

| VendorName | Course Name | DateDeveloped | Course Description | Telecomm Credit | EMD Credit | Instructor Credit | NJ OETS Course Number |
|------------|---|---------------|---|-----------------|------------|-------------------|-----------------------|
| APCO | Active Shooter Incidents for PST's | 2008 | 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. | | | | CTE-08-006 |
| APCO | Amber Alert Training Video #30664 | 2015 | The AMBER Alert system is a nationwide system that is organized under the state or regional plans to assist with the recovery of abducted or endangered children. This training video gives background on how the system was developed and describes the implem | 1.00 | 1.00 | | |
| APCO | APCO BTC | | Basic Telecommunicator Course | | | | |
| APCO | APCO EMD | | Emergency Medical Dispatch 32 Hour Class | | | | |
| APCO | APCO Illuminations, EMD Track- Assaults and Sexual Assaults | 2014 | This course will provide information on handling calls from victims of physical assault, including patient care and preserving physical and crime scene evidence. | 1.00 | 1.00 | | |
| APCO | APCO Illuminations, EMD Track- Burns | 2014 | This course will discuss various types and degrees of burns caused by heat, electricity, chemicals, friction or radiation. | 1.00 | 1.00 | | |
| APCO | APCO Illuminations, EMD Track- Poisoning and Inhalation | 2014 | This course will increase awareness about signs and symptoms of toxic ingestion and inhalation. Toxins discussed include household products, medications and intoxicate inhalants such as nitrous oxide. | 1.00 | 1.00 | | |
| APCO | APCO Illuminations, EMD Track- Pregancy and Childbirth | 2014 | During this course, the EMD will review potential labor and childbirth complications and the signs and symptoms of "imminent birth". | 1.00 | 1.00 | | |
| APCO | APCO Illuminations, EMD Track-Diabetic Problems | 2014 | This course will orient the student on the symptoms of diabetic patients, including symptoms mistaken for intoxication. Common diabetes-related terminology will be reviewed, along with diabetic "warning signs". | 1.00 | 1.00 | | |

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| APCO | Communications Center Supervisor | | 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. | | | | |
| APCO | Communications Training Officer | | The Communications Training Officer (CTO) course focuses on the essential elements of a one-on-one training program. | | | | |
| APCO | IAPCO Illuminations, EMD Track- Psychogenic Shock | 2014 | This course will provide the students with an overview of what Psychogenic Shock is and how it occurs as well as how to handle this type of call. It will also provide a list of the types of calls that may produce Psychogenic Shock. | 1.00 | 1.00 | | |
| APCO | Illuminations, EMD Track-Alzheimer's | 2014 | This course will provide the call taker and telecommunicator the understanding of the Alzheimer's disease and how they should handle the caller. They will also learn what procedures should be implemented for documentation during a search if needed. | 1.00 | 1.00 | | |
| APCO | Illuminations- Attitude | 2014 | This course will address the need to be mindful of one's attitude, as well as suggestions for dealing with the non-positive attitudes that the Public Safety Telecommunicator may encounter and how to overcome someone else's point of view to maintain positi | 1.00 | 1.00 | | |
| APCO | Illuminations- Bleeding and Hemorrhage | 2015 | This course will discuss the both internal bleeding including the various ways that it may present to the call-taker, as well as external bleeding and methods utilized to control bleeding. Various types of bleeds will be further discussed, as well as comm | 1.00 | 1.00 | | |

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| APCO | Illuminations- Bombs | 2014 | This course will prepare the Public Safety Telecommunicator for processing of various events involving incendiary devices. Whether received via a phone threat, the location of a suspicious package or device, car bomb or detonation of a device. | 1.00 | 0.00 | | |
| APCO | Illuminations- Emergency Management | 2014 | This course will prepare public safety telecommunicators in the successful execution of and interaction with emergency management principles. This course will also explain the various levels of emergency management and include information on the COML | 1.00 | 1.00 | | |
| APCO | Illuminations- Interacting with the Mentally Ill | 2014 | This course will orient the Telecommunicator to some of the more common types of mental illness that they may encounter when processing calls from the public. This course will also provide techniques for successful interaction with these challenging ca | 1.00 | 1.00 | | |
| APCO | Illuminations- Negotiating for Telecommunicators | 2014 | This course will provide an orientation for Public Safety Telecommunicators regarding negotiating with hostage takers and/or barricaded subjects. | 1.00 | 0.00 | | |
| APCO | Illuminations- NG 9-1-1 | 2014 | The goal of this course will be to orient the front line Telecommunicator on the impact of emerging technologies. You hear acronyms all day long but what do they really mean, how will they actually impact daily operations in the communications center. | 1.00 | 0.00 | | |
| APCO | Illuminations- Responding to Man-Made Disasters and Terroristic Acts | 2014 | The goal of this course is to increase awareness of the various man-made disasters and terroristic acts that may impact the communications center. This will include information on chemical substances, nerve agents, blister agents, blood agents, choking a | 1.00 | 1.00 | | |

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| APCO | Illuminations- Special Events Dispatching | 2014 | This course will prepare the public safety Telecommunicator for the preplanning, and execution of special events ranging from Tractor Expos, Concerts, high school- college- or pro-football games, parades, fairs, up to dispatching during the Super Bowl | 1.00 | 0.00 | | |
| APCO | Illuminations- Suicidal Callers | 2013 | This course will prepare the Public Safety Telecommunicator to productively interact with suicidal callers, including understanding myths regarding suicide, suggested techniques for talking them out as well as stress management techniques. | 1.00 | 1.00 | | |
| APCO | Illuminations- Weather Emergencies | 2014 | This course will provide orientation to various weather related events such as blizzards, hurricanes, earthquakes, and flooding. | 1.00 | 1.00 | | |
| APCO | Illuminations- Wild Fires | 2014 | Wild land fires occur across the world, started by nature or by humans, and can have a devastating effect on all levels of first responders. This course will look in depth at wild land fire considerations for all disciplines. | 1.00 | 0.00 | | |
| APCO | Illuminations, EMD- Mental Health Patients | 2015 | This course will examine some of the more prevalent psychiatric disorders which the EMD may encounter calls for service relating, including signs and symptoms, as well as response considerations for safety of the patient as well as the responders. | 1.00 | 1.00 | | |
| APCO | Illuminations, EMD- Rescue Breathing, CPR & AED | 2015 | This course will provide the Telecommunicator with more in-depth information in regards to the Public Access Defibrillation (PAD) program, as well as AED use in conjunction with EMD Instructions. Additionally, the course will provide additional insight in | 1.00 | 1.00 | | |

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| APCO | Illuminations, EMD- Seizures | 2015 | During this class the EMD will look further into some of the common causes of seizures for better understand of this brain disorder, signs and symptoms that may be presented to the call taker that would indicate a seizure disorder as well as special pedia | 1.00 | 1.00 | | |
| APCO | Illuminations, EMD Track- Excited Delirium | 2014 | Examines incidents involving the use of illegal narcotics known as "bath salts" and the psychosis symptoms and consequences. Response protocols based on reported symptoms will be reviewed, in addition to identifying and recognizing EMS responder safety c | 1.00 | 1.00 | | |
| APCO | Illuminations, EMD-Allergic Reaction | 2015 | This class will provide additional insight on the spectrum of allergic reactions that the EMD may encounter ranging from minor reactions to severe anaphylactic shock. The course will examine some of the common causes as well as signs and symptoms that may | 1.00 | 1.00 | | |
| APCO | Illuminations, EMD-Drownings | 2015 | As spring season approaches water safety is key, as is a review of the drowning protocols for the EMD. This class will provide additional insight into the variety of drowning type calls that may be received, as well as looking into the emotional componen | 1.00 | 1.00 | | |
| APCO | Illuminations, EMD-Poisoning/inhalation/hazmat | 2015 | This course will increase awareness about signs and symptoms of toxic ingestion and inhalation. Toxins discussed include household products, medications and intoxicate inhalants such as nitrous oxide. | 1.00 | 1.00 | | |
| APCO | Illuminations-Hazardous Materials | 2014 | In transit across the world are a large variety of hazardous materials. This course will reinforce the basic concepts of public safety communications processing of events involving hazardous materials. | 1.00 | 1.00 | | |

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| APCO | Illuminations-Industrial Accidents | 2014 | This course will provide orientation to multiple types of industrial accidents such as explosions at propane plants, fertilizer plants, chemical releases and more. | 1.00 | 1.00 | | |
| APCO | Suicidal Callers Training Video #30662 | 2015 | Many 9-1-1 telecommunicators in the United States may not have training or experience handling suicidal callers. This video teaches you how to assess the risk of a possible suicide call, and demonstrates proper techniques for handling that call. For addit | 1.00 | 1.00 | | |
| APCO | TTY Training Video #30398 | 2015 | In some cases an emergency call will come in and the telecommunicator will only hear tones instead of words. This video explains some of the different devices used, and how to properly communicate with TTY users in need of emergency help. For additional i | 1.00 | 1.00 | | |
| DDS Corporation | Active Shooter | 2014 | The most comprehensive active shooter class on the market. This class will not only give telecommunicators the historical prospective of the active shooter, but will also provide skills your telecommunicator can use during active shooter events. Lessons I | 8.00 | | | |
| DDS Corporation | Advanced Law Enforcement ` | 2014 | | 8.00 | 0.00 | | |
| DDS Corporation | Breeding Success | 2014 | This course is designed to assist in making the training program effective to produce a fully trained dispatcher. Topics include: How to breed failure, how to breed success, training on a budget, the learning process, roles of the trainer, remedial traini | 8.00 | 0.00 | | |
| DDS Corporation | Communication Training Officer | 2014 | Communication Training Officer | 8.00 | 8.00 | | |

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| DDS Corporation | Communications Center Liability | 2014 | Liability issues in the communications center have become increasingly more of a problem across the United States. Communications centers are now being faced with lawsuits. It is important for all members of the communications center to learn the basics o | 8.00 | 0.00 | | |
| DDS Corporation | Crimes in Progress | 2014 | During any in-progress call it is important for communications to anticipate what will happen next. Stay one step ahead of the incident when possible | 8.00 | 0.00 | | |
| DDS Corporation | Critical Incident Stress | 2014 | Communications is one of the most stressful jobs you can have. Each one of you will experience critical incident stress during your career. This class will provide you with the techniques to manage critical incident stress and educate you about the effect | 8.00 | 0.00 | | |
| DDS Corporation | Critical Incidents - Total Disaster Response | 2014 | Disasters can hit anytime, anywhere. Disasters come in all sizes in any jurisdiction. A disaster may be a small tornado, a wildfire or a major snowstorm. Or it could be a terrorist incident or a major earthquake. Some agencies have failed to prepare for d | 8.00 | 0.00 | | |
| DDS Corporation | Customer Service | 2014 | Customer service skills for dispatchers is a critical class for all dispatchers and 9-1-1 personnel. Topics covered include, annoying and difficult callers, words to use for extraordinary customer service, how to defuse anger and officer/dispatcher relati | 8.00 | 0.00 | | |
| DDS Corporation | Customer Service Skills for Public Safety Professionals | 2014 | | 8.00 | 0.00 | | |
| DDS Corporation | DOMESTIC VIOLENCE | 2014 | This course provides a dynamic look at the truths and myths associated with domestic abuse. Attendees will learn to handle domestic abuse calls and the various situations associated with it. | 8.00 | 0.00 | | |

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| DDS Corporation | Elite Continuous Training- Workplace Bullying | 2014 | It is real, it is occurring in the communications center, and it is unacceptable | 0.25 | 0.00 | | |
| DDS Corporation | Elite Continuous Training-Address Verification | 2014 | The first step in taking any call is to obtain a verified address. Something that sounds so easy is a complex process that must be done correctly and quickly. | 0.25 | 0.25 | | |
| DDS Corporation | Elite Continuous Training-Calming techniques | 2014 | What separates the good call taker from the great call taker? One thing is their ability to calm callers. Their ability to use the right calming techniques with the right caller at the right time. | 0.25 | 0.25 | | |
| DDS Corporation | Elite Continuous Training-Excited Delirium | 2014 | Simply stated, excited delirium is a mental and physiological condition that causes the body to overwork the heart and neurological systems and eventually shut them down, often ending in death. | 0.25 | 0.25 | | |
| DDS Corporation | Elite Continuous Training-Fire Fighter/EMS Safety | 2014 | One of the most important tasks a telecommunicator has when it comes to responder safety is making sure that law enforcement is present when needed. There are many agencies that respond to fire/medical calls without law enforcement. | 0.25 | 0.25 | | |
| DDS Corporation | Elite Continuous Training-Handling Difficult Callers | 2014 | Your ability to handle the difficult callers will separate you from being average to being one of the greats | 0.25 | 0.25 | | |
| DDS Corporation | Elite Continuous Training-Handling difficult employees | 2014 | Handling the difficult employee takes time and skill. We would like to address a few areas that we think are important | 0.25 | 0.00 | | |
| DDS Corporation | Elite Continuous Training-Information Gathering | 2014 | Information gathering is a continual process that begins with gathering information from the caller but gathering information from a variety of sources as well. | 0.25 | 0.25 | | |
| DDS Corporation | Elite Continuous Training-Interviewing Skills - | 2014 | We do not have hours to obtain information from our callers we have minutes so your ability to "interview" the caller becomes very important. | 0.25 | 0.25 | | |

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| DDS Corporation | Elite Continuous Training-Multitasking | 2014 | You must be able to perform multiple jobs simultaneity. You must be able to work the radio, enter information into CAD, and take an emergency call at the same time. | 0.25 | 0.00 | | |
| DDS Corporation | Elite Continuous Training-NG 9-1-1/NG PSAP - | 2014 | Let us take a minute to look at what the Next Generation Communication Center will bring to us. | 0.25 | 0.00 | | |
| DDS Corporation | Elite Continuous Training-Officer Down | 2014 | This session will look at what you can do during an officer involved shooting and your role in officer safety. | 0.25 | 0.25 | | |
| DDS Corporation | Elite Continuous Training-Pursuits | 2014 | There are several keys to dispatching vehicle pursuits, as well as foot chases | 0.25 | 0.00 | | |
| DDS Corporation | Elite Continuous Training-Sovereign Citizens | 2014 | A sovereign Citizen is a person who openly rejects their citizenship status and claim to exist beyond the realm of government authority. | 0.25 | 0.00 | | |
| DDS Corporation | Elite Continuous Training-The W's: The foundation of call taking | 2014 | The Six W's are the foundation of call taking. If you do this well then you can take any call that comes down the pike. | 0.25 | 0.25 | | |
| DDS Corporation | Elite Continuous Training-TTY/TDD | 2014 | PSAP's must train call takers to effectively recognize incoming TTY signals, effectively process TTY calls, use proper TTY protocol. | 0.25 | 0.25 | | |
| DDS Corporation | Fire Communications | 2014 | The focus for this course is on communication, management, apparatus, and functionality in handling calls related to fires. A firehouse tour and explanation of equipment is also included in this course. | 8.00 | 0.00 | | |
| DDS Corporation | Hostage Negotiation for Telecommunicators | 2014 | The FBI now recommends that communications professionals receive hostage negotiation training. Many hostage-incident contacts with law enforcement begin when the hostage taker calls 9-1-1. It is critical that the person who answers this call is trained. T | 8.00 | 0.00 | | |

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| DDS Corporation | How To Save a Life – Yours! | 2014 | In this day and age heart disease, stroke and diabetes are not discriminatory; however those that do not take care of themselves can find themselves in the front of the pack when it comes to SCA or CVA. Dispatchers for the most part live very unhealthy li | 8.00 | 0.00 | | |
| DDS Corporation | Stress, It's All in Your Head | 2014 | The class is designed to provide Public Safety call takers and dispatchers with the information needed to manage the stress in their lives. This is designed to require the attendees to take an active role in the management of stress in their life. | 8.00 | 0.00 | | |
| DDS Corporation | Suicide Intervention | 2014 | This course educates public safety call takers in suicide crisis intervention. Topics include: suicide attitudes and facts, risk assessment of caller, risk assessment of responder, call taker interaction, and suicide call case studies review. | 8.00 | 0.00 | | |
| DDS Corporation | Terrorism and the Telecommunicator | 2014 | Terrorism has become a major threat to the cities of America. The dispatcher and call taker must have an understanding of terrorism and Weapons of Mass Destruction. Being the true first responder, the attendee will learn techniques to handle an incident i | 8.00 | 0.00 | | |
| FEMA | | | | | | | |
| FEMA | IS-100 Introduction to Incidnet Command System | | | 2.00 | 2.00 | | |
| FEMA | IS-106.11 Workplace Violence Awareness Training | 2011 | | 1.00 | 1.00 | | |
| FEMA | IS-139 Exercise Design | | | 1.00 | 0.00 | | |
| FEMA | IS-144 Telecommunicator Emergency Response Taskforce | | | 3.00 | 3.00 | | |
| FEMA | IS-1900 National Disaster Medical Systems | | | | | | |
| FEMA | IS-200 Introduction to IMS Single Resourse & Initial Actions | | | 3.00 | 3.00 | | |
| FEMA | IS-230 Princilpals of Emergency Management | | | 1.00 | 1.00 | | '' |
| FEMA | IS-240 Leadership and Influence | | | | | | |
| FEMA | IS-241 Decision Making ans Problem Solving | | | 1.00 | 1.00 | | |
| FEMA | IS-242 Effective Communications | | | 1.00 | 1.00 | | |
| FEMA | IS-244 Developing and Managing Volunteers | | | | | | |
| FEMA | IS-300 Intermediate Incident Command System for Expanding Incidents | | | 1.00 | 1.00 | | |
| FEMA | IS-400 Advanced ICS, Command and General Staff | | | | | | |
| FEMA | IS-700 National Incident Management System | | | 3.00 | 3.00 | | |
| FEMA | IS-702 NIMS Public Information Systems | | | | | | |
| FEMA | IS-704 NIM Communications and Information Management | | | 2.00 | 2.00 | | |

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| FEMA | IS-706 NIMS Interstate Mutual Aid | | | 2.50 | 2.50 | | |
| FEMA | IS-800 National Response Framework | | | | | | |
| FEMA | IS-907 Active Shooter: What can you do? | | | 1.00 | 1.00 | | |
| FEMA | IS-920 FEMA Performance Management Program | | | | | | |
| Ford Motor Company | 9-1-1 Assist, Call Taker Training | | Explains how Ford SYNC system works when calling 9-1-1 | | | | |
| kebcor | Crisis Call Taking | 2015 | In this interactive class, during lecture, workbook, guided discussion and group participation, the student, whether new or experienced, will identify, discuss and apply skills presented that will enable them to be "at the ready" for any type of crisis. | | | | |
| kebcor | Critical Incident Communication | 2001 | The program emphasizes the dispatcher's important role in assisting the officer and public in critical incidents to save lives and reduce injury. | 8.00 | 8.04 | | CTE-01-086 |
| kebcor | Dispatcher Performance Enhancement | 2001 | Enhance the performance of dispatchers by increasing employees' internal motivation and sense of personal accountability | 8.00 | 8.00 | | CTE-01-087 |
| kebcor | Dispatcher Performance Enhancement The Power to Change | 2015 | Improve job knowledge, attitude and skills necessary to achieve excellence in telecommunication. Enhance the performance of dispatchers by increasing employees' internal motivation and sense of personal accountability to personal and organizational goals | 8.00 | 4.00 | | |
| kebcor | Foundations for Improved Communications Center Respect & Customer Service | 2015 | Given a lecture, workbook, guided discussion and group interaction, this program will guide participants through obtaining these behaviors, with emphasis on Human Resource and Customer Service Improvement, enhanced through Foundations for Building and Unl | 8.00 | 0.00 | | |

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| kebcor | Homeland Security Training on Dispatchers Role in Terrorism / Weapons of Mass Destruction Incidents | 2015 | Given these unsettled times and the threats to our lives and liberty that have exposed our vulnerabilities, there is an urgent need for effective planning and preparation for a WMD incident. The Dispatcher assumes a critical role in handling these incident | | | | |
| kebcor | Hostage Negotiating - Suicide Prevention | 2001 | The telecommunicator's role in receiving the call and first officer response to Hostage/Barricade/Suicide incidents | 8.00 | 8.00 | | CTE-01-088 |
| kebcor | Hostage Negotiation - Suicide Intervention for Telecommunicators | 2015 | This program examines the role of the Telecommunicator or Dispatcher receiving and handling calls from hostage takers or suicidal persons. The telecommunicator or dispatcher is often the first contact and is asked to utilize their best skills in implement | 9.00 | 4.00 | | |
| kebcor | Incident Command System Training for Dispatchers | 2015 | Summary: The Department of Homeland Security has indicated that the National Incident Management System (NIMS) concepts and principles and Incident Command System (ICS) for incident management must be used and implemented in day to day emergency operation | 8.00 | 4.00 | | |
| kebcor | School Violence Dispatcher Terrorism Preparation/Response | 2015 | This eight-hour course provides information on the types of individuals or groups that commit violence in schools The use of this information will lead to better contingency planning by law enforcement, communication centers, EMS, school, government offi | 8.00 | 4.00 | | |
| kebcor | Suicide Recognition and Intervention | | This program examines suicide recognition, prevention and intervention strategies | 8.00 | 8.00 | | |

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| kebcor | Suicide Recognition and Intervention for Dispatchers | 2015 | Unfortunately, we can all probably relate to knowing a co-worker, family member, friend, loved one or business associate who has committed suicide. The shock of this is generally followed by questions, why, how could we have seen this coming, and was ther | 9.00 | 9.00 | | |
| kebcor | Terrorism Preparedness and Response Seminar | 2015 | This three-day seminar is intended for telecommunicators and supervisors who want to become more effective in preparing for and responding to future terrorism incidents. The training provided in this seminar will also prove valuable in developing plans an | 8.00 | 4.00 | | |
| kebcor | Wellness and Stress Management | 2001 | Manage mental and physical stress and function at a higher level to be more productive at work and a home | 8.00 | 8.00 | | CTE-01-089 |
| NAED | NAED EMD | | Emergency Medical Dispatch | | | | |
| NAED | NAED Telecommunicator | | Basic telecommunicator | | | | |
| NECI | 9-1-1 Crimes in Progress | | 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. | 8.00 | 0.00 | | |
| NECI | 9-1-1 Dispatcher Re-certification Course | 2015 | The 40-hour 9-1-1 Communications Officer National Re-certification Course is for the individual who receives calls for public safety assistance and dispatches the public safety field personnel and has already completed the NECI 9-1-1 Communications Office | | | | |
| NECI | 9-1-1 Liability and Legal Issues | | 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. | 8.00 | 8.00 | | |
| NECI | A National 9-1-1 Manager Course | 2001 | | | | | CTE-01-100 |
| NECI | Bomb Threats | 2015 | The purpose of this interactive workshop is to provide the 9-1-1 Officer with the knowledge and skills for handling bomb threat call. | 8.00 | 8.00 | | |

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| NECI | Crimes in Progress Calls | 2015 | 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. During this workshop, the student will actively participate in several pre-scripted role | 8.00 | 0.00 | | |
| NECI | Domestic Violence Calls | 2001 | 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. | 8.00 | 8.00 | | CTE-01-061 |
| NECI | Domestic Violence Calls Course | .2015 | The purpose of this course is to provide the 9-1-1 Officer with the key terms, definitions and situational factors associated with domestic violence. | 8.00 | 8.00 | | |
| NECI | EMD Re-certification | 2015 | The 24-hour EMD Communications Officer National Re-certification Course is for the EMD Communications Officer that has already been certified as an NECI EMD Communications officer within the last 36 Months. The NECI EMD National Re-Certification Progr | | | | |
| NECI | Fire Communications Officer | | | | | | |
| NECI | HAZMAT Calls | 2015 | 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. | 8.00 | 8.00 | | |
| NECI | NECI ECO | | Basic Telecommunicator | | | | |
| NECI | NECI EMD | | Emergenc Medical Dispatch | | | | |
| NECI | Stress Management in 9-1-1 | 2015 | 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 | 8.00 | 8.00 | | |
| NECI | Suicide Calls | 2015 | The purpose of this interactive workshop is to provide the knowledge and skills necessary to properly handle suicidal callers. | 8.00 | 8.00 | | |

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| NECI | TDD Calls Course | 2015 | The purpose of this interactive workshop is to ensure that the 9-1-1 Officer is completely aware of the American Disabilities Act as it relates to public safety communications. The goal is to make the student familiar with the types of TDD units, how they | 8.00 | 8.00 | | |
| NJ OEMS | Allergy & Anaphylaxis-06970057 | | | 1.00 | 1.00 | | |
| NJ OEMS | Asthma Management-06970058 | | | 2.00 | 2.00 | | |
| NJ OEMS | Biological Terrorism-06970059 | | | 2.00 | 2.00 | | |
| NJ OEMS | Care of the Neonate-06970060 | | | 2.00 | 2.00 | | |
| NJ OEMS | CBRNE Awareness | | NJOEMS ref #81 | 4.00 | 4.00 | | |
| NJ OEMS | Child Maltreatment, Abuse and Neglect-06970078 | | | 2.00 | 2.00 | | |
| NJ OEMS | CPR (Healthcare Provider Level) | | NJOEMS Ref # 25 | 2.00 | 2.00 | | |
| NJ OEMS | Emergency Response to Terrorism EMS | | NJOEMS Ref #90 | 8.00 | 8.00 | | |
| NJ OEMS | EMS Response to Large Scale Incidents- Awareness | | NJOEMS Ref #27 | 4.00 | 4.00 | | |
| NJ OEMS | Hazmat Level I-Awareness | | NJOEMS Ref #17 | 4.00 | 4.00 | | |
| NJ OEMS | ICS-100 | | NJOEMS ref #62 | 2.00 | 2.00 | | |
| NJ OEMS | Incident Command System (ICS 200) | | NJOEMS ref #42 | 8.00 | 8.00 | | |
| NJ OEMS | Issues in Spinal Care-06970064 | | | 1.00 | 1.00 | | |
| NJ OEMS | NJ EMT-B Core Refresher Program | | NJOEMS Ref #13 | 2.00 | 2.00 | | |
| NJ OEMS | NJ EMT-B Individual Core Programs | | NJOEMS Ref # 1-12 | 2.00 | 2.00 | | |
| NJ OEMS | PediatricTrials and Tribulations-06980079 | | | 2.00 | 2.00 | | |
| NJ OEMS | Triage | | NJOEMS Ref #65 | 2.00 | 2.00 | | |
| NJ OEMS | Vital Signs | | NJOEMS Ref #66 | 2.00 | 2.00 | | |
| NJ OEMS 2011 Conference | L-6 Workplace Violence | | This session will demonstrate the nature of the threats (external and internal) and proven control measures to address those threats. | 1.25 | 1.25 | | |
| NJ OEMS 2011 Conference | CC-6 BLINK!! What Your Gut Knows Before Your Mind Can Catch Up | | How is it that you can tell if a patient is sick, or not with one look? Experience alone is not enough. This session explores the link between the subconscious and the conscious mind. | 1.25 | 1.25 | | |
| NJ OEMS 2011 Conference | CC-7 A Shocking and EnLightning Lecture | | This is an interactive presentation that will review, expand, and explore the differences between both man-made and natural electrical energy injuries. | 1.25 | 1.25 | | |

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| NJ OEMS 2011 Conference | CC-8 A Complication of Endocrine Emergencies | | The presentation will include a brief overview of Addisons disease as well as other endocrine emergencies. The associated signs, symptoms and lab values will be discussed, along with the critical care elements of transporting these patients and the compli | 1.25 | 1.25 | | |
| NJ OEMS 2011 Conference | EMSC-1 Pediatric Trauma 2011 Update | | Attendees will review the latest literature regarding the evaluation of the pediatric trauma patient. | 1.25 | 1.25 | | |
| NJ OEMS 2011 Conference | EMSC-3 Pediatric Rashes: When to Worry | | Common infant and pediatric rashes will be discussed with special emphasis on differentiating infectious rashes from less serious rashes commonly seen. | 1.25 | 1.25 | | |
| NJ OEMS 2011 Conference | EMSC-4 Sign Language for EMS: Helping Kids Who are Deaf | | This session will teach EMS personnel how to communicate effectively and efficiently with children and adults who are deaf, pose unique medical challenges which prevent speech, or have significant learning challenges, such as Autism or Down Syndrome. | 1.25 | 1.25 | | |
| NJ OEMS 2011 Conference | EMSC-5 From NICU to SATs | | With advances in medical care, children who had rarely lived beyond the first few weeks of life are now thriving members of our local communities. This session will explore the lives of these children as they leave their medical homes for the first time. | 1.25 | 1.25 | | |
| NJ OEMS 2011 Conference | EMSC-6 Children With Diabetes | | As a result, EMS responders need to become familiar with assessment and treatment of these children. Technological advances in glucose monitoring and insulin delivery devices will be discussed. | 1.25 | 1.25 | | |
| NJ OEMS 2011 Conference | EMSC-7 Pediatric Neurologic Emergencies | | Pediatric patients with a serious or life threatening disease who require emergency care have unique needs. | 1.25 | 1.25 | | |

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| NJ OEMS 2011 Conference | EMSC-8 Non-accidental Head Injury in Infants and Children: Recognition, Management and Outcome | | This session will describe factors which may make infants targets of this violence and common triggering events. We will review the developing brain, intracranial components and related physiologic principles to explain the susceptibility of the infant br | 1.25 | 1.25 | | |
| NJ OEMS 2011 Conference | EMSC-9 Sports Medicine for EMS Providers: What You Need to Know | | This program will provide an overview of basic sports emergency care, the sports medicine team concept, and cover recognition and management of common sports-related injuries and illnesses. | 1.25 | 1.25 | | |
| NJ OEMS 2011 Conference | EP -1 EMS Response to Mass Fatality Management | | In this session, we will define a mass fatality incident and discuss strategic planning considerations for facility-based and community-based decedent management. We will also review operational strategies and the potential role for EMS in Mass Fatality M | 1.25 | 1.25 | | |
| NJ OEMS 2011 Conference | EP-2 Glowing Sniffles and Ouchies - Nuclear/Radiological Incidents | | This basic class will cover the foundation of response to both conventional and terrorism-based attacks. Topics will include the physics of blast waves and a basic physiologic overview of radiation sickness. Additionally, specific decontamination methods | 1.25 | 1.25 | | |
| NJ OEMS 2011 Conference | EP-3 Bombings: Injury Patterns and Care | | This session is designed to update the student with the latest clinical information regarding blast related injuries from terrorism. | 1.25 | 1.25 | | |
| NJ OEMS 2011 Conference | EP-4 Just Send Them All to a Burn Center: Implementing a Web-Based Patient Transfer | | Designed to coordinate with local, state and federal protocols, this presentation focuses on primary and secondary triage and transport of burn patients for up to 96 hours after an incident. | 1.25 | 1.25 | | |
| NJ OEMS 2011 Conference | EP-5 Suspicious Activity Reporting for EMS | | The program has established a standardized process whereby SARs can be shared among agencies to help detect and prevent terrorism related criminal activity. | 1.25 | 1.25 | | |

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| NJ OEMS 2011 Conference | EP-6 Surviving a Hostage Incident | | This lecture provides the EMS professional with fundamental training towards understanding the dynamics of a hostage situation and learning exercises and techniques essential to survival until escape, negotiated release or rescue. | 1.25 | 1.25 | | |
| NJ OEMS 2011 Conference | EP-7 Situational Awareness For EMS Providers | | This lecture was originally designed to keep our law enforcement officers alive both on and off-duty, however there has been increased violence being perpetrated against more and more members of emergency medical professionals and this lecture provides po | 1.25 | 1.25 | | |
| NJ OEMS 2011 Conference | EP-8 EMS Role at Active Shooter/Police Involved Shooter | | This session will discuss the integrated response of law enforcement, EMS and firefighters to an active shooter and finally the EMS role in an active shooter response. | 1.25 | 1.25 | | |
| NJ OEMS 2011 Conference | EP-9 Integrated EMS Exercise | | This session will review elements of the Homeland Security Exercise and Evaluation Program and focus on how EMS can work with response partners to design and conduct exercises that will build operational competencies. | 1.25 | 1.25 | | |
| NJ OEMS 2011 Conference | L-1 From QA to QI - Ensuring that Your Agency is Prepared for the Next Generation | | This presentation will serve as a template for EMS managers who want to establish and maintain a program for continuously monitoring and improving the quality of services in their organization. | 1.25 | 1.25 | | |
| NJ OEMS 2011 Conference | L-8 The Risky Business of EMS | | This presentation will focus on the risky behavior in EMS and the low-cost and high-tech methodologies that can be implemented to reduce the exposure, change behavior and transfer the risk to others. | 1.25 | 1.25 | | |

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| NJ OEMS 2011 Conference | L-9 Starfish: Making a Difference through Customer Service | | This program illustrates the sacredness of life and comfort and stresses the importance of providing compassionate and dignified care with empathy. It is also designed to appeal to the emotions of prehospital providers who can always do better, and can be | 1.25 | 1.25 | | |
| NJ OEMS 2011 Conference | PA-2 Stroke Care A to Z - Treatments Based on Patients Timeline | | This lecture will review the appropriate recognition and care for stroke patients from the prehospital through the in-hospital paradigm | 1.25 | 1.25 | | |
| NJ OEMS 2011 Conference | PA-3 Pick Your Poison | | Pick Your Poison is an interactive potpourri of toxicology issues. Multiple case studies will highlight current concepts in medical toxicology especially from the prehospital standpoint. | 1.25 | 1.25 | | |
| NJ OEMS 2011 Conference | PA-4 If it is Not a MI, What is it? | | This lecture presents the noncardiac causes of chest pain. Each item begins with a discussion of the typical presenting signs and symptoms in a quiz format, | 1.25 | 1.25 | | |
| NJ OEMS 2011 Conference | PA-5 Prehospital STEMI Care: How Far We Have Come & How Much Further We Have to Go | | The session will provide past, present, and future initiatives utilizing prehospital resources in the treatment of this life threatening condition. Examples of different types of notification systems used to alert the ED and cardiac cath lab will be evalu | 1.25 | 1.25 | | |
| NJ OEMS 2011 Conference | PA-9 Envenomation or Why Not to Touch the Sharp Edge of a Rattlesnake | | This lecture will introduce the audience to the world of snakes and spiders across New Jersey, the United States, and the world. We will discuss who gets bitten, what they get bitten by, and what EMS should do with those who are bitten. | 1.25 | 1.25 | | |
| NJ OEMS 2011 Conference | PB-2 Green Acres - Big Dangers | | This lecture discusses some of the inherent risks the farming industry faces and provides rescuers with an understanding of the unique situations, risks, and injuries that may be encountered in the agricultural setting. | 1.25 | 1.25 | | |

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| NJ OEMS 2011 Conference | PB-3 Gang Recognition | | This lecture will provide an in-depth look at New Jersey gangs | 1.25 | 1.25 | | |
| NJ OEMS 2011 Conference | PB-4 All that Wheezes is Not Asthma | | Causes of, and distinctions between, bronchospasm, bronchoconstriction, and small airway obstruction will be covered | 1.25 | 1.25 | | |
| NJ OEMS 2011 Conference | PB-5 Bariatric Medicine for EMS | | This lecture covers obesity in America: history and trends of obesity, medical implications of obesity, medical management of obesity and special considerations in caring for the obese patient, including airway and transportation issues. | 1.25 | 1.25 | | |
| NJ OEMS 2011 Conference | PB-6 Trauma A To Z | | A look at the spectrum of trauma beyond the traditional ABCs. We'll use a combination of small group exercises, interactive discussion, case scenarios, and humor to discuss the span of injury - from prevention to minor injuries to triage and treatment of | 1.25 | 1.25 | | |
| NJ OEMS 2011 Conference | PB-7 Alcohol, Head Injuries and Patient Refusals | | This presentation reviews the extent of alcohol involvement in head trauma and how it can complicate patient assessment and management. | 1.25 | 1.25 | | |
| NJ OEMS 2011 Conference | PB-9 Chemical Suicides | | This session is designed to offer the EMS provider an overview of the chemical suicide scenario to include commonly used chemicals, signs of a chemical suicide, response strategies, personal protective equipment options, and possible treatment modalities. | 1.25 | 1.25 | | |
| NJ OETS | ALI Screen review | 2013 | This slideshow is intended to help 9-1-1- calltakers identify the different type of ALI screens used by the New Jersey 9-1-1 network. | 1.00 | 1.00 | | |
| NJ OETS | EMD Guidecard Update CPR | 2007 | Update to CPR Instructions | 1.00 | 1.00 | | CTE-07-018 |
| NJ OETS | How "OnStar" works with New Jersey PSAPs | 2013 | Modified from the original "OnStar" Training Program to show how it will work with New Jersey PSAPs. | 1.00 | 1.00 | | |
| NJ OETS | How Automatic Crash Notification will affect PSAPs | 2013 | Shows how ACH works and it's impact on the PSAP | 1.00 | 1.00 | | |
| NJ OETS | NJ OETS EMD | | Emergency Medical Dispatch | | | | |

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| NJ OETS | OnStar Training | | How OnStar works with the PSAP, location tech and vehicle slow down | 1.00 | 1.00 | | |
| NJ OETS | Supplement to TTY Training | 2008 | | -1.00 | 1.00 | | |
| NJEMSC 2015 Symposium | All That Weezes is not Asthma | 2015 | | 1.50 | 1.50 | 0.00 | |
| NJEMSC 2015 Symposium | Autism Spectrum Disorder 101 | 2015 | | 1.50 | 1.50 | 0.00 | |
| NJEMSC 2015 Symposium | Bariatric Emergencies | 2015 | | 1.50 | 1.50 | 0.00 | |
| NJEMSC 2015 Symposium | Care and Transport of the Spine Injured Athlete | 2015 | | 1.50 | 1.50 | 0.00 | |
| NJEMSC 2015 Symposium | Cold Injuries and Hypothermia | 2015 | | 1.50 | 1.50 | 0.00 | |
| NJEMSC 2015 Symposium | Current Concepts in Hemorrhage Control | 2015 | | 1.50 | 1.50 | 0.00 | |
| NJEMSC 2015 Symposium | EMS and the Renal Patient | 2015 | | 1.50 | 1.50 | 0.00 | |
| NJEMSC 2015 Symposium | Faking it in the Classroom | 2015 | | 0.00 | 0.00 | 1.50 | |
| NJEMSC 2015 Symposium | Flipping the Classroom | 2015 | | 0.00 | 0.00 | 1.50 | |
| NJEMSC 2015 Symposium | Heart Disease and Community EMS | 2015 | | 1.50 | 1.50 | 0.00 | |
| NJEMSC 2015 Symposium | How to Say "No" | 2015 | | 1.50 | 1.50 | 0.00 | |
| NJEMSC 2015 Symposium | Little Hearts- Congenital Heart Defects in Kids | 2015 | | 1.50 | 1.50 | 0.00 | |
| NJEMSC 2015 Symposium | Motorcycle Trauma Management | 2015 | | 3.00 | 3.00 | 0.00 | |
| NJEMSC 2015 Symposium | Neurosurgical Treatment of Acute Ischemic Stroke and Ruptured Brain Aneurysms | 2015 | | 1.50 | 1.50 | 0.00 | |
| NJEMSC 2015 Symposium | Pathophysiology for EMTs | 2015 | | 1.50 | 1.50 | 0.00 | |
| NJEMSC 2015 Symposium | Pediatric SIM Lqb | 2015 | | 1.50 | 1.50 | 0.00 | |
| NJEMSC 2015 Symposium | Seizures "What's Shakin'?" | 2015 | | 1.50 | 1.50 | 0.00 | |
| NJEMSC 2015 Symposium | Sharing Our Best | 2015 | | 0.00 | 0.00 | 1.50 | |
| NJEPA Conference 2012 | ADLS / Advanced Disaster Life Support | | ADLS is intended to provide an advanced, uniform standard of competencies, skills and knowledge to front line health care and public health responders for WMD response. | 8.00 | 8.00 | | |
| NJEPA Conference 2012 | After the Dust Starts to Settle... | | The presentation will focus on how to set up and accomplish a Wide Area Search of a community or geographic area after a disaster occurs. | 1.25 | 1.25 | | |
| NJEPA Conference 2012 | ALERT-Autism Lifesaving Emergency Response Training | | In partnership with the New Jersey State Department of Health and Senior Services and the New Jersey Office of Emergency Management this program aspires to increase the level of core competency and understanding of autism spectrum disorders for all learners. | 1.25 | 1.25 | | |
| NJEPA Conference 2012 | Basic Public Information (G-289) | | This course will orient the participants to the public information function and the role of the PIO in the public safety/emergency management environment. | 4.00 | 4.00 | | |

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| NJEPA Conference 2012 | BDLS / Basic Disaster Life Support | | BDLS is intended to provide an intermediate, uniform standard of competencies, skills, and knowledge to front line health care and public health responders for WMD response. | 4.00 | 4.00 | | |
| NJEPA Conference 2012 | CDLS / Core Disaster Life Support | | CDLS is intended to provide a basic uniform standard of competencies, skills, and knowledge to health care and public health responders for WMD response. | 4.00 | 4.00 | | |
| NJEPA Conference 2012 | Developing a School Safety Plan | | Attendees will walk away from this workshop with a clear understanding of what is required in developing a response plan while studying recent school violence events in New Jersey and around the country. | 1.25 | 1.25 | | |
| NJEPA Conference 2012 | Do It Yourself Biology-Home Laboratories | | This presentation will provide you with insight on how the do-it-yourself biologist working in their own home or in structure facilities conduct their research. | 1.25 | 1.25 | | |
| NJEPA Conference 2012 | Don't Become the Emergency When Responding to the Emergency | | The purpose of this presentation is to provide participants who are likely to respond to an emergency on a construction project an improved capability of identifying hazards commonly found on construction sites. | 1.25 | 1.25 | | |
| NJEPA Conference 2012 | Electrical Safety for Emergency Responders | | This presentation can help emergency response personnel protect themselves, identify, report damage and secure a safe zone during responses to electrical emergencies. | 4.00 | 4.00 | | |
| NJEPA Conference 2012 | Elevator Rescue and Emergencies | | Emergency personnel with inadequate training in responding to stalled elevators are exposed to an increased risk of injury and death to both the victims and themselves. | 4.00 | 4.00 | | |

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| NJEPA Conference 2012 | Emergency Management Basic Workshop | | Subject material will include New Jersey Emergency Management Laws and Directives, the Integrated Emergency Management System, the Role of the Emergency Management Coordinator, Training, Exercising Programs and Disaster Recovery. | 8.00 | 8.00 | | |
| NJEPA Conference 2012 | Emergency Preparedness for Responders and Their Families | | By anticipating emergency situations and the impact upon your this information will start the planning process with you, at home,even before you get to work to start helping others! | 1.25 | 1.25 | | |
| NJEPA Conference 2012 | Exercise, Exercise, Exercise, Full Scale Exercises the Port Authority Way. | | This is the result of the PA's ability to partner with outside agencies and implement DHS's HSEEP model, which establishes a building block approach for emergency preparedness through a structured program of incident command training and emergency respons | 1.25 | 1.25 | | |
| NJEPA Conference 2012 | FBI Newark Field Office – Threats and Vulnerabilities in New Jersey | | This presentation will provide an overview of threats in New Jersey, followed by more detailed briefings on 2 specific threats in New Jersey – bioterrorism threats and cyber threats. | 8.00 | 8.00 | | |
| NJEPA Conference 2012 | Highway Incident Safety Guidelines for Emergency Responders | | This course will cover the uniform operational guidelines to ensure safe operations by emergency responders dispatched to incidents on limited access highways in the State of New Jersey. | 4.00 | 4.00 | | |
| NJEPA Conference 2012 | ICS/EOC Interface Workshop (G-191) | | This course will enable the participants to develop an effective interface between the Incident Command and the Emergency Operations Center (EOC) by applying Incident Command System (ICS) principles. | 8.00 | 8.00 | | |

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| NJEPA Conference 2012 | ICS-300: Intermediate ICS for Expanding Incidents for Operational First Responders | | This course is designed for managers and supervisors of operational personnel who respond to complex and / or expanding incidents that would run more than one operational period and involve response personnel from more than one organizations or jurisdic | | | | |
| NJEPA Conference 2012 | Intelligence Awareness for Fire Service & EMS Personnel | | Recognizing the value and importance of incorporating the fire and emergency medical service into the fusion process requires all stakeholders to have an understanding of information and intelligence, as it relates to the current homeland security environ | 4.00 | 4.00 | | |
| NJEPA Conference 2012 | Irene - To Go or Not To Go | | Hear from the experts on their experiences with evacuation and sheltering during Hurricane Irene. | 1.25 | 1.25 | | |
| NJEPA Conference 2012 | Large Scale Incident for the EMS Provider Awareness and Operation Train the Trainer | | This train-the-trainer program will review the awareness and operations course and provide informative and constructive ways for new Instructors to deliver the material to New Jersey First Responders. | 8.00 | 8.00 | | |
| NJEPA Conference 2012 | Legal Issues and Disasters: Things You Should Know (MGT-366) | | The course is a survey of selected legal issues that typically arise during emergencies. | 8.00 | 8.00 | | |
| NJEPA Conference 2012 | National Improvised Explosive Familiarization (NIEF) | | This program is part of a national program by the FBI designed to provide first-responders and members of the private sector classroom and explosive demonstrations regarding improvised explosives. | 4.00 | 4.00 | | |
| NJEPA Conference 2012 | New Jersey Transit's Emergency Response Guidelines | | The objective of this training is to provide to all first responders a basic overview of New Jersey Transit's Emergency Response Procedures. | 8.00 | 8.00 | | |
| NJEPA Conference 2012 | NJSP USAR/NJ-TF1 Best Practices of IAP Building from Lessons Learned; Hurricane Irene Case Study | | This presentation will review planning activities prior to landfall, response actions as the event expanded and lessons learned. | 4.00 | 4.00 | | |

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| NJEPAC Conference 2012 | Public Private Partnerships- A Look Inside Disney | | This presentation will provide an overview of the principles of Crisis/Emergency Management with a focus on how to realistically include the private sector in emergency preparedness, planning initiatives and improved intra-agency coordination. | 1.25 | 1.25 | | |
| NJEPAC Conference 2012 | Responder Safety in Times of Civil Unrest: Understanding Crowd, Group and Mob Behavior | | Emergency management and response professionals will benefit from a knowledge and understanding of the causes, warning signs and behavioral dynamics of groups, crowds and mobs. | 1.25 | 1.25 | | |
| NJEPAC Conference 2012 | Water Rescue for the First Responder - 1670 Awareness Level | | This classroom course is for anyone who may respond to a water emergency. Topics include scene assessment, activation of the Emergency Response System, evaluation of potential and existing water hazards, scene management, rescue vs. recovery, and personal | 4.00 | 4.00 | | |
| NJEPAC Conference 2012 | What If - Are you prepared - Operation Surf's Up - Ocean Medical Center Exercise Review | | Take an in depth comprehensive review of a full-scale exercise that was conducted of evacuating Ocean Medical Center, the real incident that occurred a week prior and how it helped with Hurricane Irenes response. Presenters will include Emergency Managers | 1.25 | 1.25 | | |
| NJFAC 2011 Symposium | Basic Disaster Life Support | | This session is a review of the all-hazards topics, aThis session is a review of the all-hazards topics, a collection of various man-made and natural events which have the capacity to cause multiple casualties | 8.00 | 8.00 | | |
| NJFAC 2011 Symposium | Burn Mass Casualty Triage And Transport | | Discussion on burn mass casualty triage for the EMS provider, HSEEP-based tabletop exercise | 4.00 | 4.00 | | |
| NJFAC 2011 Symposium | Cardiac Emergencies | | This session will cover emergencies of a cardiac nature that do not include acute MI, angina, or other "textbook" cardiac conditions. | 1.50 | 1.50 | | |

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| NJFAC 2011 Symposium | Danger In Our Backyards | | This is a basic program on how to plan EMS coverage for those everyday small events and what mistakes not to make. | 1.50 | 1.50 | | |
| NJFAC 2011 Symposium | EMS Role In Rapid Intervention | | This interactive session explores the need for the limitations of and the actual role of EMS at rapid intervention incidents. | 1.50 | 1.50 | | |
| NJFAC 2011 Symposium | Gang Awareness 2011 | | This course will help the First Responder with the EMS side of life because he/she may face the possibility of dealing with a gang member at the scene of an emergency. | 4.00 | 4.00 | | |
| NJFAC 2011 Symposium | Large Scale Incident Awareness | | Topics are divided into six (6) modules: Recognizing and Preparation for the Large Scale Incident, Evaluation, S.T.A.R.T. System, NJ Triage Tags, Incident Tools, and Roles of the EMS Provider | 4.00 | 4.00 | | |
| NJFAC 2011 Symposium | Large Scale Incident Operations (2 Days | | The purpose of this program is to give EMS providers knowledge, skills, abilities and other tools to effectively and efficiently operate in a leadership role at a large scale incident. | 8.00 | 8.00 | | |
| NJFAC 2011 Symposium | Live Long & Prosper: Tips For A Long Career In EMS | | Providers at all levels and those who are responsible for recruitment and retention will enjoy this look at ways to avoid burnout and rust out on the way to achieving "veteran" status. | 4.00 | 4.00 | | |
| NJFAC 2011 Symposium | Motorcycle Trauma Management | | This program prepares the participants to better evaluate the motorcycle injury patient, | 3.00 | 3.00 | | |
| NJFAC 2011 Symposium | Multi-Hazard School Planning | | This session will provide attendees with knowledge, skills, and tools needed to develop and/or revise Effective Operations Plans for school emergencies | 4.00 | 4.00 | | |
| NJFAC 2011 Symposium | New Jersey Stroke Triage Guidelines | | It includes: recognition of the signs and symptoms of stroke, the "Act F.A.S.T." stroke scale, patient assessment information required by the stroke center, and rationale for not transporting to a stroke center. | 1.50 | 1.50 | | |

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| NJFAC 2011 Symposium | NJ Transit Bus Operations | | This session will feature a basic overview of NJ Transit's bus operations emergency response procedures. | 3.00 | 3.00 | | |
| NJFAC 2011 Symposium | NJ Transit Rail Operations | | This session will feature a basic overview of NJ Transit's emergency response procedures | 4.00 | 4.00 | | |
| NJFAC 2011 Symposium | Order From Chaos | | This hard hitting presentation uses a series of real case studies to make participants aware of the dangers involved in numerous rescue environments and crucial decisions that rescuers must make. | 1.50 | 1.50 | | |
| NJFAC 2011 Symposium | Pediatric Respiratory Emergencies | | This session reviews pediatric emergencies (anatomy and physiology) and diseases that can lead to emergent loss of the airway | 1.50 | 1.50 | | |
| NJFAC 2011 Symposium | Pediatric Trauma | | This session discusses the differences between evaluating children and adults presenting with a traumatic injury, | 1.50 | 1.50 | | |
| NJFAC 2011 Symposium | Recognizing Abuse & Neglect | | This session will look at various types of abuse and how to recognize abuse in your patients. | 1.50 | 1.50 | | |
| NJFAC 2011 Symposium | Spinal Immobilization: What Has Changed Over the Past 50 Years? | | This session reviews the mechanics of spinal injury, the advancements made, and the areas that need to be addressed in the coming years. | 1.50 | 1.50 | | |
| NJFAC 2011 Symposium | Spinal Injury Management | | This presentation is a look at the current controversies pertaining to EMS spinal care and llooks at the evidence currently in the medical literature. | 1.50 | 1.50 | | |
| NJFAC 2011 Symposium | What Did I Do On My Summer Vacation? | | We will discuss near-drowning, surf injuries, marine animal stings, and swimming pool incidents, plus heat-related and other environmental problems, lightning injuries, and much, much more. | 1.50 | 1.50 | | |
| Njlearn | Amber Alert | 2005 | | 1.00 | 1.00 | | |
| Njlearn | CBRNE Awareness 2006 | 2006 | | | | | CTE-06-030C |
| Njlearn | CBRNE Awareness 2007 | 2007 | | | | | CTE-07-030C |
| Njlearn | CBRNE Awareness 2008 | 2008 | | | | | CTE-08-030C |
| Njlearn | Hazardous Materials Awareness | 2007 | | | | | CTE-07-030B |
| Njlearn | Hazardous Materials Awareness | 2008 | | | | | CTE-08-030B |
| Njlearn | IS-200 | 2007 | ICS for Single Resources and Initial Action Incidents (ICS 200) | | | | CTE-07-030D |

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| Njlearn | IS-200 | 2008 | ICS for Single Resources and Initial Action Incidents (ICS 200) | | | | CTE-08-030D |
| Njlearn | IS-701a | | | 2.00 | 2.00 | | |
| Njlearn | IS-703a | | | 2.00 | 2.00 | | |
| Njlearn | NIMS 700 | 2006 | National Incident Management Systems NIMS 700 | | | | CTE-06-004 |
| Njlearn | Racially Influenced Policing | 2006 | | | | | CTE-06-003 |
| Njlearn | Safe Return Program | 2006 | | | | | CTE-06-005 |
| Njlearn | The Incident Command System (I-100) | 2007 | | | | | CTE-07-030A |
| Njlearn | The Incident Command System (I-100) | 2006 | | | | | CTE-06-030A |
| Njlearn | The Incident Command System (I-100) | 2008 | | | | | CTE-08-030A |
| Njlearn | Understanding Influenza Pandemic | | Understanding Influenza Pandemics (credited full length course) | | | | |
| NJ-OEMS-2015 Conference | ALS Update in Stroke | 2015 | This session will explore stroke/TIA definition and pathophysiology, the medical and surgical interventions available, and present practical approaches to the stroke patient from ambulance to angio suite. | 1.25 | 1.25 | | |
| NJ-OEMS-2015 Conference | Assessment and Management of the Newborn Patient | 2015 | Neonates, by virtue of being ill, can be more susceptible to illness and injury. Emergency providers are often insecure in the care needed due to the infrequency of calls for these littlest patients. This lecture will review neonatal resuscitation post | 1.25 | 1.25 | | |
| NJ-OEMS-2015 Conference | Autism Shield for EMS | 2015 | Research shows that persons with autism and other developmental disabilities are approximately seven times more likely to come in to contact with law enforcement and first responders than the general population. The actions or non-responsiveness of peop | 1.25 | 1.25 | | |
| NJ-OEMS-2015 Conference | Blown to Kingdom Come!. | 2015 | Blast injuries result from explosions that have the capability to cause multi-system, life-threatening injuries in single or multiple victims simultaneously. These types of events present complex triage, diagnostic, and management challenges for th | 1.25 | 1.25 | | |

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| NJ-OEMS-2015 Conference | BLS Emboli, Thrombi, and Anticoagulation | 2015 | This session will review the origin and disposition of clots, emboli, and the acute conditions they create. It will also compare and contrast common protective medications patients may take to modulate or impair clotting function. | 1.25 | 1.25 | | |
| NJ-OEMS-2015 Conference | Clandestine Laboratory Awareness | 2015 | This is a basic awareness course on the identification of clandestine drug and weapons of mass destruction manufacturing labs that may be encountered by field EMS personnel. The session will cover identification techniques, safety practices, and notific | 1.25 | 1.25 | | |
| NJ-OEMS-2015 Conference | Designer Drugs: Not for Human Consumption | 2015 | Designer drugs (K2, bath salts, etc.) have been around in many forms since the early 1980s. Whether it is to circumvent the law or improve financial gain, "home chemists" have been synthesizing different classes of drugs with variable clinical effects a | 1.25 | 1.25 | | |
| NJ-OEMS-2015 Conference | Domestic Terrorism, Large Scale Disasters, and Weapons of Mass Destruction | 2015 | Domestic terrorism, large scale disasters, and weapons of mass destruction present a significant challenge to even the most seasoned emergency care provider. This lecture will focus on the management of injuries and illnesses germane to large scale disa | 1.25 | 1.25 | | |
| NJ-OEMS-2015 Conference | Don't Sleep with theTeacher | 2015 | Recently we have seen various allegations of wrongdoing in the educational environment,from cheating on tests to inappropriate conduct between students and teachers. This lecture will discuss ethical and regulatory frameworks for educational programs, | 0.00 | 0.00 | 1.25 | |

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|-------------------------|---|------|--|------|------|------|--|
| NJ-OEMS-2015 Conference | Elements, Compounds and Burns, Oh My | 2015 | More than 30,000 chemicals are classified as hazardous, many of which can be found in the home environment! Each year 60,000 people seek medical care for chemical burns. This presentation is designed to instruct EMS and emergency department personnel ho | 1.25 | 1.25 | | |
| NJ-OEMS-2015 Conference | Green Acres - Big Dangers | 2015 | This session will explore the dangers and potential injuries emergency care providers may encounter in the agricultural setting. The topics to be discussed include the unique equipment used on many farms, the inherent risks and unique rescue techniques | 1.25 | 1.25 | | |
| NJ-OEMS-2015 Conference | How Do We Know They Are Ready for the Field? | 2015 | This session will help educators and clinical coordinators who are responsible for paramedic students to have a better understanding as to whether or not their students are ready for the field. A model that is currently being used in one agency to e | 0.00 | 0.00 | 1.25 | |
| NJ-OEMS-2015 Conference | I Went to Disneyland and All I Got Was the Measles! (Emerging Infectious Diseases) | 2015 | The terms Emerging and Re-Emerging Infectious Diseases refer to infections that are new to humans or were thought to have been controlled, but are making a comeback. Recent cases include SARS, MERS, Ebola, Measles, and Pertussis. This program will revie | 1.25 | 1.25 | | |
| NJ-OEMS-2015 Conference | Is Granny an Addict? What Do You Mean She Overdosed?..... | 2015 | Not all overdoses are like the ones we deal with on a routine basis. One overlooked overdose patient that we may encounter is the geriatric patient and it is generally not related to narcotics. This presentation will focus on the epidemiology of geriatr | 1.25 | 1.25 | | |

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|-------------------------|---|------|--|------|------|--|--|
| NJ-OEMS-2015 Conference | KEYNOTE: Pediatric Trauma Centers in New Jersey: The Time has Come | 2015 | A significant number of pediatric trauma patients in the United States are seen by EMS and cared for at adult trauma centers. Although there may be variations in practice, the quality of care provided at these adult trauma centers is dependent on several | 1.25 | 1.25 | | |
| NJ-OEMS-2015 Conference | Little Lambs and the Wolves They Didn't Tell Us About | 2015 | This session is about the wolves in sheep's clothing waiting to pounce on the unsuspecting provider. This session is a pediatric case study program that will cover medical and trauma related situations that are not as innocent as we would like them | 1.25 | 1.25 | | |
| NJ-OEMS-2015 Conference | Managing the Texas Ebola Public Health and Medical Response: Dallas and Beyond. | 2015 | The presenter will provide his insights as the state lead for managing all public health and medical activities during the Ebola Index Case event and subsequent Ebola infection of two hospital nurses. Discussion will center on medical and public health | 1.25 | 1.25 | | |
| NJ-OEMS-2015 Conference | NJ Resuscitation Academy Workshop | 2015 | This one day workshop is designed to prepare leaders in EMS to increase the survival rates of cardiac arrest victims in their communities. The program will include segments on all aspects of the EMS response including, 9-1-1 call taking and pre-arrival | 8.00 | 8.00 | | |
| NJ-OEMS-2015 Conference | Pediatric Burn Injuries | 2015 | This session will focus on the initial triage and management of pediatric burn injuries, including an evaluation of the extent, depth, and mechanism of burns; determination of the need for admission or transfer to a burn center; and the initial ABC's and | 1.25 | 1.25 | | |

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|-------------------------|--|------|---|------|------|--|--|
| NJ-OEMS-2015 Conference | Pediatric Disaster Preparedness and Response | 2015 | Disasters are not new to the nation nor specifically to New Jersey, however preparation for and response to disasters specifically in regards to the pediatric population is frequently overlooked and inadequate for the demands placed on all levels of res | 4.00 | 4.00 | | |
| NJ-OEMS-2015 Conference | Pediatric Pucker Factor. | 2015 | It's 3:00am and you're sound asleep when the call comes in: "...Baby won't wake up." Instantly, you're wide awake, trying to recall normal ranges for pediatric vital signs, medication dosages and equipment sizing. You can't remember the last time you i | 1.25 | 1.25 | | |
| NJ-OEMS-2015 Conference | Pediatric Sepsis | 2015 | Sepsis is a systemic infection that presents a management challenge to those who care for infants and children. The EMS professional must be familiar with the signs and symptoms of this possible life-threatening event, and vigilant in his or her examina | 1.25 | 1.25 | | |
| NJ-OEMS-2015 Conference | Prehospital Pediatric Spinal Immobilization: Is it Time for a Change?..... | 2015 | What do you do when faced with a pediatric spinal injury? During this presentation Dr. Drago will present risk factors for pediatric Cspine injury and the risks and benefits of spinal immobilization in the pediatric patient, as well as the future direct | 1.25 | 1.25 | | |
| NJ-OEMS-2015 Conference | Proper Use of Tourniquets: To Bleed or Not to Bleed - This is the Answer. | 2015 | This comprehensive instructor track will examine various tourniquet bleeding control devices and their application. It will include a brief history on its use including common fallacies and the application in war time settings. The integration of | 1.25 | 1.25 | | |

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| NJ-OEMS-2015 Conference | Rapid Recognition of the Critical Child in the Pre-Hospital Setting. | 2015 | This session will present a unique approach to the recognition of the critically ill child. The discussion will focus on the use of existing skill sets to rapidly recognize those children who are at risk for life threatening emergencies. Emphasis wil | 2.35 | 2.35 | | |
| NJ-OEMS-2015 Conference | Shakin' the Baby: Seizures in the Pregnant Patient | 2015 | This presentation will identify the distinguishing characteristics between different types of seizures in the obstetric population and options for treatment. | 1.25 | 1.25 | | |
| NJ-OEMS-2015 Conference | Spinal Precautions and Selective Spinal Immobilization | 2015 | This session will provide updated information on spinal immobilization, review the national position statement on spinal immobilization and the development and components of the NJ Mobile Intensive Care Programs (MICU) Advisory Council position statemen | 1.25 | 1.25 | | |
| NJ-OEMS-2015 Conference | Taming The Tube: Difficult Airway Management | 2015 | Airway is the first part of ABCs, but as often as not, it is overlooked. Further, we sometimes are in such a rush to intubate we fail to recognize a patient ventilating and oxygenating well on their own, which leads to dangerous clinical decisions. This | 8.00 | 8.00 | | |
| NJ-OEMS-2015 Conference | Teaching, Mentoring, and Stewardship: Can We Teach Our Students the Right Attitude? | 2015 | What is a preceptor, exactly? What is their role in your training program? Do your preceptors act as instructors, evaluators, and mentors, or are they just the medics who have managed to hang around longer than everyone else? All too often, good EMS edu | 0.00 | 0.00 | 1.25 | |

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| NJ-OEMS-2015 Conference | The Other Three Stooges | 2015 | Everyone knows Larry, Moe and Curly, but what about their medical counterparts? Beck, Virchow and Cushing all became famous for their breakthrough in identifying life-threatening signs and symptoms. This presentation will review what to look for in a pa | 1.25 | 1.25 | | |
| NJ-OEMS-2015 Conference | The Unresponsive Patient | 2015 | This session will provide the participant with a good approach to assessment skills used to help differentiate various causes of unresponsiveness. Some specific treatments will be discussed. The goal of this session is to help the EMT determine if the p | 1.25 | 1.25 | | |
| NJ-OEMS-2015 Conference | Trachs, Tubes and Shunts! Oh My! | 2015 | Most EMS training teaches us how to deal with the "average" patient. Due to advances in medical technology and more plentiful support services, children who have suffered critical injuries and those with unique disease states are being cared for at hom | 1.25 | 1.25 | | |
| NJ-OEMS-2015 Conference | UH-EMS Ebola Response | 2015 | University Hospital (UH) in Newark, NJ is an identified "Assessment Facility" for Ebola Virus Disease (EVD) screening and treatment, as designated by the Centers for Disease Control (CDC), as well as the New Jersey Department of Health (NJDOH). This ses | 1.25 | 1.25 | | |
| NJ-OEMS-2015 Conference | Use of Ketamine in Excited Delirium | 2015 | It would be difficult to find a seasoned prehospital provider that has not experienced management difficulties ranging from agitated behavior to outright assault while caring for aggressive patients. In today's drug prevalent environment where PCP has m | 1.25 | 1.25 | | |

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|-------------------------|-----------------------------------|------|---|------|------|--|------------|
| NJ-OEMS-2015 Conference | When Responders Become Victims | 2015 | EMS providers have always faced significant emotional challenges in the course of their career. In recent years there has been an increase in violence and threats against EMS and other providers. This presentation examines the impact on providers when r | 1.25 | 1.25 | | |
| Power Phone | Dispatch Judo | 2015 | When you answer that 911 call, is the person on the other end always happy, compliant and respectful? | 8.00 | 8.00 | | |
| Power Phone | 9-1-1 Liability | 2004 | 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. | 8.00 | 4.00 | | CTE-04-041 |
| Power Phone | 9-1-1 Supervision | | 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 | 8.00 | 0.00 | | |
| Power Phone | Active Shooting Response | 2008 | Explore the mentality and motivations of the active shooter and build a solid knowledge base that will help you when handling these incidents. | 8.00 | 8.00 | | CTE-08-041 |
| Power Phone | Advanced Fire Service Dispatch | 2004 | 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. | 8.00 | 0.00 | | CTE-04-038 |
| Power Phone | Advanced Law Enforcement Dispatch | 2004 | Fully updated to feature the latest techniques and thinking, our Advanced Law Enforcement Dispatch vclass includes new coverage on workplace violence, technology, wireless calls, and more. | 8.00 | 0.00 | | CTE-04-035 |
| Power Phone | Disasters and the Dispatcher | 2013 | Disaster response training for before, during and after a catastrophe. | 8.00 | 8.00 | | |

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| Power Phone | Domestic Violence Intervention | 2004 | PowerPhone has revised its best-selling Domestic Violence Intervention™ workshop to give telecommunicators new tactics for handling these volatile and complex incidents | 8.00 | 4.00 | | CTE-04-043 |
| Power Phone | Homeland Security for Telecommunicators | 2004 | 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. | 8.00 | 4.00 | | CTE-04-002 |
| Power Phone | Hostage Negotiations | 2004 | 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. | 8.00 | 8.00 | | CTE-04-042 |
| Power Phone | JITT=Health Effects of Sitting | 2015 | Dispatchers spend the majority of their time at work sitting down, often for hours at a time. This class will discuss how sitting for long periods of time can be detrimental to a dispatcher's health and ways to improve your health and avoid the dangers of | 1.00 | 1.00 | | |
| Power Phone | JITT-Active Shooting Response: What Your Center Needs to Know | 2015 | Be prepared and earn what your center needs to know to enact the best response in the event of an active shooter. • | 1.00 | 1.00 | | |
| Power Phone | JITT-Alzheimer's Patients: The Endangered Missing Person | 2015 | Calls related to Alzheimer's patients by establishing guidelines, caller interrogation techniques, and criteria to improve positive outcomes in Endangered Missing Person situations from wandering Alzheimer's patients. | 1.00 | 1.00 | | |
| Power Phone | JITT-Aspirin Advisory | 2015 | An aspirin advisory has been formulated by PowerPhone in response to requests from medical advisors from PSAP agencies who see a need for their call handlers to offer this as pre-arrival advice to potential heart attack victims. | 1.00 | 1.00 | | |

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| Power Phone | JITT-Chemical Suicide | 2015 | Chemical suicide is a newly emerging phenomenon in the US and presents significant threats to good Samaritans, responders, and building occupants. This course provides awareness to call-handlers of the threat, and the steps to alert potential victims of t | 1.00 | 1.00 | | |
| Power Phone | JITT-Choking Protocol | 2015 | This class will train communications personnel related to their role in recognizing caller-supplied symptoms requiring choking intervention or cardiopulmonary resuscitation (CPR) and providing pre-arrival advice on how to conduct the Heimlich maneuver or | 1.00 | 1.00 | | |
| Power Phone | JITT-CPR Revisited | 2015 | Knowledge of what CPR instructions to give and when to give them is known to help save lives. Every dispatcher should be able to react quickly and effectively, and this class will help. | 1.00 | 1.00 | | |
| Power Phone | JITT-Hearing Disorders and Call Handling Etiquette | 2015 | Persons with hearing loss may have significant difficulty in communicating their emergency to 911 and may also experience insensitivity by some call handlers. This class addresses these issues. | 1.00 | 1.00 | | |
| Power Phone | JITT-Human GPS: Where Are You? | 2015 | Learn how to help locate a person in trouble when they don't know where they are located. | 1.00 | 1.00 | | |
| Power Phone | JITT-Interacting with Persons Who Have Mental Illness | 2015 | Severe mental illness affects many individuals over the course of their lives and can collaterally affect family members, friends, and loved ones. Severe mental illness can be associated with significant levels of distress and impairment, and in some case | 1.00 | 1.00 | | |
| Power Phone | JITT-Language Barriers | 2015 | How can you communicate with a 911 caller that does not speak the same language as you or is unable to communicate normally? | 1.00 | 1.00 | | |

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| Power Phone | JITT-Mass Casualty Incidents (MCI) | 2015 | Understanding processes that occurs during a mass casualty incident. This includes an overview of the specific roles of an MCI from the paramedics on scene to the medical personnel at the hospital | 1.00 | 1.00 | | |
| Power Phone | JITT-Mayday: A Dispatcher's Critical Role in Protecting Firefighters | 2015 | This course will instruct you on the critical role you have as a dispatcher in protecting firefighters during a Mayday, and the procedures you should follow. | 1.00 | 0.00 | | |
| Power Phone | JITT-Prepare for the Special Challenge: Autism | 2015 | Be prepared for the challenge of dealing with callers who have special needs related to autism in a way that protects responders and the autistic person. | 1.00 | 1.00 | | |
| Power Phone | JITT-PTSD and the Call Handler | 2015 | Recognize and deal with both critical incident stress and PTSD in the communications center. | 1.00 | 1.00 | | |
| Power Phone | JITT-Railway Emergencies | 2015 | Awareness of railway equipment and emergency situations that can involve railways. This class will focus on identifying the various emergencies that can occur, appropriate responses to those emergencies, and insuring the safety of responding personnel to | 1.00 | 1.00 | | |
| Power Phone | JITT-Recognizing Stroke: A Dispatcher Resource | 2015 | Studies have shown that many dispatchers do not recognize the signs of stroke from a first or second party caller, costing precious time and possibly lives. | 1.00 | 1.00 | | |
| Power Phone | JITT-Submerged/Sinking Vehicle Advisory | 2015 | A submerged-sinking vehicle advisory has been formulated by PowerPhone in response to an increasing frequency and need for call handlers to offer this as pre-arrival advice to those victims reporting their predicament by cell phone. | 1.00 | 1.00 | | |
| Power Phone | JITT-The Role of the 911 Supervisor | 2015 | This class will train communication center supervisors regarding various challenges and topics related to supervision of communication personnel. | 1.00 | 0.00 | | |
| Power Phone | Non-Emergency Call Handling | 2015 | Achieve excellent customer service in your call center. | 8.00 | 4.00 | | |

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|-------------------------|---------------------------------------|------|---|------|------|--|------------|
| Power Phone | Non-Emergency Call Handling | 2007 | Finally, there's a course that addresses a major need in many call centers: how to handle non-emergency calls efficiently while maintaining professionalism | 8.00 | 8.00 | | CTE-07-034 |
| Power Phone | Protecting Law Enforcement Responders | 2015 | Protect those who protect and serve. | 8.00 | 0.00 | | |
| Power Phone | Rewind | 2015 | Be proactive and learn how to protect yourself from on the job pressures | 8.00 | 4.00 | | |
| Power Phone | Suicide Intervention | 2004 | 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. | 8.00 | 8.00 | | CTE-04-040 |
| The Public Safety Group | Active Shooter | 2015 | The most comprehensive active shooter class on the market. This class will not only give telecommunicators the historical perspective of the active shooter, but will also provide skills your telecommunicator can use during active shooter events. Lessons I | 8.00 | 0.00 | | |
| The Public Safety Group | Advanced Law Enforcement | 2015 | A two-day seminar, which focuses on skills dispatchers need to dispatch various calls, which may become critical incidents. Topics covered include: suicidal callers, shootings, domestic violence, school violence, rape calls, officer down, pursuits and cri | 8.00 | 0.00 | | |
| The Public Safety Group | Am I Just the Dispatcher? | 2015 | This motivational session will take an in-depth look at the job you do every day. The class is designed to motivate the new and the veteran telecommunicator and discusses such topics as professionalism, respect, teamwork, the future of 9-1-1, dealing with | 4.00 | 0.00 | | |

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|-------------------------|--|------|---|------|------|--|--|
| The Public Safety Group | Communication Center Liability | 2015 | Liability issues in the communications center have become a major issue across the United States. Communications centers across the United States are now facing lawsuits. It is important for all members of the communications center to learn skills to redu | 8.00 | 4.00 | | |
| The Public Safety Group | Communications Supervisor Course | 2015 | A two-day interactive class focusing on skills supervisors need. Topics covered include: federal laws, supervisor skill and styles, problem solving, counseling and liability. | 8.00 | 0.00 | | |
| The Public Safety Group | Communications Training Officer (CTO) | 2015 | A two-day interactive look at specific skills trainers need to perform the high-quality training needed in our profession. Topics include: adult learning, instructional techniques, Daily Observation Reports, lesson plans, documentation and liability. | 8.00 | 0.00 | | |
| The Public Safety Group | Crimes in Progress | 2015 | When Seconds Count®, are you prepared to respond? When 911 rings, and you have a call that is in progress, are you ready? This class is designed to provide you with the tools you need to respond to a variety of in-progress and high-risk calls. Topics inc | 8.00 | 0.00 | | |
| The Public Safety Group | Critical Incident Stress | 2015 | Communications is one of the most stressful jobs you can have. Each one of you will experience critical incident stress during your career. This class will provide you with techniques to manage critical incident stress and educate you about the effects o | 8.00 | 8.00 | | |
| The Public Safety Group | Critical Incidents - Total Disaster Response | 2015 | This course is designed to provide the attendee the knowledge they need to respond to a variety of large scale or mass casualty events. The course topics will range from disaster preparedness to how to respond to incidents that range from terrorism to na | 8.00 | 4.00 | | |

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|-------------------------|-----------------------------|------|---|------|------|--|--|
| The Public Safety Group | Customer Service 1 Day | 2015 | This 4-hour course deals with ADA Compliance, call handling techniques, the deaf culture and ASL, and other practical training for 9-1-1 call centers. | 8.00 | 4.00 | | |
| The Public Safety Group | Customer Service Half Day | 2015 | Customer service skills for dispatchers is a critical class for all dispatchers and 9-1-1 personnel. Topics covered include, annoying and difficult callers, words to use for extraordinary customer service, how to defuse anger and officer/dispatcher relati | 4.00 | 0.00 | | |
| The Public Safety Group | Domestic Abuse | 2015 | A dynamic one-day look at the truths and myths associated with domestic abuse. Attendees will learn to handle domestic abuse calls and the various situations associated with it. | 8.00 | 8.00 | | |
| The Public Safety Group | Fire Communications | 2015 | A two-day seminar focusing on communication, management, apparatus, and functionality in handling calls related to fires. | 8.00 | 0.00 | | |
| The Public Safety Group | First Responder Round Table | 2015 | The only class like it on the market. The class is designed to discuss issues and problems that each responder faces. The class is designed to assemble fire fighters, law enforcement, communications and management together in one room to discuss how to im | 4.00 | 0.00 | | |
| The Public Safety Group | Hostage Negotiation | 2015 | The FBI now recommends that communications professionals receive hostage negotiation training. Many hostage-incident contacts with law enforcement begin when the hostage taker calls 9-1-1. It is critical that the person who answers this call is trained. T | 8.00 | 4.00 | | |
| The Public Safety Group | How to Save a Life, Yours! | 2015 | In this day and age heart disease, stroke and diabetes are not discriminatory however those that do not take care of themselves can find themselves in the front of the pack when it comes to SCA or CVA. Dispatchers for the most part live very unhealthy liv | 8.00 | 4.00 | | |

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|-------------------------|--|------|---|------|------|--|--|
| The Public Safety Group | Lessons Learned from the Denise Amber Lee Case | 2015 | This 4-hour class is Lessons Learned from the Denise Amber Lee Case. | 4.00 | 0.00 | | |
| The Public Safety Group | Stress: It's All in Your Head | 2015 | A dynamic one-day look at how public safety workers can reduce stress in their lives. Attendees will learn to identify the sources of stress in their life and how to manage their stress. | 8.00 | 8.00 | | |
| The Public Safety Group | Suicide Intervention | 2015 | A one-day interactive class designed to educate Public Safety call-takers in crisis intervention. Topics include: suicide attitudes, risk assessment of caller, risk assessment of responder and call-taker intervention. | 8.00 | 4.00 | | |
| The Public Safety Group | Supervisor | 2015 | A two-day interactive class focusing on skills supervisors need. Topics covered include: federal laws, supervisor skill and styles, problem solving, counseling and liability. | 8.00 | 0.00 | | |
| The Public Safety Group | Terrorism and the Telecommunicator | 2015 | Terrorism has become a major threat to the cities of America. The dispatcher and call taker must have an understanding of terrorism and Weapons of Mass Destruction. Being the true first responder the attendee will learn techniques to handle an incident in | 8.00 | 8.00 | | |
| The Public Safety Group | TTY Training | 2015 | This 4-hour course deals with ADA Compliance, call handling techniques, the deaf culture and ASL, and other practical training for 9-1-1 call centers. | 4.00 | 4.00 | | |