

New Jersey Office of Emergency Telecommunications Services

Source	Title	ID#	Description	CEU's		Course Hours	NJ OETS ID #
				PST	EMD		
APCO							
	Active Shooter Incidents for PST's	171	This course helps to educate telecommunicators about the many intricate issues and challenges posed by active shooter incidents and their response and the role the telecommunicator plays in each.	8	8	8	CTE-o8-006
	CALL PRIORITIZATION	17	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.	2	2	2	CTE-02-034
	Communications Center Supervisor	173	The APCO Institute Communications Center Supervisor course is designed for prospective, new or experienced communications supervisors who want to enhance their supervisory skills and knowledge.	0	0	24	

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	COMMUNICATIONS FOR RESPONDERS	18	Topics include an overview and benefits of 9-1-1 systems. General guidelines for communications operations, call center configuration and issues associated with miscommunication.	2	2	2	
	Communications Training Officer	172	The Communications Training Officer (CTO) course focuses on the essential elements of a one-on-one training program.	0	0	24	
	CONCEPTS OF LEGAL LIABILITY	19	Covers legal definitions in reference to liability, types of liability and torts and ways to reduce your exposure to liability	2	2	2	
	COUNSELING SKILLS FOR SUPERVISORS	20	This title covers the counseling process, counseling techniques and traits of effective counselors.	2	0	2	
	EMD LEGAL ISSUES	21	Covered topics include liability, negligence, standards of care, legal terminology and effective ways to reduce agency and individual liability.	2	2	2	

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	EMD RESPIRATORY EMERGENCIES	22	Subjects include the components of respiration, common respiratory emergencies and a description of an EMD respiratory assessment.	2	2	2	
	EMD ROLES AND RESPONSIBILITIES	23	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.	2	2	2	
	EVALUATION SKILLS FOR SUPERVISORS	24	This title covers the evaluation process, supervisory responsibilities regarding evaluations and an opportunity to review evaluations used in your agency.	2	0	2	
	HANDLING DOMESTIC VIOLENCE CALLS	25	Topics covered are definitions of domestic violence, roles played by the persecutor, victim and responder.	2	2	2	

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	HANDLING HOSTAGE CALLS	26	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	2	2	2	
	HANDLING SUICIDE CALLS	27	Provides an understanding of suicide and its causes, definite procedures for dealing with people in crisis	2	2	2	
	HANDLING VIOLENT CRIMES IN PROGRESS	28	Students will learn to describe the elements of several types of violent crimes, the elements of violent crime victims.	2	2	2	
	HAZMAT RESPONSE FOR FIRE AND EMS	29	Topics include a description and procedures for identifying hazardous materials. How to provide common sense directions to responders	2	2	2	

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	HAZMAT RESPONSE FOR POLICE	30	Topics include a description and procedures for identifying hazardous materials. How to provide common sense directions to responders.	2	2	2	
	LARGE FIRE SCENE OPERATIONS	31	Students are exposed to aspects of incident command including its development and common terminology. Additional subjects are common responsibilities of fire	2	2	2	
	LIABILITY ISSUES FOR PST'S	33	This title includes a history of liability, including common terms in liability, concepts and a courts system overview.	2	2	2	
	LIABILITY ISSUES FOR SUPERVISORS	32	This title includes a discussion of vicarious liability, protections from liability, management issues regarding evaluations and several case studies	2	2	2	

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	MULTIPLE UNIT/AGENCY RESPONSE FOR FIRE	34	Course material covers the basics of incident command, mutual and automatic aid agreements and area coverage, including move-ups.	2	0	2	
	POLICY AND PROCEDURES FOR SUPERVISORS	35	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.	2	0	2	
	PROBLEM SOLVING FOR SUPERVISORS	36	Assists the supervisor in recognizing events that may turn into problems, prioritizing issues, initiating effective interventions and describing the six-step problem solving model.	2	2	2	
	REPORT PROCEDURES	37	Students will be able to explain reports, liability and responsibility as it relates to report writing	2	2	2	

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	RESPONDER SAFETY FOR FIRE AND EMS	39	Describes safety issues for Fire & EMS responders on high risk calls for service. Covers dispatcher information gathering and agency policy and procedure.	2	2	2	
	RESPONDER SAFETY FOR POLICE PERSONNEL	38	Describes safety issues for law enforcement responders on high risk calls for service. Covers dispatcher information gathering and agency policy and procedure.	2	0	2	
	SOLICITING CRITICAL INFORMATION FROM CHILDREN	40	Covered topics include characteristics of child callers and handling the procedures for child callers	2	2	2	
	SWAT AND RAID OPERATIONS	41	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	2	0	2	

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	Telecommunicator's Role in Homeland Security	170	Terrorism events require specialized actions and telecommunicators will have to deal with a new set of circumstances, far different from the average structure fires, vehicle accidents and even HAZMAT incidents.	8	8	24	
	VEHICLE AND FOOT PURSUITS	42	Training material covers the components of pursuits and responsibilities of field and communications personnel	2	0	2	
Ford							
	9-1-1 Assist, Call Taker Training	167	Explains how Ford SYNC system works when calling 9-1-1	1	1	1	
General Motors							
	OnStar Training 07	10	How OnStar works with the PSAP	1	1	1	CTE-07-034
	OnStar Training 08	11	How OnStar works with the PSAP	1	1	1	CTE-08-034

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HITS							
	16-Hour Refresher Course	43	The HITS 16-Hour Refresher course for telecommunicators has been developed to meet state-level training standards for public safety telecommunicators	16	0	16	
kebcor							
	Critical Incident Communication	44	The program emphasizes the dispatcher's important role in assisting the officer and public in critical incidents to save lives and reduce injury.	8	8	8	CTE-01-086
	Dispatcher Performance Enhancement	47	Enhance the performance of dispatchers by increasing employees' internal motivation and sense of personal accountability	8	8	8	CTE-01-087
	Dispatcher Role in Terrorist / WMD	48	Focuses on the coordination of activities between Communication Center and the First Responders. Definitions of terrorist organizations and their goals. Discussions of the various types of Weapons of Mass Destruction and their effects.	8	8	8	

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Source	Title	ID#	Description	CEU's		Course Hours	NJ OETS ID #
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kebcor	Hostage Negotiating - Suicide Prevention	46	The telecommunicator's role in receiving the call and first officer response to Hostage/Barricade/Suicide incidents	8	8	8	CTE-01-088
	Incident Command System Interface Training	49	Designed to keep Communications Center personnel up to date in this vital area during emergencies	8	8	8	
	Suicide Recognition and Intervention	50	This program examines suicide recognition, prevention and intervention strategies	8	8	8	
	Wellness and Stress Management	45	Manage mental and physical stress and function at a higher level to be more productive at work and a home	8	8	8	CTE-01-089
NECI	9-1-1 Crimes in Progress	168	This interactive workshop is for the experienced 9-1-1 Officer who desires to update their basic skills with law enforcement specific training for crimes in progress.	8	0	8	

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Source	Title	ID#	Description	CEU's		Course Hours	NJ OETS ID #
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NECI							
	9-1-1 Liability and Legal Issues	56	The purpose of this interactive workshop is to ensure the 9-1-1 Officer understands different types of law, legal concepts, terms and specific issues related to 9-1-1.	8	8	8	
	A National 9-1-1 Manager Course	125		8	8		CTE-01-100
	Bomb Threats	54	The purpose of this interactive workshop is to provide the 9-1-1 Officer with the knowledge and skills for handling bomb threat call.	8	8	8	
	Crimes in Progress	51	This interactive workshop is for the experienced 9-1-1 Officer who desires to update their basic skills with law enforcement specific training for crimes in progress.	8	0	8	
	Domestic Violence Calls	52	The purpose of this interactive workshop is to enable the 9-1-1 Officer with the knowledge of key terms, definitions and situational factors associated with domestic violence.	8	8	8	CTE-01-061

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NECI							
	Fire Communications Officer	169		8	0	8	
	HAZMAT Calls	55	The purpose of this interactive workshop is to provide the 9-1-1 Officer with the knowledge and skills necessary to properly handle hazardous materials (HAZMAT) incident calls.	8	8	8	
	Stress Management in 9-1-1	57	The course provides the 9-1-1 Officer with the knowledge and skills to understand what causes stress and how to properly manage it in an emergency communications environment	8	8	8	
	Suicide Calls	53	The purpose of this interactive workshop is to provide the knowledge and skills necessary to properly handle suicidal callers.	8	8	8	

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				PST	EMD		
NJ OEMS							
	CBRNE Awareness	68	NJOEMS ref #81	4	4	4	
	CPR (Healthcare Provider Level)	65	NJOEMS Ref # 25	2	2	2	
	Emergency Response to Terrorism EMS	63	NJOEMS Ref #90	8	8	16	
	EMS Response to Large Scale Incidents- Awareness	60	NJOEMS Ref #27	4	4	4	
	Hazmat Level I-Awareness	64	NJOEMS Ref #17	4	4	4	
	ICS-100	67	NJOEMS ref #62	2	2	2	
	Incident Command System (ICS 200)	66	NJOEMS ref #42	8	8	12	
	NJ EMT-B Core Refresher Program	59	NJOEMS Ref #13	2	2	24	
	NJ EMT-B Individual Core Programs	58	NJOEMS Ref # 1-12	2	2	2	
	Triage	61	NJOEMS Ref #65	2	2	2	

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	Vital Signs	62	NJOEMS Ref #66	2	2	2	
NJ OEMS 2008 Conference							
	Burn Disaster Triage & Transport	127	In a mass casualty incident it is estimated the 20-30% of all injures will be burn injures.	1	1		CTE-08-044A
	Case Studies in Pediatric Care	147	This interactive session will present cases that cover both the common and the uncommon pediatric emergencies encountered in the field.	1	1		CTE-08-044U
	Compartment Syndrome: A Comprehensive Review	146	Acute compartment syndrome is a physiologic phenomenon that perhaps is not always thought about when taking care of a patient	1	1		CTE-08-044T
	EMS and Sleep	137	This lecture is one that introduces the participants to the reality of sleep deprivation	1	1		CTE-08-044K
	Ethics 101	138	This session will focus on a general understanding of ethical principles and their application to the field of medicine and, particularly, the field of EMS.	1	1		CTE-08-044L

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NJ OEMS 2008 Conference							
	Ethics Case Studies	141	This session will be a discussion of relevant case studies that demonstrate the ethical principles that are the core of medical practice.	1	1		CTE-08-044O
	First Responders and Child Abuse & Neglect	134	"What's Goin' On Here?" First Responders and Child Abuse & Neglect	1	1		CTE-08-044H
	Infant and Child Death Scene Investigation	129	Introduction and review of important data that should be collected and then forwarded to the county medical examiner on all calls involving an infant/child up to the age of 3.	1	1		CTE-08-044C
	MAYDAY is Rescued. What's Next?	144	The program will take the EMT and paramedic to the next step following a Rapid Intervention Team rescue of an injured firefighter.	1	1		CTE-08-044R

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NJ OEMS 2008 Conference							
	NJ Statewide Prehospital STEMI Triage Guideline	128	The New Jersey Department of Health and Senior Services, Office of Emergency Medical Services, convened a workgroup to develop evidence-based, statewide prehospital STEMI triage guidelines for New Jersey EMS providers.	1	1		CTE-08-044B
	Pan Flu & EMS	130	The first half of this presentation will cover Pan Flu 101 and explain seasonal flu, avian flu and pandemic flu.	1	1		CTE-08-044D
	Pediatric Cardiac Emergencies	139	With the advances in the pediatric cardiology over the past decades more and more children with severe cardiac problems are surviving	1	1		CTE-08-044M
	Pediatric Trauma – What Makes Kids Different	140	This lecture will discuss the different injury patterns seen in a pediatric patient and the pathophysiology and anatomy that put them at risk for these injuries.	1	1		CTE-08-044N

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NJ OEMS 2008 Conference	Pediatric Trauma: Understanding the Diagnosis	143	We will complete a system by system review of trauma. This will include making the diagnosis, reviewing current evidence-based treatment and management strategies, acknowledging the adult vs. pediatric differences, and talking about prevention.	1	1		CTE-08-044Q
	Pulling it Together:	135	Pulling it Together: Taking Your finger Off the Pediatric Panic Button	1	1		CTE-08-044I
	School Nurse as First Responder	145	The roles of the school nurse and emergency medical services providers will be defined. Recommendations will be offered to facilitate the working relationship between the school nurse and the emergency medical service providers.	1	1		CTE-08-044S
	School Shootings and Youth Violence	142	Topics will include both a history of events and a direct correlation of EMS roles and responsibilities to better prepare for these unthinkable	1	1		CTE-08-044P

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NJ OEMS 2008 Conference							
	Seizures: What's Shaking?	133	Not all convulsions are seizures and not all seizures have convulsions.	1	1		CTE-08-044G
	Statewide Conference 2008	126	Attend Full Conference	8	8		CTE-08-044
	Stroke Centers – Field Triage	132	Overview of the process that Maryland adopted in establishing a prehospital EMS stroke protocol	1	1		CTE-08-044F
	The Critical Patient - Fly or Drive?	131	Will you fly or drive that patient?	1	1		CTE-08-044E
	Toddler Toxicology	136	What Can Kill Your Toddler in One Dose	1	1		CTE-08-044J
NJ OETS							
	9-1-1 Wireless Update	14	Changes to wireless calls, Phase II	2	2		CTE-06-036

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NJ OETS							
	9-1-1 Wireless Update	15	Changes to wireless calls, Phase II	2	2		CTE-07-036
	9-1-1 Wireless Update	16	Changes to wireless calls, Phase II	2	2		CTE-08-036
	OnStar Training	12	How OnStar works with the PSAP, location tech and vehicle slow down	1	1		
	User Conference October 16th, 2000	100		3	0		CTE-00-033
NJFAC 2008 Symposium							
	PEDIATRIC BASICS	153		1.5	1.5	1.5	CTE-08-045F
	ALL SHOOK UP - MANAGEMENT OF SEIZURES	160		1.5	1.5	1.5	CTE-08-045N
	BLS BURN MANAGEMENT	162		1.5	1.5	1.5	CTE-08-045P
	CHATTY HANDS	157		1.5	1.5	1.5	CTE-08-045K
	CHEST TRAUMA THE	163		1.5	1.5	1.5	CTE-08-045Q

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				PST	EMD		
	SILENT KILLER						
NJFAC 2008 Symposium							
	COCAINE TOXICITY	158		1.5	1.5	1.5	CTE-08-045L
	DEATH OF PEANUT BUTTER IN AMERICA	151		1.5	1.5	1.5	CTE-08-045D
	DROWNING / NEAR DROWNING	150		1.5	1.5	1.5	CTE-08-045C
	EXPEDITING PATIENT FLOW	161		1.5	1.5	1.5	CTE-08-045O
	HOW SWEET IT IS	165	Understanding & Treating Diabetes	1.5	1.5	1.5	CTE-08-045S
	HUMPTY DUMPTY - "THE DAY HE FELL	152		1.5	1.5	1.5	CTE-08-045E
	I'M NOT DEAD YET	164	Death by suicide	1.5	1.5	1.5	CTE-08-045R
	JUST A DISH ON A TABLECLOTH	149		1.5	1.5	1.5	CTE-08-045B
	MASS CASUALTY I M WORKSHOP	148		8	8	16	CTE-08-045A

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NJFAC 2008 Symposium	NO SHIRT, NO SHOES, NO SERVICE	166		1.5	1.5	1.5	CTE-08-045J
	RAIL SAFETY INTRODUCTION	155		2	2	2	CTE-08-045H
	RAVE DRUGS: DANCING WITH DEATH	154		1.5	1.5	1.5	CTE-08-045G
	SHOULD I STAY OR SHOULD I GO	159	Ernerg. Childbirth	1.5	1.5	1.5	CTE-08-045M
	VIOLENCE IN THE WORKPLACE	156		1.5	1.5	1.5	CTE-08-045I
NJlearn	CBRNE Awareness 2006	90		4	4	4	CTE-06-030C
	CBRNE Awareness 2007	91		4	4	4	CTE-07-030C
	CBRNE Awareness 2008	92		4	4	4	CTE-08-030C
	Hazardous Materials Awareness	86		4	4	4	CTE-08-030B

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NJlearn							
	Hazardous Materials Awareness	85		4	4	4	CTE-07-030B
	IS-200	95	ICS for Single Resources and Initial Action Incidents (ICS 200)	12	12	12	CTE-08-030D
	IS-200	94	ICS for Single Resources and Initial Action Incidents (ICS 200)	12	12	12	CTE-07-030D
	NIMS 700	112	National Incident Management Systems – NIMS 700	3	3		CTE-06-004
	Racially Influenced Policing	113		3	3		CTE-06-003
	Safe Return Program	114		12	12	12	CTE-06-005
	The Incident Command System (I-100)	89		2	2	2	CTE-08-030A
	The Incident Command System (I-100)	88		2	2	2	CTE-07-030A

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	The Incident Command System (I-100)	87		2	2	2	CTE-06-030A
	Understanding Influenza Pandemic	96	Understanding Influenza Pandemics (credited full length course)	1	1	1	
Power Phone	9-1-1 Liability	78	Every time you handle an emergency call, you are creating a log and journal that's admissible in court...just like a police report. This acclaimed course will show you how to protect yourself—and the agency you work for—from costly legal actions.	8	8	8	CTE-04-041
	9-1-1 Supervision	75	New Course! Finally, there's a supervisor's course that teaches you how to lead. PowerPhone's 9-1-1 Supervision™ helps you build the skills and confidence to handle both day-to-day operations and critical situations	16	16	16	
	Active Shooting Response	73	Explore the mentality and motivations of the active shooter and build a solid knowledge base that will help you when handling these incidents.	8	0	8	

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Power Phone							
	Advanced Fire Service Dispatch	83	PowerPhone's expert instructors have created the new Advanced Fire Service Dispatch™ program to give 9-1-1 personnel updated coverage on terrorism, structure fires, and disaster response.	16	0	16	CTE-04-038
	Advanced Law Enforcement Dispatch	82	Fully updated to feature the latest techniques and thinking, our Advanced Law Enforcement Dispatch™ class includes new coverage on workplace violence, technology, wireless calls, and more.	16	0	16	CTE-04-035
	Domestic Violence Intervention	81	PowerPhone has revised its best-selling Domestic Violence Intervention™ workshop to give telecommunicators new tactics for handling these volatile and complex incidents	8	8	8	CTE-04-043
	Emergency Medical Dispatch	97		8	8	8	CTE-04-036
	Hazardous Materials Preparednes	99		8	8	8	CTE-04-045

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	Homeland Security for Telecommunicators	76	Where will America's citizens turn if there's a terrorist threat? There's no question - it will be 9-1-1. PowerPhone is proud to offer this timely program to specifically address the telecommunicator's critical role in Homeland Security.	8	8	8	CTE-04-002
	Hostage Negotiations	79	With workplace violence, school violence, and domestic disturbances all on the rise, chances are you'll be handling a hostage situation in your communications center.	8	8	8	CTE-04-042
	Non-Emergency Call Handling	74	Finally, there's a course that addresses a major need in many call centers: how to handle non-emergency calls efficiently while maintaining professionalism	8	8	8	CTE-04-046
	Principles of Integrated Dispatch	98		8	8	8	CTE-04-044

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Power Phone	Stress Identification & Management	77	Combat stress both inside and outside the communications center with this one-day workshop. Learn how to modify your lifestyle to reduce stress, identify and cope with burnout, and deal with fallout from critical incidents	8	8	8	CTE-04-039
	Suicide Intervention	80	This acclaimed program shows you how to think quickly, spot key warning signs, and act with confidence when you have a suicidal caller on the line. The knowledge you gain from this one-day workshop is the best weapon to have when lives are at stake.	8	8	8	CTE-04-040
The Public Safety Group	Communications Supervisor Course	118		14	14	14	CTE-01-083
	Critical Incident Dispatching	120		14	14	14	CTE-01-085
	Domestic Abuse	121		7	7	7	CTE-02-035

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The Public Safety Group	Stress Management – It's All In Your Head	117		7	7	7	CTE-01-082
	Suicide Intervention for Dispatchers	115		7	7	7	CTE-01-080
	Telecommunicator Liability	122		7	7	7	CTE-02-036
	Terrorism and the Telecommunicator	123		7	7	7	CTE-02-037
	Train the Trainer	119		14	14	14	CTE-01-084
	When Terror Strikes	116		7	7	7	CTE-01-081