



CAREER SURVIVAL FOR 911 CALL TAKERS AND DISPATCHERS

Emergency Call-Takers and Dispatchers play a significant role in the criminal justice system and in the delivery of emergency services. The involvement of a police officer or other first responder often begins with a citizen call where the call-taker serves as the “first, first-responder.” Those serving in such positions face many of the same risks confronting police officers, firefighters, and EMS personnel. This course explores the unique mental and physical demands of the Emergency Call-Taker and Dispatcher and explores critical wellness considerations necessary for long term career survival. Participants will gain an understanding of the importance of having communication professionals participate in critical wellness protocols, the impact the working environment has on wellness outcomes, and how video technology increases the likelihood of exposure to violence and trauma. The unique interaction between the dispatcher and first responder can often shape the outcome of a particular response, and specific incidents will be reviewed to better understand the benefits and risks associated with such interactions. A review of the common risks facing first responders will also be discussed. Topics include physical and mental wellness, social media, cell phone use, workplace conduct, general liability, the Law Against Discrimination, and the Conscientious Employee Protection Act (CEPA).

COURSE LENGTH

2.5 Hours

TARGET AUDIENCE

Emergency Call-Takers, 911 Operators, Emergency Dispatchers, Wellness Coordinators, Resiliency Protection Officers, Communications Supervisors, Chiefs, Command Staff Members, Supervisors.

COURSE SCHEDULE AND REGISTRATION INFORMATION

<https://melsafetyinstitute.org/m-si-live-schedule>

MORE INFORMATION

If you find that this course is not listed or would like additional information, contact a member of the Law Enforcement Team at lawenforcementteam@jamontgomery.com