAP Services, <https://www.deeroakseap.com/>
- Seated Workout #1
 - Toe tap kicks
 - Elbow to opposite knee
 - Horizontal leg abductions
 - Straight leg raises
 - Toe touches
 - Tricep kickbacks with band
 - Diagonal reach up with band
 - Bicep curl with band under feet
 - Rotator Cuff swinging gate
 - Sit down stand-ups
- Seated workout #2
 - March
 - Butt Kicks
 - Wall Push Ups
 - Squats
 - Jumping Jacks
 - Lunges
 - Zombies
 - Side Lunges
 - Alternating Standing Leg raises
 - Calf Raises

Unit 8 Ethics

- Four fundamental ethical principals
http://web.mnstate.edu/gracyk/courses/phil%20115/Four_Basic_principles.htm
- Gratuities
- <https://opentextbc.ca/ethicsinlawenforcement/chapter/4-5-gratuities/>
- Integrity Test
<https://www1.essex.ac.uk/government/documents/integrity-test.pdf>
- 8 ethical tests
<https://www2.cortland.edu/dotAsset/299013>.
- How ethical are you? Put your decision-making skills to the test.
<https://news.utexas.edu/2014/09/22/how-ethical-are-you-test-your-decision-making-skills>
- What is the difference between professional and professionalism
<https://www.quora.com/What-is-the-difference-between-professional-and-professionalism>
- Moral reasoning
<https://plato.stanford.edu/entries/reasoning-moral/>
- Ethical Decision Making and Behavior

https://uk.sagepub.com/sites/default/files/upm-binaries/39590_Chapter7.pdf

- Ethics checklist
<https://howwelead.org/2011/08/13/use-this-%E2%80%9Cethics-check%E2%80%9D-to-ensure-you-make-ethical-decisions/>
- Common misconceptions about ethics
<http://americancityandcounty.com/mag/anyone-watching-and-other-ethical-questions>
- Ethical decision-making tools
<https://mainstreamcorporatetraining.com/ethical-decision-making-tools/>
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Unit 9 Cultural Diversity

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Unit 10 Crisis Communications

Unit 10.1 Mental Health Resources

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<https://www.youtube.com/watch?v=XanUpMSHhBQ>
- Mental Health Statistics in American 3 minutes 18 seconds video from youtube.com
https://www.youtube.com/watch?v=aCyd_3zqkhY
- Mental Health Conditions. National Alliance on Mental Illness (NAMI), Mental Health Conditions. Retrieved March 5, 2019. <https://www.nami.org/learn-more/mental-health-conditions>
- Texas Commission on Law Enforcement Course Curriculum Materials and Updates. Legislatively Mandated Courses. Crisis Intervention Training (40 HR). Part 1 April 2018.
<http://tcole.texas.gov/content/course-curriculum-materials-and-updates-0>
- *May Clinic Mental Illness, Diseases & Conditions, and Overview.* Retrieved March 5, 2019.
<https://www.mayoclinic.org/diseases-conditions/mental-illness/symptoms-causes/syc-20374968>
- *Georgia Association of Chiefs of Police Mental Health Ad Hoc Committee Possible Indicators of Mental Illness.* Retrieved May 14, 2018.
<http://services.prod.iaff.org/ContentFile/Get/17074>
- *Washington State Criminal Justice Training Commission Telecommunicator Program Office. Telecommunicator I. Basic Call Taker. 2011.* Retrieved February 26, 2019.
<http://services.prod.iaff.org/ContentFile/Get/17074>

Unit 10.2 Suicide

- The Suicide Crisis Line: An Education in Listening. Dylan Gunaratne. TEDxCalStateLA. June 5, 2017. <https://www.youtube.com/watch?v=HlewiZR0aNQ&feature=youtu.be>

- Applied Suicide Intervention Skills Training. Lifeline Aotearoa. June 16, 2011. https://www.youtube.com/watch?v=81F_XYOvmcE&feature=youtu.be
- Introduction to Asist. Living Works, February 3, 2010. <https://www.youtube.com/watch?v=lQ3VyXJ827A&feature=youtu.be>
- Stebily, Andrew. "Signs." Short Film-A first responder battle. October 20, 2017. <https://www.youtube.com/watch?v=tcISX0yetto&feature=youtu.be>

Unit 10.3 Family Violence

- Texas Legislature. Penal code. Title 5. Offenses against the Person. Chapter 22. Assaultive Offenses. Sec. 22.01. Assault. <https://statutes.capitol.texas.gov/Docs/PE/htm/PE.22.htm>
- American Psychological Association: Violence and the Family: Report of the APA Presidential Task Force on Violence and the Family – Executive Summary. Public Interest Initiatives. http://www.nnflp.org/apa/APA_task_force.htm
- Texas Department of Public Safety Chapter 5, Definition Page 47 <https://www.dps.texas.gov/crimereports/08/citCh5.pdf>
- The International Association of Police Chiefs Page 10-11 <https://www.theiacp.org/sites/default/files/all/i-iacpIntimatePartnerViolenceResponsePolicyandTrainingGuidelines2017.pdf>
- National Coalition of Against Domestic Violence Statistics. <https://ncadv.org/statistics>
- Goldsmith, Toby D. MD. What Causes Domestic Violence? Psych Central. 2017, July 16 <https://psychcentral.com/lib/what-causes-domestic-violence>
- New Hope for Women Organization: Abuser Tricks. <https://newhopeforwomen.org/abuser-tricks>
- The National Center for Victims of Crime: Bulletins for Teens: Dating Violence. <http://victimsofcrime.org/help-for-crime-victims/get-help-bulletins-for-crime-victims/bulletins-for-teens/dating-violence>
- Domestic Violence Roundtable. Why do Abuse Victims Stay? <http://www.domesticviolenceroundtable.org/abuse-victims-stay.html>

Unit 10.4 Stalking

- SRC. Connecting the Dots – Recognizing and Responding to Stalking. Published on June 5, 2015. Retrieved February 9, 2019, <https://www.youtube.com/watch?v=Q2BHO8eXvxA&t=317s>
- Outrageous.org. Stalking Can Happen to Anyone. Posted on March 4, 2015. Retrieved on February 9, 2019. https://www.youtube.com/watch?v=TTPZL20_ucY

Unit 10.5 Sexual Assault

Unit 10.6 Human Trafficking

- Note to Instructor: formal definitions and specific details regarding the human trafficking laws can be found in the Texas Penal Code (see link below and under resources for this unit).
- KSAT 12. Video: Human Trafficking Epidemic Among Worst in Nation. Published on April 5, 2019. Retrieved on February 25, 2019. <https://www.youtube.com/watch?v=GZObcUky4tw>

- NENA Protocol for Handling Calls Regarding Human Trafficking. Page 20-25, Page September 22, 2009. Retrieved February 25, 2019. [NENA Protocol for Handling Calls Regarding Human Trafficking. Page 20-25, Page September 22, 2009. Retrieved February 25, 2019.](#)
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- Texas Legislature. Penal code. Title 5. Offenses against the Person. Chapter 20A. Trafficking of Persons. Sec. 20A.02. Trafficking of Persons. <https://statutes.capitol.texas.gov/Docs/PE/htm/PE.20A.htm>
- End Slavery Now. Slavery Today. What is the definition of human trafficking? <http://www.endslaverynow.org/learn/slavery-today>

10.7.0 Hostage and Barricaded Persons

- Merriam-Webster, Definition of Hostage <https://www.merriam-webster.com/dictionary/hostage>
- The Intelligence and Leadership Center of the Air Force. Noesner, Gary W. Crisis Intervention: Using Active Listening Skills in Negotiations. Law Enforcement Bulletin; 1997, August http://www.au.af.mil/au/awc/awcgate/fbi/crisis_interven2.htm
- Threat Rate Risk Management Organization: Types of Kidnappings http://www.threatrate.com/pages/47-types-of-kidnappings#link_0
- Psych Break Through organization: Smith, Jerry, Psy. D., Hostage Taker Profiles. Slide Share. 2009, November 21. Slide 3-10. <https://www.slideshare.net/satori999/hostage-taker-profiles-2556937>
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10.8.0 Explosive and Suspicious Packages

- Bomb Threats. Clearfield 911. Standard Operating Procedures. http://www.clearfield911.com/content/policesogs/File/5_14_Bomb_threats.pdf
- Bomb Threat Call Procedures. Bomb Threat Checklist. U.S. Department of Homeland Security. https://emilms.fema.gov/is906/assets/ocso-bomb_threat_samepage-brochure.pdf
- Dispatcher's Guide for WMD Incidents. Edgewood Chemical Biological Center United States. Department of Defense. Homeland Security Digital Library. Page 14-15. <https://www.hsdl.org/?abstract&did=461028>
- Bomb Threat/Explosive Device Information. Loyola University Maryland. Emergency Preparedness. Determination of Threat Level <https://www.loyola.edu/departments/emergency-preparedness/hazard-information/bomb>
- Ensuring Building Security. Homeland Security. Handling Suspicious Mail <https://www.dhs.gov/ensuring-building-security#2>

- *Dispatcher's Guide for WMD Incidents*. Edgewood Chemical Biological Center United States. Department of Defense. Homeland Security Digital Library. Page 5-13.
<https://www.hsdl.org/?abstract&did=461028>
- *Weapons of Mass Destruction*. FBI. What we investigate. WMD Basics, Definition of WMD. Retrieved June 28, 2018. <https://www.fbi.gov/investigate/wmd>
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https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/cwirp_guidelines.pdf
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<https://www.atsdr.cdc.gov/MHMI/mhmi-v1-2.pdf>
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- *Botulism*. Centers for Disease Control and Prevention. Signs and Symptoms.
<https://www.cdc.gov/botulism/symptoms.html>
- *Plague*. Centers for Disease Control and Prevention. Plague/Diagnosis.
<https://www.cdc.gov/plague/diagnosis/index.html>
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<https://www.usnews.com/news/slideshows/six-vulnerable-potential-terrorist-targets/2?slide=2>
- *Terrorist Mindsets: Destructive Effects of Victimization and Humiliation*. Sverre Varvin. Page 1.
<https://tidsskrift.dk/psyke/article/download/8621/7194>

10.9.0 Emergency Management

Unit 10.9 Emergency Management Resources

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<https://training.fema.gov/emiweb/is/icsresource/assets/reviewmaterials.pdf>
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- *National Incident Management System (NIMS). Facilitator Guide*, FMEA. August 2004, Page 1-3.
<https://training.fema.gov/emiweb/downloads/nims-facilitatorsguide.pdf>
- *Natural Hazards*. FEMA. Unit 2, Page 47. https://www.fema.gov/media-library-data/20130726-1549-20490-4629/natural_hazards_1.pdf
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<https://training.fema.gov/hiedu/.../session%203%20--%20hazard%20taxonomies.doc>
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- *Emergency Planning: Public Safety Answering Points.* FCC. Public Safety and Homeland Security. August 25, 2016, <https://www.fcc.gov/research-reports/guides/emergency-planning-public-safety-answering-points>
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- NCTR-TERT. North Central Texas Regional Telecommunicator Emergency Response Taskforce. https://www.nctcoq.org/cs/911/pdf/NCTR-TERT_Brochure.pdf
- Center for Disease Control
- <https://www.cdc.gov/flu/avianflu/avian-in-humans.htm>
- <https://www.cdc.gov/vhf/ebola/index.html>
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10.10 Missing and Exploited Children

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- National Center for Missing and Exploited Children Key Facts
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http://www.missingkids.com/content/dam/ncmec/en_us/desktop/publications/nc200.pdf
- U.S. Department of Justice. *Early Identification of Risk Factors for Parental Abduction.* (2001, March), (Page 2-3 & 6-7)
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- National Center for Missing and Exploited Children. *Checklist for Public-Safety Telecommunicators when Responding to Calls Pertaining to Missing, Abducted, and Sexually Exploited Children.* (2010) Page 16.
http://www.missingkids.com/content/dam/ncmec/en_us/desktop/publications/nc200.pdf
- Texas Constitution and Statutes. Code of Criminal Procedure. Title 1. Code of Criminal Procedure. Chapter 63. Missing Children and Missing Persons. Subchapter A. General Provisions. Art. 63.3001. Definitions. (1-a).
- <http://www.statutes.legis.state.tx.us/Docs/CR/htm/CR.63.htm>

- *Texas Constitution and Statutes. Code of Criminal Procedure. Title 1. Code of Criminal Procedure. Chapter 63. Missing Children and Missing Persons. Subchapter A. General Provisions. Art. 63.0091. Law Enforcement Requirements Regarding Reports of Certain Missing Children.*
- <http://www.statutes.legis.state.tx.us/Docs/CR/htm/CR.63.htm>
- *National Center for Missing and Exploited Children*
- <http://codeadam.missingkids.org/>
- <https://api.missingkids.org/ProjectALERT> <https://www.amberalert.gov>
- <http://www.missingkids.com/gethelpnow/amber>
- <http://www.missingkids.com/gethelpnow/cybertipline>
- <http://www.missingkids.com/ourwork/support/teamhope>
- <http://www.missingkids.com/theissues/helpidme>
- <http://www.missingkids.com/theissues/longtermmissing>
- <http://www.missingkids.org/theissues/missingfromcare>
- <http://www.missingkids.com/theissues/autism>
- <http://www.missingkids.com/theissues/infantabductions>
- <https://api.missingkids.org/CriticallyMissing>
- *Texas Department of Public Safety Reporting Requirements*
- <http://www.statutes.legis.state.tx.us/Docs/CR/htm/CR.63.htm>
- *Texas Department of Public Safety Amber Overview*
- <https://www.dps.texas.gov/dem/Operations/Alerts/AmberOverview.htm>
- *National Center for Missing and Exploited Children Checklist*
- http://www.missingkids.com/content/dam/ncmec/en_us/desktop/publications/nc200.pdf