



Vendor **APCO**

Course Name **Amber Alert Training Video #30664**

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

1.00 1.00

Course #

Course Name **APCO Illuminations, EMD Track-Assaults and Sexual Assaults**

This course will provide information on handling calls from victims of physical assault, including patient care and preserving physical and crime scene evidence.

Year Introduced
2014

CEU Hours
TELECOMM EMD Instructor

1.00 1.00

Course #

Course Name **APCO Illuminations, EMD Track-Burns**

This course will discuss various types and degrees of burns caused by heat, electricity, chemicals, friction or radiation.

Year Introduced
2014

CEU Hours
TELECOMM EMD Instructor

1.00 1.00

Course #

Course Name **APCO Illuminations, EMD Track-Poisoning and Inhalation**

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.

Year Introduced
2014

CEU Hours
TELECOMM EMD Instructor

1.00 1.00

Course #

Vendor **APCO**

Course Name **APCO Illuminations, EMD Track-
Pregnancy and Childbirth**

During this course, the EMD will review potential labor and childbirth complications and the signs and symptoms of "imminent birth".

Year Introduced
2014

CEU Hours
TELECOMM EMD Instructor

1.00

1.00

Course #

Course Name **APCO Illuminations, EMD Track-
Diabetic Problems**

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".

Year Introduced
2014

CEU Hours
TELECOMM EMD Instructor

1.00

1.00

Course #

Course Name **Bullying and Negativity in the
Communications Center .**

Bullying is prevalent in the workplace including America's 9-1-1 comm centers. The number of U.S workers affected by bullying is a staggering 65.6 million.

In this seminar, we will define what bullying is and provide some examples. We will also look a

Year Introduced
2016

CEU Hours
TELECOMM EMD Instructor

8.00

2.00

0.00

Course #

Course Name **IAPCO Illuminations, EMD
Track- Psychogenic Shock**

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.

Year Introduced
2014

CEU Hours
TELECOMM EMD Instructor

1.00

1.00

Course #

Vendor **APCO**

Course Name **Illuminations, EMD Track-
Alzheimer's**

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.

Year Introduced

2014

CEU Hours

TELECOMM EMD Instructor

1.00

1.00

Course #

Course Name **Illuminations-Unique Callers**

Year Introduced

2016

CEU Hours

TELECOMM EMD Instructor

1.00

1.00

0.00

Course #

Course Name **Illuminations- Attitude**

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 posi

Year Introduced

2014

CEU Hours

TELECOMM EMD Instructor

1.00

1.00

Course #

Course Name **Illuminations- Bleeding and
Hemorrhage**

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

Year Introduced

2015

CEU Hours

TELECOMM EMD Instructor

1.00

1.00

Course #

Vendor **APCO**

Course Name **Illuminations- Bombs**

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.

Year Introduced
2014

CEU Hours
TELECOMM EMD Instructor

1.00

0.00

Course #

Course Name **Illuminations- Emergency Management**

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

Year Introduced
2014

CEU Hours
TELECOMM EMD Instructor

1.00

1.00

Course #

Course Name **Illuminations- Interacting with the Mentally Ill**

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

Year Introduced
2014

CEU Hours
TELECOMM EMD Instructor

1.00

1.00

Course #

Course Name **Illuminations- Negotiating for Telecommunicators**

This course will provide an orientation for Public Safety Telecommunicators regarding negotiating with hostage takers and/or barricaded subjects.

Year Introduced
2014

CEU Hours
TELECOMM EMD Instructor

1.00

0.00

Course #

Vendor **APCO**

Course Name **Illuminations- NG 9-1-1**

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.

Year Introduced
2014

CEU Hours
TELECOMM EMD Instructor

1.00

0.00

Course #

Course Name **Illuminations- Responding to Man-Made Disasters and Terroristic Acts**

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

Year Introduced
2014

CEU Hours
TELECOMM EMD Instructor

1.00

1.00

Course #

Course Name **Illuminations- Special Events Dispatching**

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 o

Year Introduced
2014

CEU Hours
TELECOMM EMD Instructor

1.00

0.00

Course #

Course Name Illuminations- Suicidal Callers

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.

Year Introduced
2013

CEU Hours
TELECOMM EMD Instructor

1.00 1.00

Course #

Course Name Illuminations- Weather Emergencies

This course will provide orientation to various weather related events such as blizzards, hurricanes, earthquakes, and flooding.

Year Introduced
2014

CEU Hours
TELECOMM EMD Instructor

1.00 1.00

Course #

Course Name Illuminations- Wild Fires

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.

Year Introduced
2014

CEU Hours
TELECOMM EMD Instructor

1.00 **0.00**

Course #

Course Name Illuminations, EMD- Mental Health Patents

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.

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

1.00 1.00

Course #

Course Name Illuminations, EMD- Rescue Breathing, CPR & AED

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

1.00 1.00

Course #

Course Name Illuminations, EMD- Seizures

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

1.00 1.00

Course #

Course Name Illuminations, EMD Track- Excited Delirium

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

Year Introduced
2014

CEU Hours
TELECOMM EMD Instructor

1.00 1.00

Course #

Vendor **APCO**

Course Name **Illuminations, EMD-Allergic Reaction**

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

1.00 1.00

Course #

Course Name **Illuminations, EMD-Drownings**

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

1.00 1.00

Course #

Course Name **Illuminations, EMD-Poisoning/inhalation/hazmat**

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.

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

1.00 1.00

Course #

Course Name **Illuminations-Alerts!**

Year Introduced
2016

CEU Hours
TELECOMM EMD Instructor

1.00 **0.00** 0.00

Course #

Vendor **APCO**

Course Name **Illuminations-Asthma**

Year Introduced

2016

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	0.00

Course #

Course Name **Illuminations-Communications
Center in Distress**

Year Introduced

2016

CEU Hours

TELECOMM	EMD	Instructor
1.00	0.00	0.00

Course #

Course Name **Illuminations-Continuity of
Service**

Year Introduced

2016

CEU Hours

TELECOMM	EMD	Instructor
1.00	0.00	0.00

Course #

Course Name **Illuminations-Domestic Violence**

Year Introduced

2016

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	0.00

Course #

Course Name **Illuminations-Electrocution &
Lightning Strikes**

Year Introduced

2016

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	0.00

Course #

Course Name Illuminations-Falls

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2016	1.00	1.00	0.00
Course #	<input type="text"/>		

Course Name Illuminations-Hazardous Materials

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.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2014	1.00	1.00	<input type="text"/>
Course #	<input type="text"/>		

Course Name Illuminations-High-Rise Building Fires

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2016	1.00	0.00	0.00
Course #	<input type="text"/>		

Course Name Illuminations-Industrial Accidents

This course will provide orientation to multiple types of industrial accidents such as explosions at propane plants, fertilizer plants, chemical releases and more.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2014	1.00	1.00	<input type="text"/>
Course #	<input type="text"/>		

Course Name Illuminations-Information Overload

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2016	1.00	0.00	0.00
Course #	<input type="text"/>		

Vendor **APCO**

Course Name **Illuminations-Injuries Caused by Animals & Sea Creatures**

Year Introduced

2016

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

0.00

Course #

Course Name

Illuminations-Injuries Involving Weapons

Year Introduced

2016

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

0.00

Course #

Course Name

Illuminations-Just send some help already

Year Introduced

2016

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

0.00

Course #

Course Name

Illuminations-Krokodil

Year Introduced

2016

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

0.00

Course #

Course Name

Illuminations-Make your Center #1

Year Introduced

2016

CEU Hours

TELECOMM

1.00

EMD

0.00

Instructor

0.00

Course #

Course Name **Illuminations-Multi-discipline Responses**

Year Introduced

2016

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

0.00

Course #

Course Name **Illuminations-Overdose**

Year Introduced

2016

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

0.00

Course #

Course Name **Illuminations-Professional Development for a Successful Career in Communications**

Year Introduced

2016

CEU Hours

TELECOMM

1.00

EMD

0.00

Instructor

0.00

Course #

Course Name **Illuminations-Soft skills**

Year Introduced

2016

CEU Hours

TELECOMM

1.00

EMD

0.00

Instructor

0.00

Course #

Course Name **Illuminations-Submerged/Sinking vehicles**

Year Introduced

2016

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

0.00

Course #

Vendor **APCO**

Course Name **Illuminations-TDD/TTY & Text to 911**

Year Introduced

2016

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

0.00

Course #

Course Name

Illuminations-The EMD role in EMS responder safety

Year Introduced

2016

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

0.00

Course #

Course Name

Illuminations-The Silent Killer

Year Introduced

2016

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

0.00

Course #

Course Name

Suicidal Callers Training Video #30662

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

Year Introduced

2015

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

Course #

Vendor **APCO**

Course Name **Telecommunicator CPR (T-CPR)**

This self-guided online course is designed to train telecommunicators how to discern over the phone whether an individual is suffering cardiac arrest and how to coach bystanders to perform CPR. The course was developed by King County Washington and is hos

Year Introduced
2016

CEU Hours
TELECOMM EMD Instructor

2.00 2.00 0.00

Course #

Course Name **TTY Training Video #30398**

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

1.00 1.00

Course #

Vendor **DDS Corporation**

Course Name **Active Shooter**

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

Year Introduced
2014

CEU Hours
TELECOMM EMD Instructor

8.00

Course #

Vendor **DDS Corporation**

Course Name **Advanced Law Enforcement**

This course 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 critical incident

Year Introduced

2014

CEU Hours

TELECOMM EMD Instructor

8.00

0.00

Course #

Course Name **Breeding Success**

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 training

Year Introduced

2014

CEU Hours

TELECOMM EMD Instructor

8.00

0.00

8.00

Course #

Course Name **Communication Training Officer**

Communication Training Officer

Year Introduced

2014

CEU Hours

TELECOMM EMD Instructor

8.00

0.00

8.00

Course #

Course Name **Communications Center Liability**

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 of

Year Introduced

2014

CEU Hours

TELECOMM EMD Instructor

8.00

0.00

Course #

Vendor **DDS Corporation**

Course Name **Communications Center Supervisor**

An interactive class focusing on skills supervisors need. Topics covered include federal laws, supervisor skill and styles, problem solving, counseling and liability.

Year Introduced
2016

CEU Hours

TELECOMM EMD Instructor

8.00

0.00

8.00

Course #

Course Name **Crimes in Progress**

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

Year Introduced
2014

CEU Hours

TELECOMM EMD Instructor

8.00

0.00

Course #

Course Name **Critical Incident Stress**

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

Year Introduced
2014

CEU Hours

TELECOMM EMD Instructor

8.00

0.00

Course #

Course Name **Critical Incidents - Total Disaster Response**

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

Year Introduced
2014

CEU Hours

TELECOMM EMD Instructor

8.00

0.00

Course #

Vendor **DDS Corporation**

Course Name **Customer Service**

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

Year Introduced
2014

CEU Hours
TELECOMM EMD Instructor

8.00

0.00

Course #

Course Name **Customer Service Skills for Public Safety Professionals**

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

Year Introduced
2014

CEU Hours
TELECOMM EMD Instructor

8.00

0.00

Course #

Course Name **Domestic Violence**

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.

Year Introduced
2014

CEU Hours
TELECOMM EMD Instructor

8.00

8.00

Course #

Course Name **Elite 4 Hour Collection**

The following topics are discussed: Liability in the Communications Center, Dispatcher Improvement, Communication in the Dispatch Center, and Critical Incidents.

Year Introduced
2016

CEU Hours
TELECOMM EMD Instructor

4.00

0.00

Course #

Vendor **DDS Corporation**

Course Name **Elite Continuous Training-
Workplace Bullying**

It is real, it is occurring in the communications center, and it is unacceptable

Year Introduced
2014

CEU Hours

TELECOMM	EMD	Instructor
0.25	0.00	

Course #

Course Name **Elite Continuous Training-
Address Verification**

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.

Year Introduced
2014

CEU Hours

TELECOMM	EMD	Instructor
0.25	0.25	

Course #

Course Name **Elite Continuous Training-
Calming techniques**

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.

Year Introduced
2014

CEU Hours

TELECOMM	EMD	Instructor
0.25	0.25	

Course #

Course Name **Elite Continuous Training-
Excited Delirium**

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.

Year Introduced
2014

CEU Hours

TELECOMM	EMD	Instructor
0.25	0.25	

Course #

Vendor **DDS Corporation**

Course Name **Elite Continuous Training-Fire
Fighter/EMS Safety**

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.

Year Introduced
2014

CEU Hours
TELECOMM EMD Instructor

0.25

0.25

Course #

Course Name **Elite Continuous Training-
Handling Difficult Callers**

Your ability to handle the difficult callers will separate you from being average to being one of the greats

Year Introduced
2014

CEU Hours
TELECOMM EMD Instructor

0.25

0.25

Course #

Course Name **Elite Continuous Training-
Handling difficult employees**

Handling the difficult employee takes time and skill. We would like to address a few areas that we think are important

Year Introduced
2014

CEU Hours
TELECOMM EMD Instructor

0.25

0.00

Course #

Course Name **Elite Continuous Training-
Information Gathering**

Information gathering is a continual process that begins with gathering information from the caller but gathering information from a variety of sources as well.

Year Introduced
2014

CEU Hours
TELECOMM EMD Instructor

0.25

0.25

Course #

Vendor **DDS Corporation**

Course Name **Elite Continuous Training-
Interviewing Skills -**

We do not have hours to obtain information from our callers we have minutes so your ability to "interview" the caller becomes very important.

Year Introduced
2014

CEU Hours

TELECOMM EMD Instructor

0.25

0.25

Course #

Course Name **Elite Continuous Training-
Multitasking**

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.

Year Introduced
2014

CEU Hours

TELECOMM EMD Instructor

0.25

0.00

Course #

Course Name **Elite Continuous Training-
Officer Down**

This session will look at what you can do during an officer involved shooting and your role in officer safety.

Year Introduced
2014

CEU Hours

TELECOMM EMD Instructor

0.25

0.25

Course #

Course Name **Elite Continuous Training-
Pursuits**

There are several keys to dispatching vehicle pursuits, as well as foot chases

Year Introduced
2014

CEU Hours

TELECOMM EMD Instructor

0.25

0.00

Course #

Vendor **DDS Corporation**

Course Name **Elite Continuous Training-
Sovereign Citizens**

A sovereign Citizen is a person who openly rejects their citizenship status and claim to exist beyond the realm of government authority.

Year Introduced
2014

CEU Hours

TELECOMM EMD Instructor

0.25

0.00

Course #

Course Name

**Elite Continuous Training-The
W's: The foundation of call
taking**

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.

Year Introduced
2014

CEU Hours

TELECOMM EMD Instructor

0.25

0.25

Course #

Course Name

**Elite Continuous Training-
TTY/TDD**

PSAP's must train call takers to effectively recognize incoming TTY signals, effectively process TTY calls, use proper TTY protocol.

Year Introduced
2014

CEU Hours

TELECOMM EMD Instructor

0.25

0.25

Course #

Course Name

**Elite II Continuous Training
Program 2016**

Topics include: Communication in the Dispatch Center, Dispatcher Improvement, Supervisor Skills, Liability for the Communications Center, and Critical Incidents.

Year Introduced
2016

CEU Hours

TELECOMM EMD Instructor

8.00

0.00

Course #

Vendor **DDS Corporation**

Course Name **Fire Communications**

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.

Year Introduced

2014

CEU Hours

TELECOMM EMD Instructor

8.00

0.00

Course #

Course Name

Hostage Negotiation for Telecommunicators

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

Year Introduced

2014

CEU Hours

TELECOMM EMD Instructor

8.00

0.00

Course #

Course Name

How To Save a Life – Yours!

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

Year Introduced

2014

CEU Hours

TELECOMM EMD Instructor

8.00

0.00

Course #

Course Name

Stress, It's All in Your Head

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.

Year Introduced

2014

CEU Hours

TELECOMM EMD Instructor

8.00

0.00

Course #

Vendor **DDS Corporation**

Course Name **Suicide Intervention**

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.

Year Introduced
2014

CEU Hours

TELECOMM EMD Instructor

8.00

8.00

Course #

Course Name **Terrorism and the Telecommunicator**

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

Year Introduced
2014

CEU Hours

TELECOMM EMD Instructor

8.00

0.00

Course #

Vendor **FEMA**

Course Name **IS-100 Introduction to Incident Command System**

Year Introduced

CEU Hours

TELECOMM EMD Instructor

2.00

2.00

Course #

Course Name **IS-106.11 Workplace Violence Awareness Training**

Year Introduced
2011

CEU Hours

TELECOMM EMD Instructor

1.00

1.00

Course #

Vendor **FEMA**

Course Name **IS-139 Exercise Design**

Year Introduced

CEU Hours

TELECOMM	EMD	Instructor
1.00	0.00	

Course #

Course Name **IS-144 Telecommunicator
Emergency Response Taskforce**

Year Introduced

CEU Hours

TELECOMM	EMD	Instructor
3.00	3.00	

Course #

Course Name **IS-200 Introduction to IMS
Single Resource & Initial Actions**

Year Introduced

CEU Hours

TELECOMM	EMD	Instructor
3.00	3.00	

Course #

Course Name **IS-230 Principals of Emergency
Management**

Year Introduced

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	

Course #

Course Name **IS-241 Decision Making and
Problem Solving**

Year Introduced

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	

Course #

Course Name IS-242 Effective Communications

<input type="text"/>	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
		<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text"/>
	Course #	<input type="text"/>		

Course Name IS-300 Intermediate Incident Command System for Expanding Incidents

<input type="text"/>	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
		<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text"/>
	Course #	<input type="text"/>		

Course Name IS-700 National Incident Management System

<input type="text"/>	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
		<input type="text" value="3.00"/>	<input type="text" value="3.00"/>	<input type="text"/>
	Course #	<input type="text"/>		

Course Name IS-704 NIM Communications and Information Management

<input type="text"/>	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
		<input type="text" value="2.00"/>	<input type="text" value="2.00"/>	<input type="text"/>
	Course #	<input type="text"/>		

Course Name IS-706 NIMS Interstate Mutual Aid

<input type="text"/>	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
		<input type="text" value="2.50"/>	<input type="text" value="2.50"/>	<input type="text"/>
	Course #	<input type="text"/>		

Vendor **FEMA**

Course Name **IS-907 Active Shooter: What can you do?**

Year Introduced

I

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

Course #

Vendor **kebcor**

Course Name **Critical Incident Communication**

The program emphasizes the dispatcher's important role in assisting the officer and public in critical incidents to save lives and reduce injury.

Year Introduced

2001

CEU Hours

TELECOMM

8.00

EMD

8.04

Instructor

Course #

CTE-01-086

Course Name **Dispatcher Performance Enhancement**

Enhance the performance of dispatchers by increasing employees' internal motivation and sense of personal accountability

Year Introduced

2001

CEU Hours

TELECOMM

8.00

EMD

8.00

Instructor

Course #

CTE-01-087

Course Name **Dispatcher Performance Enhancement
The Power to Change**

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

Year Introduced

2015

CEU Hours

TELECOMM

8.00

EMD

4.00

Instructor

Course #

Vendor **kebcor**

Course Name **Foundations for Improved Communications Center Respect & Customer Service**

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

8.00 0.00

Course #

Course Name **Hostage Negotiating - Suicide Prevention**

The telecommunicator's role in receiving the call and first officer response to Hostage/Barricade/Suicide incidents

Year Introduced
2001

CEU Hours
TELECOMM EMD Instructor

8.00 8.00

Course #

Course Name **Hostage Negotiation - Suicide Intervention for Telecommunicators**

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

9.00 4.00

Course #

Vendor **kebcor**

Course Name **Incident Command System Training for Dispatchers**

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

8.00

4.00

Course #

Course Name **School Violence Dispatcher Terrorism Preparation/Response**

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

8.00

4.00

Course #

Course Name **Suicide Recognition and Intervention**

This program examines suicide recognition, prevention and intervention strategies

Year Introduced

CEU Hours
TELECOMM EMD Instructor

8.00

8.00

Course #

Vendor **kebcor**

Course Name **Suicide Recognition and Intervention for Dispatchers**

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

9.00 9.00

Course #

Course Name **Terrorism Preparedness and Response Seminar**

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

8.00 4.00

Course #

Course Name **Wellness and Stress Management**

Manage mental and physical stress and function at a higher level to be more productive at work and a home

Year Introduced
2001

CEU Hours
TELECOMM EMD Instructor

8.00 8.00

Course #

Vendor **NECI**

Vendor **NECI**

Course Name **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.

Year Introduced
CEU Hours
TELECOMM EMD Instructor
8.00 0.00
Course #

Course Name **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.

Year Introduced
CEU Hours
TELECOMM EMD Instructor
8.00 8.00
Course #

Course Name **Bomb Threats**

The purpose of this interactive workshop is to provide the 9-1-1 Officer with the knowledge and skills for handling bomb threat call.

Year Introduced
CEU Hours
TELECOMM EMD Instructor
2015
8.00 8.00
Course #

Course Name **Crimes in Progress Calls**

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

Year Introduced
CEU Hours
TELECOMM EMD Instructor
2015
8.00 0.00
Course #

Vendor **NECI**

Course Name **Domestic Violence Calls**

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.

Year Introduced
2001

CEU Hours

TELECOMM EMD Instructor

8.00

8.00

Course #

Course Name **Domestic Violence Calls Course**

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.

Year Introduced
.2015

CEU Hours

TELECOMM EMD Instructor

8.00

8.00

Course #

Course Name **HAZMAT Calls**

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.

Year Introduced
2015

CEU Hours

TELECOMM EMD Instructor

8.00

8.00

Course #

Course Name **Liability and Legal Issues in 9-1-1**

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.

This course on 9-1-1 liability, legal issues, and the law is designed to provide a

Year Introduced

CEU Hours

TELECOMM EMD Instructor

8.00

4.00

Course #

Vendor **NECI**

Course Name **Stress Management in 9-1-1**

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

8.00

8.00

Course #

Course Name **Suicide Calls**

The purpose of this interactive workshop is to provide the knowledge and skills necessary to properly handle suicidal callers.

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

8.00

8.00

Course #

Course Name **TDD Calls Course**

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

8.00

8.00

Course #

Vendor **NJ OEMS**

Course Name **Allergy & Anaphylaxis-06970057**

Year Introduced

CEU Hours
TELECOMM EMD Instructor

1.00

1.00

Course #

Vendor **NJ OEMS**

Course Name **ARC First Aid**

NJOEMS ref #80

Year Introduced

CEU Hours

TELECOMM	EMD	Instructor
2.50	2.50	

Course #

Course Name **ARC HIV/AIDS Starter Facts**

NJOEMS ref# 73

Year Introduced

CEU Hours

TELECOMM	EMD	Instructor
4.00	4.00	

Course #

Course Name **ARC Sports Injuries**

NJOEMS ref #79

Year Introduced

CEU Hours

TELECOMM	EMD	Instructor
4.00	4.00	

Course #

Course Name **Asthma Management-06970058**

Year Introduced

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	

Course #

Course Name **Biological Terrorism-06970059**

Year Introduced

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	

Course #

Vendor **NJ OEMS**

Course Name **BTLS**

NJOEMS ref #15

Year Introduced

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	

Course #

Course Name **Burns**

NJOEMS ref#58

Year Introduced

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	

Course #

Course Name **Care of the Neonate-06970060**

Year Introduced

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	

Course #

Course Name **CBRNE Awareness**

NJOEMS ref #81

Year Introduced

CEU Hours

TELECOMM	EMD	Instructor
4.00	4.00	

Course #

Course Name **Child Maltreatment, Abuse and Neglect-06970078**

Year Introduced

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	

Course #

Vendor **NJ OEMS**

Course Name **Confined Space Rescue**

NJOEMS ref# 56

Year Introduced

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	

Course #

Course Name **CPR (Healthcare Provider Level)**

NJOEMS Ref # 25

Year Introduced

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	

Course #

Course Name **Ebola Virus for EMS**

(NJ OEMS# 2364)

Year Introduced

CEU Hours

2015

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

Course Name **Emergency Response to Terrorism**

NJOEMS ref# 67

Year Introduced

CEU Hours

TELECOMM	EMD	Instructor
8.00	2.00	

Course #

Course Name **Emergency Response to Terrorism EMS**

NJOEMS Ref #90

Year Introduced

CEU Hours

TELECOMM	EMD	Instructor
8.00	8.00	

Course #

Vendor **NJ OEMS**

Course Name **EMS Response to Large Scale Incidents- Awareness**

NJOEMS Ref #27

Year Introduced

CEU Hours

TELECOMM	EMD	Instructor
4.00	4.00	

Course #

Course Name **Epinephrine Auto-Injector**

(NJ OEMS# 604)

Year Introduced

CEU Hours

2015

TELECOMM	EMD	Instructor
3.00	3.00	3.00

Course #

Course Name **Hazmat Awareness Refresher**

NJOEMS ref # 72

Year Introduced

CEU Hours

TELECOMM	EMD	Instructor
3.00	3.00	

Course #

Course Name **Hazmat Level I-Awareness**

NJOEMS Ref #17

Year Introduced

CEU Hours

TELECOMM	EMD	Instructor
4.00	4.00	

Course #

Course Name **ICS for EMS**

NJOEMS ref #68

Year Introduced

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	

Course #

Vendor **NJ OEMS**

Course Name **ICS-100**

NJOEMS ref #62

Year Introduced

CEU Hours

TELECOMM EMD Instructor

2.00

2.00

Course #

Course Name **Incident Command System
(ICS 200)**

NJOEMS ref #42

Year Introduced

CEU Hours

TELECOMM EMD Instructor

8.00

8.00

Course #

Course Name **Issues in Spinal Care-06970064**

Year Introduced

CEU Hours

TELECOMM EMD Instructor

1.00

1.00

Course #

Course Name **JEMSTAR Safety Program**

NJOEMS ref #30

Year Introduced

CEU Hours

TELECOMM EMD Instructor

1.00

1.00

Course #

Course Name **Medical Ethics in EMS**

(NJ OEMS # 521)

Year Introduced

CEU Hours

TELECOMM EMD Instructor

2015

3.00

3.00

3.00

Course #

Vendor **NJ OEMS**

Course Name **Medical Ethics in EMS (DNR)**

NJOEMS ref #45

Year Introduced

CEU Hours

TELECOMM	EMD	Instructor
3.00	3.00	

Course #

Course Name **NJ EMS Response to Opiates**

(NJ OEMS# 2289)

Year Introduced

CEU Hours

2015

TELECOMM	EMD	Instructor
1.00	1.00	1.00

Course #

Course Name **NJ EMT-B Core Refresher Program**

NJOEMS Ref #13

Year Introduced

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	

Course #

Course Name **NJ EMT-B Individual Core Programs**

NJOEMS Ref # 1-12

Year Introduced

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	

Course #

Course Name **NJSFAC Basic Extrication**

NJOEMS ref #39

Year Introduced

CEU Hours

TELECOMM	EMD	Instructor
4.00	4.00	

Course #

Vendor **NJ OEMS**

Course Name **NJSFAC Extrication Recert.**

NJOEMS ref #40

Year Introduced

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

Course #

Course Name **PediatricTrials and Tribulations-06980079**

Year Introduced

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

Course #

Course Name **PHTLS**

NJOEMS ref #14

Year Introduced

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

Course Name **PHTLS Refresher Program**

NJOEMS ref #19

Year Introduced

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

Course #

Course Name **Radioactive Response**

NJOEMS ref #46

Year Introduced

CEU Hours

TELECOMM

3.00

EMD

3.00

Instructor

Course #

Vendor **NJ OEMS**

Course Name **Rave and Club Drugs**

(NJ OEMS# 199)

Year Introduced

2015

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

Course Name **Triage**

NJOEMS Ref #65

Year Introduced

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

Course #

Course Name **Vital Signs**

NJOEMS Ref #66

Year Introduced

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

Course #

Vendor **NJ OEMS 2011 Conference**

Course Name **L-6 Workplace Violence**

This session will demonstrate the nature of the threats (external and internal) and proven control measures to address those threats.

Year Introduced

CEU Hours

TELECOMM

1.25

EMD

1.25

Instructor

Course #

Course Name 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.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
	<input type="text" value="1.25"/>	<input type="text" value="1.25"/>	<input type="text"/>
Course #	<input type="text"/>		

Course Name 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.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
	<input type="text" value="1.25"/>	<input type="text" value="1.25"/>	<input type="text"/>
Course #	<input type="text"/>		

Course Name 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

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
	<input type="text" value="1.25"/>	<input type="text" value="1.25"/>	<input type="text"/>
Course #	<input type="text"/>		

Course Name EMSC-1 Pediatric Trauma 2011 Update

Attendees will review the lastest literature regarding the evaluation of the pediatric trauma patient.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
	<input type="text" value="1.25"/>	<input type="text" value="1.25"/>	<input type="text"/>
Course #	<input type="text"/>		

Course Name 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.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
	<input type="text" value="1.25"/>	<input type="text" value="1.25"/>	<input type="text"/>
Course #	<input type="text"/>		

Course Name 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.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
	<input type="text" value="1.25"/>	<input type="text" value="1.25"/>	<input type="text"/>
Course #	<input type="text"/>		

Course Name 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.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
	<input type="text" value="1.25"/>	<input type="text" value="1.25"/>	<input type="text"/>
Course #	<input type="text"/>		

Course Name 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.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
	<input type="text" value="1.25"/>	<input type="text" value="1.25"/>	<input type="text"/>
Course #	<input type="text"/>		

Course Name EMSC-7 Pediatric Neurologic Emergencies

Pediatric patients with a serious or life threatening disease who require emergency care have unique needs.

Year Introduced

CEU Hours

TELECOMM EMD Instructor

1.25 1.25

Course #

Course Name 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

Year Introduced

CEU Hours

TELECOMM EMD Instructor

1.25 1.25

Course #

Course Name 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.

Year Introduced

CEU Hours

TELECOMM EMD Instructor

1.25 1.25

Course #

Vendor **NJ OEMS 2011 Conference**

Course Name **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

Year Introduced

CEU Hours

TELECOMM EMD Instructor

1.25

1.25

Course #

Course Name **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

Year Introduced

CEU Hours

TELECOMM EMD Instructor

1.25

1.25

Course #

Course Name **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.

Year Introduced

CEU Hours

TELECOMM EMD Instructor

1.25

1.25

Course #

Course Name 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.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
	<input type="text" value="1.25"/>	<input type="text" value="1.25"/>	<input type="text"/>
Course #	<input type="text"/>		

Course Name 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.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
	<input type="text" value="1.25"/>	<input type="text" value="1.25"/>	<input type="text"/>
Course #	<input type="text"/>		

Course Name 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.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
	<input type="text" value="1.25"/>	<input type="text" value="1.25"/>	<input type="text"/>
Course #	<input type="text"/>		

Course Name 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

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
	<input type="text" value="1.25"/>	<input type="text" value="1.25"/>	<input type="text"/>
Course #	<input type="text"/>		

Course Name 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.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
	<input type="text" value="1.25"/>	<input type="text" value="1.25"/>	<input type="text"/>
Course #	<input type="text"/>		

Course Name 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.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
	<input type="text" value="1.25"/>	<input type="text" value="1.25"/>	<input type="text"/>
Course #	<input type="text"/>		

Course Name 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.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
	<input type="text" value="1.25"/>	<input type="text" value="1.25"/>	<input type="text"/>
Course #	<input type="text"/>		

Course Name 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.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
	<input type="text" value="1.25"/>	<input type="text" value="1.25"/>	<input type="text"/>
Course #	<input type="text"/>		

Course Name 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

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
	<input type="text" value="1.25"/>	<input type="text" value="1.25"/>	<input type="text"/>
Course #	<input type="text"/>		

Course Name 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

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
	<input type="text" value="1.25"/>	<input type="text" value="1.25"/>	<input type="text"/>
Course #	<input type="text"/>		

Course Name 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.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
	<input type="text" value="1.25"/>	<input type="text" value="1.25"/>	<input type="text"/>
Course #	<input type="text"/>		

Course Name 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,

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
	<input type="text" value="1.25"/>	<input type="text" value="1.25"/>	<input type="text"/>
Course #	<input type="text"/>		

Course Name 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

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
	<input type="text" value="1.25"/>	<input type="text" value="1.25"/>	<input type="text"/>
Course #	<input type="text"/>		

Course Name 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.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
	<input type="text" value="1.25"/>	<input type="text" value="1.25"/>	<input type="text"/>
Course #	<input type="text"/>		

Course Name 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.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
	<input type="text" value="1.25"/>	<input type="text" value="1.25"/>	<input type="text"/>
Course #	<input type="text"/>		

Course Name PB-3 Gang Recognition

This lecture will provide an in-depth look at New Jersey gangs

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
	<input type="text" value="1.25"/>	<input type="text" value="1.25"/>	<input type="text"/>
Course #	<input type="text"/>		

Course Name PB-4 All that Wheezes is Not Asthma

Causes of, and distinctions between, bronchospasm, bronchoconstriction, and small airway obstruction will be covered

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
	<input type="text" value="1.25"/>	<input type="text" value="1.25"/>	<input type="text"/>
Course #	<input type="text"/>		

Course Name 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.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
	<input type="text" value="1.25"/>	<input type="text" value="1.25"/>	<input type="text"/>
Course #	<input type="text"/>		

Course Name 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

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
	<input type="text" value="1.25"/>	<input type="text" value="1.25"/>	<input type="text"/>
Course #	<input type="text"/>		

Course Name 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.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
	<input type="text" value="1.25"/>	<input type="text" value="1.25"/>	<input type="text"/>
Course #	<input type="text"/>		

Vendor **NJ OEMS 2011 Conference**

Course Name **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.

Year Introduced

CEU Hours

TELECOMM EMD Instructor

1.25

1.25

Course #

Vendor **NJ OETS**

Course Name **ALI Screen review**

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.

Year Introduced

CEU Hours

TELECOMM EMD Instructor

2013

1.00

1.00

Course #

Course Name **EMD Guidecard Update 2016**

Update to NJ EMD Guidecards 2016

Year Introduced

CEU Hours

TELECOMM EMD Instructor

2016

2.00

2.00

Course #

Course Name **How "OnStar" works with New Jersey PSAPs**

Modified from the original "OnStar" Training Program to show how it will work with New Jersey PSAPs.

Year Introduced

CEU Hours

TELECOMM EMD Instructor

2013

1.00

1.00

Course #

Vendor **NJ OETS**

Course Name **How Automatic Crash Notification will affect PSAPs**

Shows how ACH works and it's impact on the PSAP

Year Introduced

2013

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

Course #

Course Name **OnStar Training**

How OnStar works with the PSAP, location tech and vehicle slow down

Year Introduced

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

Course #

Course Name **Supplement to TTY Training**

Year Introduced

2008

CEU Hours

TELECOMM

-1.00

EMD

1.00

Instructor

Course #

Vendor **NJEMSC 2015 Symposium**

Course Name **All That Weezes is not Asthma**

Year Introduced

2015

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

0.00

Course #

Course Name **Autism Spectrum Disorder 101**

Year Introduced

2015

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

0.00

Course #

Vendor **NJEMSC 2015 Symposium**

Course Name **Bariatric Emergencies**

Year Introduced

2015

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

0.00

Course #

Course Name **Care and Transport of the Spine Injured Athlete**

Year Introduced

2015

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

0.00

Course #

Course Name **Cold Injuries and Hypothermia**

Year Introduced

2015

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

0.00

Course #

Course Name **Current Concepts in Hemorrhage Control**

Year Introduced

2015

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

0.00

Course #

Course Name **EMS and the Renal Patient**

Year Introduced

2015

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

0.00

Course #

Course Name Heart Disease and Community EMS

<input type="text"/>	Year Introduced	CEU Hours		
	2015	TELECOMM	EMD	Instructor
		<input type="text" value="1.50"/>	<input type="text" value="1.50"/>	<input type="text" value="0.00"/>
		Course # <input type="text"/>		

Course Name How to Say "No"

<input type="text"/>	Year Introduced	CEU Hours		
	2015	TELECOMM	EMD	Instructor
		<input type="text" value="1.50"/>	<input type="text" value="1.50"/>	<input type="text" value="0.00"/>
		Course # <input type="text"/>		

Course Name Little Hearts- Congenital Heart Defects in Kids

<input type="text"/>	Year Introduced	CEU Hours		
	2015	TELECOMM	EMD	Instructor
		<input type="text" value="1.50"/>	<input type="text" value="1.50"/>	<input type="text" value="0.00"/>
		Course # <input type="text"/>		

Course Name Motorcycle Trauma Management

<input type="text"/>	Year Introduced	CEU Hours		
	2015	TELECOMM	EMD	Instructor
		<input type="text" value="3.00"/>	<input type="text" value="3.00"/>	<input type="text" value="0.00"/>
		Course # <input type="text"/>		

Course Name Neurosurgical Treatment of Acute Isschemic Stroke and Ruptured Brain Aneurysms

<input type="text"/>	Year Introduced	CEU Hours		
	2015	TELECOMM	EMD	Instructor
		<input type="text" value="1.50"/>	<input type="text" value="1.50"/>	<input type="text" value="0.00"/>
		Course # <input type="text"/>		

Vendor **NJEMSC 2015 Symposium**

Course Name **Pathophysiology for EMTs**

Year Introduced

2015

CEU Hours

TELECOMM	EMD	Instructor
<input type="text" value="1.50"/>	<input type="text" value="1.50"/>	<input type="text" value="0.00"/>

Course #

Course Name **Pediatric SIM Lqb**

Year Introduced

2015

CEU Hours

TELECOMM	EMD	Instructor
<input type="text" value="1.50"/>	<input type="text" value="1.50"/>	<input type="text" value="0.00"/>

Course #

Course Name **Seizures "What's Shakin'?"**

Year Introduced

2015

CEU Hours

TELECOMM	EMD	Instructor
<input type="text" value="1.50"/>	<input type="text" value="1.50"/>	<input type="text" value="0.00"/>

Course #

Vendor **NJEPA Conference 2012**

Course Name **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.

Year Introduced

CEU Hours

TELECOMM	EMD	Instructor
<input type="text" value="8.00"/>	<input type="text" value="8.00"/>	<input type="text"/>

Course #

Vendor **NJEPA Conference 2012**

Course Name **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.

Year Introduced _____ CEU Hours
TELECOMM EMD Instructor
1.25 1.25
Course # _____

Course Name **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 learne

Year Introduced _____ CEU Hours
TELECOMM EMD Instructor
1.25 1.25
Course # _____

Course Name **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.

Year Introduced _____ CEU Hours
TELECOMM EMD Instructor
4.00 4.00
Course # _____

Course Name **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.

Year Introduced _____ CEU Hours
TELECOMM EMD Instructor
4.00 4.00
Course # _____

Vendor **NJEPA Conference 2012**

Course Name **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.

Year Introduced

CEU Hours

TELECOMM EMD Instructor

4.00

4.00

Course #

Course Name **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.

Year Introduced

CEU Hours

TELECOMM EMD Instructor

1.25

1.25

Course #

Course Name **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.

Year Introduced

CEU Hours

TELECOMM EMD Instructor

1.25

1.25

Course #

Course Name **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.

Year Introduced

CEU Hours

TELECOMM EMD Instructor

1.25

1.25

Course #

Vendor **NJEPA Conference 2012**

Course Name **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.

Year Introduced

CEU Hours

TELECOMM EMD Instructor

4.00

4.00

Course #

Course Name **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.

Year Introduced

CEU Hours

TELECOMM EMD Instructor

4.00

4.00

Course #

Course Name **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.

Year Introduced

CEU Hours

TELECOMM EMD Instructor

8.00

8.00

Course #

Course Name **Emergency Preparedness for Responders and Their Families**

By anticipating emergency situations and the impact upon you this information will start the planning process with you, at home, even before you get to work to start helping others!

Year Introduced

CEU Hours

TELECOMM EMD Instructor

1.25

1.25

Course #

Vendor **NJEPA Conference 2012**

Course Name **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

Year Introduced

CEU Hours

TELECOMM EMD Instructor

1.25

1.25

Course #

Course Name

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.

Year Introduced

CEU Hours

TELECOMM EMD Instructor

8.00

8.00

Course #

Course Name

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.

Year Introduced

CEU Hours

TELECOMM EMD Instructor

4.00

4.00

Course #

Vendor **NJEPA Conference 2012**

Course Name **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.

Year Introduced

CEU Hours

TELECOMM EMD Instructor

8.00

8.00

Course #

Course Name **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

Year Introduced

CEU Hours

TELECOMM EMD Instructor

4.00

4.00

Course #

Course Name **Irene - To Go or Not To Go**

Hear from the experts on their experiences with evacuation and sheltering during Hurricane Irene.

Year Introduced

CEU Hours

TELECOMM EMD Instructor

1.25

1.25

Course #

Course Name **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.

Year Introduced

CEU Hours

TELECOMM EMD Instructor

8.00

8.00

Course #

Vendor **NJEPA Conference 2012**

Course Name **Legal Issues and Disasters:
Things You Should Know (MGT-366)**

The course is a survey of selected legal issues that typically arise during emergencies.

Year Introduced

CEU Hours

TELECOMM EMD Instructor

8.00

8.00

Course #

Course Name **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.

Year Introduced

CEU Hours

TELECOMM EMD Instructor

4.00

4.00

Course #

Course Name **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.

Year Introduced

CEU Hours

TELECOMM EMD Instructor

8.00

8.00

Course #

Course Name **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.

Year Introduced

CEU Hours

TELECOMM EMD Instructor

4.00

4.00

Course #

Vendor **NJEPA Conference 2012**

Course Name **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.

Year Introduced

CEU Hours

TELECOMM EMD Instructor

1.25

1.25

Course #

Course Name

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.

Year Introduced

CEU Hours

TELECOMM EMD Instructor

1.25

1.25

Course #

Course Name

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

Year Introduced

CEU Hours

TELECOMM EMD Instructor

4.00

4.00

Course #

Vendor **NJEPA Conference 2012**

Course Name **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 Irene's response. Presenters will include Emergency Managers

Year Introduced

CEU Hours

TELECOMM EMD Instructor

1.25

1.25

Course #

Vendor **NJFAC 2011 Symposium**

Course Name **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

Year Introduced

CEU Hours

TELECOMM EMD Instructor

8.00

8.00

Course #

Course Name **Burn Mass Casualty Triage And
Transport**

Discussion on burn mass casualty triage for the EMS provider, HSEEP-based tabletop exercise

Year Introduced

CEU Hours

TELECOMM EMD Instructor

4.00

4.00

Course #

Course Name **Cardiac Emergencies**

This session will cover emergencies of a cardiac nature that do not include acute MI, angina, or other "textbook" cardiac conditions.

Year Introduced

CEU Hours

TELECOMM EMD Instructor

1.50

1.50

Course #

Course Name 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.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
	<input type="text" value="1.50"/>	<input type="text" value="1.50"/>	<input type="text"/>
Course #	<input type="text"/>		

Course Name 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.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
	<input type="text" value="1.50"/>	<input type="text" value="1.50"/>	<input type="text"/>
Course #	<input type="text"/>		

Course Name 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.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
	<input type="text" value="4.00"/>	<input type="text" value="4.00"/>	<input type="text"/>
Course #	<input type="text"/>		

Course Name 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

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
	<input type="text" value="4.00"/>	<input type="text" value="4.00"/>	<input type="text"/>
Course #	<input type="text"/>		

Course Name 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.

Year Introduced

CEU Hours

TELECOMM EMD Instructor

8.00 8.00

Course #

Course Name 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.

Year Introduced

CEU Hours

TELECOMM EMD Instructor

4.00 4.00

Course #

Course Name Motorcycle Trauma Management

This program prepares the participants to better evaluate the motorcycle injury patient,

Year Introduced

CEU Hours

TELECOMM EMD Instructor

3.00 3.00

Course #

Course Name 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

Year Introduced

CEU Hours

TELECOMM EMD Instructor

4.00 4.00

Course #

Course Name 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.

Year Introduced

CEU Hours

TELECOMM EMD Instructor

1.50 1.50

Course #

Course Name NJ Transit Bus Operations

This session will feature a basic overview of NJ Transit's bus operations emergency response procedures.

Year Introduced

CEU Hours

TELECOMM EMD Instructor

3.00 3.00

Course #

Course Name NJ Transit Rail Operations

This session will feature a basic overview of NJ Transit's emergency response procedures

Year Introduced

CEU Hours

TELECOMM EMD Instructor

4.00 4.00

Course #

Course Name 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.

Year Introduced

CEU Hours

TELECOMM EMD Instructor

1.50 1.50

Course #

Course Name Pediatric Respiratory Emergencies

This session reviews pediatric emergencies (anatomy and physiology) and diseases that can lead to emergent loss of the airway

Year Introduced

CEU Hours

TELECOMM EMD Instructor

1.50 1.50

Course #

Course Name Pediatric Trauma

This session discusses the differences between evaluating children and adults presenting with a traumatic injury,

Year Introduced

CEU Hours

TELECOMM EMD Instructor

1.50 1.50

Course #

Course Name Recognizing Abuse & Neglect

This session will look at various types of abuse and how to recognize abuse in your patients.

Year Introduced

CEU Hours

TELECOMM EMD Instructor

1.50 1.50

Course #

Course Name 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.

Year Introduced

CEU Hours

TELECOMM EMD Instructor

1.50 1.50

Course #

Vendor **NJFAC 2011 Symposium**

Course Name **Spinal Injury Management**

This presentation is a look at the current controversies pertaining to EMS spinal care and looks at the evidence currently in the medical literature.

Year Introduced

CEU Hours

TELECOMM EMD Instructor

1.50

1.50

Course #

Course Name

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.

Year Introduced

CEU Hours

TELECOMM EMD Instructor

1.50

1.50

Course #

Vendor

Njlearn

Course Name

Amber Alert

Year Introduced

CEU Hours

TELECOMM EMD Instructor

2005

1.00

1.00

Course #

Course Name

IS-701a

Year Introduced

CEU Hours

TELECOMM EMD Instructor

2.00

2.00

Course #

Vendor **Njlearn**

Course Name **IS-703a**

Year Introduced

CEU Hours

TELECOMM	EMD	Instructor
<input type="text" value="2.00"/>	<input type="text" value="2.00"/>	<input type="text"/>

Course #

Vendor **NJ-OEMS-2015 Conference**

Course Name **ALS Update in Stroke**

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.

Year Introduced
2015

CEU Hours

TELECOMM	EMD	Instructor
<input type="text" value="1.25"/>	<input type="text" value="1.25"/>	<input type="text"/>

Course #

Course Name **Assessment and Management of the Newborn Patient**

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

Year Introduced
2015

CEU Hours

TELECOMM	EMD	Instructor
<input type="text" value="1.25"/>	<input type="text" value="1.25"/>	<input type="text"/>

Course #

Course Name **Autism Shield for EMS**

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

Year Introduced
2015

CEU Hours

TELECOMM	EMD	Instructor
<input type="text" value="1.25"/>	<input type="text" value="1.25"/>	<input type="text"/>

Course #

Course Name **Blown to Kingdom Come!.**

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

1.25 1.25

Course #

Course Name **BLS Emboli, Thrombi, and Anticoagulation**

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.

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

1.25 1.25

Course #

Course Name **Clandestine Laboratory Awareness**

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

1.25 1.25

Course #

Vendor **NJ-OEMS-2015 Conference**

Course Name **Designer Drugs: Not for Human Consumption**

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

1.25

1.25

Course #

Course Name **Domestic Terrorism, Large Scale Disasters, and Weapons of Mass Destruction**

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

1.25

1.25

Course #

Course Name **Elements, Compounds and Burns, Oh My**

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

1.25

1.25

Course #

Course Name Green Acres - Big Dangers

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

1.25 1.25

Course #

Course Name I Went to Disneyland and All I Got Was the Measles! (Emerging Infectious Diseases)

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 review

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

1.25 1.25

Course #

Course Name Is Granny an Addict? What Do You Mean She Overdosed?.....

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 geriatric

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

1.25 1.25

Course #

Vendor **NJ-OEMS-2015 Conference**

Course Name **KEYNOTE: Pediatric Trauma Centers in New Jersey: The Time has Come**

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

Year Introduced **2015**

CEU Hours
TELECOMM EMD Instructor

1.25 1.25

Course #

Course Name **Little Lambs and the Wolves They Didn't Tell Us About**

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

Year Introduced **2015**

CEU Hours
TELECOMM EMD Instructor

1.25 1.25

Course #

Course Name **Managing the Texas Ebola Public Health and Medical Response: Dallas and Beyond.**

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

Year Introduced **2015**

CEU Hours
TELECOMM EMD Instructor

1.25 1.25

Course #

Course Name NJ Resuscitation Academy Workshop

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

8.00 8.00

Course #

Course Name Pediatric Burn Injuries

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 an

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

1.25 1.25

Course #

Course Name Pediatric Disaster Preparedness and Response

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

4.00 4.00

Course #

Vendor **NJ-OEMS-2015 Conference**

Course Name **Pediatric Pucker Factor.**

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

1.25 1.25

Course #

Course Name **Pediatric Sepsis**

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

1.25 1.25

Course #

Course Name **Prehospital Pediatric Spinal Immobilization: Is it Time for a Change?.....**

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

1.25 1.25

Course #

Course Name Proper Use of Tourniquets: To Bleed or Not to Bleed - This is the Answer.

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

Year Introduced **2015** CEU Hours
 TELECOMM EMD Instructor

1.25 1.25

Course #

Course Name Rapid Recognition of the Critical Child in the Pre-Hospital Setting.

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

Year Introduced **2015** CEU Hours
 TELECOMM EMD Instructor

2.35 2.35

Course #

Course Name Shakin' the Baby: Seizures in the Pregnant Patient

This presentation will identify the distinguishing characteristics between different types of seizures in the obstetric population and options for treatment.

Year Introduced **2015** CEU Hours
 TELECOMM EMD Instructor

1.25 1.25

Course #

Vendor **NJ-OEMS-2015 Conference**

Course Name **Spinal Precautions and Selective Spinal Immobilization**

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 statement

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

1.25

1.25

Course #

Course Name **Taming The Tube: Difficult Airway Management**

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

8.00

8.00

Course #

Course Name **The Other Three Stooges**

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

1.25

1.25

Course #

Course Name The Unresponsive Patient

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

1.25 1.25

Course #

Course Name Trachs, Tubes and Shunts! Oh My!

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

1.25 1.25

Course #

Course Name UH-EMS Ebola Response

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

1.25 1.25

Course #

Vendor **NJ-OEMS-2015 Conference**

Course Name **Use of Ketamine in Excited Delirium**

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

1.25

1.25

Course #

Course Name **When Responders Become Victims**

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

1.25

1.25

Course #

Vendor **Power Phone**

Course Name **9-1-1 Liability**

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.

Year Introduced
2017

CEU Hours
TELECOMM EMD Instructor

8.00

4.00

Course #

CTE-04-041

Vendor **Power Phone**

Course Name **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

Year Introduced
2017

CEU Hours

TELECOMM EMD Instructor

8.00

0.00

Course #

Course Name **Active Shooting Response**

Explore the mentality and motivations of the active shooter and build a solid knowledge base that will help you when handling these incidents.

Year Introduced
2017

CEU Hours

TELECOMM EMD Instructor

8.00

8.00

Course #

CTE-08-041

Course Name **Advanced Fire Service Dispatch**

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.

Year Introduced
2004

CEU Hours

TELECOMM EMD Instructor

8.00

0.00

Course #

CTE-04-038

Course Name **Advanced Law Enforcement Dispatch**

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.

Year Introduced
2004

CEU Hours

TELECOMM EMD Instructor

8.00

0.00

Course #

CTE-04-035

Vendor **Power Phone**

Course Name **CES - "Can't Speak": A Guide for Communicating with Callers Who are Deaf or Hard of Hearing**

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.

Year Introduced **2017**

CEU Hours

TELECOMM	EMD	Instructor
<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text"/>

Course #

Course Name **CES - Alzheimer's: Gone Missing**

This class will train telecommunicators in calls related to Alzheimer's patients by establishing guidelines, interrogation techniques, and criteria to improve outcomes in Endangered Missing Person situations from wandering Alzheimer's patients.

Year Introduced **2017**

CEU Hours

TELECOMM	EMD	Instructor
<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text"/>

Course #

Course Name **CES - AUTISM 911: PREPARE FOR THE SPECIAL CALL**

Year Introduced **2017**

CEU Hours

TELECOMM	EMD	Instructor
<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text"/>

Course #

Course Name **CES - Civil Unrest: Responding to Communities in Turmoil**

Describes causes of civil unrest, emergencies callers might report during a riot, and vital information the dispatcher should gather from callers reporting civil unrest events.

Year Introduced **2018**

CEU Hours

TELECOMM	EMD	Instructor
<input type="text" value="1.00"/>	<input type="text" value="0.00"/>	<input type="text"/>

Course #

Vendor **Power Phone**

Course Name **CES - CYBER THREATS TO THE DISPATCH CENTER**

Year Introduced

2017

CEU Hours

TELECOMM

1.00

EMD

0.00

Instructor

Course # CTE-17-041

Course Name **CES - DECLARATION MCI: RESPONDING TO MASS CASUALTY INCIDENTS**

Year Introduced

2017

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

Course # CTE-17-043

Course Name **CES - Entrapment by Rising Water**

Discusses sources of rising water, the resulting loss of lives and property, and the dispatcher's role during these events.

Year Introduced

2018

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

Course # CTE-18-007

Course Name **CES - FirstNet/Public Safety Broadband Network**

This class will focus on the purpose of FirstNet, how it came to be through federal grants and a recommendation by the 9/11 Commission, and the role it will play in the processing of 911 calls from dispatch to field personnel.

Year Introduced

2017

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

Course #

Vendor **Power Phone**

Course Name **CES - Hazardous Materials and Protocols**

This class will introduce you to the dangers of chemical hazards and identify the protocols most useful in dealing with those hazards.

Year Introduced 2017	CEU Hours		Instructor
	TELECOMM	EMD	
	<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text"/>
Course #	<input type="text"/>		

Course Name **CES - Location, Location, Location**

This class will give you the tools you need to develop geo-awareness and inverted visualization skills to assist your callers in the most important way: to help locate a person in trouble when they don't know where they are located.

Year Introduced 2017	CEU Hours		Instructor
	TELECOMM	EMD	
	<input type="text" value="1.00"/>	<input type="text" value="0.00"/>	<input type="text"/>
Course #	<input type="text"/>		

Course Name **CES - Lone Wolf Attacks**

Defines the lone wolf attacker, what makes them so dangerous, and how the dispatcher should respond to calls that report lone wolf attacks, including bomb threats, explosions, and mass shootings.

Year Introduced 2018	CEU Hours		Instructor
	TELECOMM	EMD	
	<input type="text" value="1.00"/>	<input type="text" value="0.00"/>	<input type="text"/>
Course #	<input type="text" value="CTE-18-005"/>		

Course Name **CES - Lost in Translation: Overcoming Language Barriers**

How can you communicate with a 911 caller that does not speak the same language as you or is unable to communicate normally? This class will help you better respond to language barriers.

Year Introduced 2017	CEU Hours		Instructor
	TELECOMM	EMD	
	<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text"/>
Course #	<input type="text"/>		

Vendor **Power Phone**

Course Name **CES - Managing Anger in the Dispatch Center**

Year Introduced

2017

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

Course #

CTE-17-044

Course Name

CES - Mayday II

This class will instruct you on the critical role you have as a dispatcher in protecting firefighters during a Mayday, and the procedures you should follow.

Year Introduced

2017

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

Course #

Course Name

CES - Motor Vehicle Accidents

Focuses on common causes of motor vehicle accidents and potential obstacles involved in the handling of such calls.

Year Introduced

2018

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

Course #

CTE-18-008

Course Name

CES - Opioid Epidemic: Your Role in the Overdose Crisis

Outlines opioid overdose symptoms and the importance of naloxone, giving dispatchers the knowledge to recognize overdoses and the ability to respond to calls reporting them.

Year Introduced

2018

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

Course #

CTE-18-004

Vendor **Power Phone**

Course Name **CES - SCREENING FOR INFECTIOUS DISEASES: THE DISPATCHER'S ROLE**

Year Introduced
2017

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	

Course # CTE-17-042

Course Name **CES - Stroke Revisited**

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. This class will prove the latest information on signs and symptoms of stroke, warning signs, stro

Year Introduced
2017

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	

Course #

Course Name **CES - Structure Fires**

Identifies the types of structure fire calls dispatchers could receive, and the recommended steps to follow in response to these calls.

Year Introduced
2018

CEU Hours

TELECOMM	EMD	Instructor
1.00	0.00	

Course # CTE-18-009

Course Name **CES - Submerged/Sinking Vehicle Advisory**

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.

Year Introduced
2017

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	

Course #

Vendor **Power Phone**

Course Name **CES - Swatting: How to Identify & Respond to Hoax Threats as a Dispatcher**

This class will discuss a new phenomenon known as "swatting" and help you to identify, react, and respond to such incidents.

Year Introduced
2017

CEU Hours

TELECOMM EMD Instructor

1.00

0.00

Course #

Course Name **CES - TRAIN INCIDENTS**

Year Introduced
2017

CEU Hours

TELECOMM EMD Instructor

1.00

0.00

Course #

CTE-17-045

Course Name **Disasters and the Dispatcher**

Disaster response training for before, during and after a catastrophe.

Year Introduced
2017

CEU Hours

TELECOMM EMD Instructor

8.00

8.00

Course #

Course Name **Dispatch Judo**

When you answer that 911 call, is the person on the other end always happy, compliant and respectful?

Year Introduced
2015

CEU Hours

TELECOMM EMD Instructor

8.00

8.00

Course #

Vendor **Power Phone**

Course Name **Domestic Violence Intervention**

PowerPhone has revised its best-selling Domestic Violence Intervention™ workshop to give telecommunicators new tactics for handling these volatile and complex incidents

Year Introduced
2017

CEU Hours

TELECOMM EMD Instructor

8.00

4.00

Course #

Course Name **Homeland Security for Telecommunicators**

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.

Year Introduced
2017

CEU Hours

TELECOMM EMD Instructor

8.00

4.00

Course #

Course Name **Hostage Negotiations**

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.

Year Introduced
2017

CEU Hours

TELECOMM EMD Instructor

8.00

8.00

Course #

Course Name **JITT-Active Shooting Response: What Your Center Needs to Know**

Be prepared and earn what your center needs to know to enact the best response in the event of an active shooter.

Year Introduced
2015

CEU Hours

TELECOMM EMD Instructor

1.00

1.00

Course #

Vendor **Power Phone**

Course Name **JITT-Alzheimer's Patients: The Endangered Missing Person**

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.

Year Introduced

2015

CEU Hours

TELECOMM EMD Instructor

1.00

1.00

Course #

Course Name **JITT-Aspirin Advisory**

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.

Year Introduced

2017

CEU Hours

TELECOMM EMD Instructor

1.00

1.00

Course #

Course Name **JITT-Chemical Suicide**

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

Year Introduced

2015

CEU Hours

TELECOMM EMD Instructor

1.00

1.00

Course #

Course Name **JITT-Choking Protocol**

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

Year Introduced

2015

CEU Hours

TELECOMM EMD Instructor

1.00

1.00

Course #

Vendor **Power Phone**

Course Name **JITT-CPR Revisited**

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.

Year Introduced

2015

CEU Hours

TELECOMM EMD Instructor

1.00

1.00

Course #

Course Name **JITT-Health Effects of Sitting**

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

Year Introduced

2015

CEU Hours

TELECOMM EMD Instructor

1.00

1.00

Course #

Course Name **JITT-Hearing Disorders and Call Handling Etiquette**

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.

Year Introduced

2015

CEU Hours

TELECOMM EMD Instructor

1.00

1.00

Course #

Course Name **JITT-Human GPS: Where Are You?**

Learn how to help locate a person in trouble when they don't know where they are located.

Year Introduced

2015

CEU Hours

TELECOMM EMD Instructor

1.00

1.00

Course #

Vendor **Power Phone**

Course Name **JITT-Interacting with Persons Who Have Mental Illness**

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

1.00 1.00

Course #

Course Name **JITT-Language Barriers**

How can you communicate with a 911 caller that does not speak the same language as you or is unable to communicate normally?

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

1.00 1.00

Course #

Course Name **JITT-Mass Casualty Incidents (MCI)**

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

1.00 1.00

Course #

Course Name **JITT-Mayday: A Dispatcher's Critical Role in Protecting Firefighters**

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.

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

1.00 **0.00**

Course #

Vendor **Power Phone**

Course Name **JITT-Prepare for the Special Challenge: Autism**

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.

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

1.00

1.00

Course #

Course Name **JITT-PTSD and the Call Handler**

Recognize and deal with both critical incident stress and PTSD in the communications center.

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

1.00

1.00

Course #

Course Name **JITT-Railway Emergencies**

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

1.00

1.00

Course #

Course Name **JITT-Recognizing Stroke: A Dispatcher Resource**

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.

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

1.00

1.00

Course #

Vendor **Power Phone**

Course Name **JITT-The Role of the 911 Supervisor**

This class will train communication center supervisors regarding various challenges and topics related to supervision of communication personnel.

Year Introduced
2015

CEU Hours

TELECOMM EMD Instructor

1.00

0.00

Course #

Course Name **Non-Emergency Call Handling**

Achieve excellent customer service in your call center.

Year Introduced
2017

CEU Hours

TELECOMM EMD Instructor

8.00

4.00

Course #

Finally, there's a course that addresses a major need in many call centers: how to handle non-emergency calls efficiently while maintaining professionalism

Year Introduced
2007

CEU Hours

TELECOMM EMD Instructor

8.00

8.00

Course #

CTE-07-034

Course Name **Protecting Law Enforcement Responders**

Protect those who protect and serve.

Year Introduced
2017

CEU Hours

TELECOMM EMD Instructor

8.00

0.00

Course #

Course Name **Rewind**

Be proactive and learn how to protect yourself from on the job pressures

Year Introduced
2017

CEU Hours

TELECOMM EMD Instructor

8.00

4.00

Course #

Vendor **Power Phone**

Course Name **Sexual and Domestic Violence on College Campuses**

This course trains Public Safety Telecommunicators how best to handle 911 calls about sexual and domestic violence, particularly from the vantage point of college campuses. By examining the specific role that 911 Call Handlers play in calls involving dome

Year Introduced
2017

CEU Hours
TELECOMM EMD Instructor

8.00

8.00

Course #

Course Name **Stress Identification & Management**

Stress can lead to increased absenteeism, burnout and high job turnover. This course helps students combat stress both inside and outside the communications center and improve their overall quality of life.

Year Introduced
2018

CEU Hours
TELECOMM EMD Instructor

8.00

0.00

8.00

Course #

Course Name **Suicide Intervention**

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.

Year Introduced
2017

CEU Hours
TELECOMM EMD Instructor

8.00

8.00

Course #

CTE-04-040

Course Name **The End of the Line: Your Role in Suicide Intervention**

Suicide intervention is one of the most impactful interactions an emergency call handler can have with a caller. This program focuses on suicidal calls from the dispatcher's perspective and answers the question of what to do when a suicidal call comes in.

Year Introduced
2018

CEU Hours
TELECOMM EMD Instructor

8.00

8.00

8.00

Course #

Vendor **Team One Network**

Course Name **Medical response for the LE Officer & Emergency responder**

This one day course is designed for the LE Officer & Emergency Responder who operates in a variety of environments and situations. The goal of this course is to teach the LE Officer and Emergency Responder how to properly handle medical emergencies that m

Year Introduced
2016

CEU Hours
TELECOMM EMD Instructor

8.00

8.00

0.00

Course #

Vendor **The Public Safety Group**

Course Name **Active Shooter**

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

Year Introduced
2018

CEU Hours
TELECOMM EMD Instructor

8.00

0.00

Course #

Course Name **Advanced Law Enforcement**

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

8.00

0.00

Course #

Vendor **The Public Safety Group**

Course Name **Am I Just the Dispatcher?**

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

4.00

0.00

Course #

Course Name **Communication Center Liability**

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

Year Introduced
2018

CEU Hours
TELECOMM EMD Instructor

8.00

4.00

Course #

Course Name **Communications Center Liability Online**

We live in a litigious society and the threat of a lawsuit involving communications professionals is real. Liability issues in the communications center have become a major issue. It is important for all members of the communications center to learn skill

Year Introduced
2018

CEU Hours
TELECOMM EMD Instructor

8.00

4.00

Course #

Course Name **Communications Supervisor Course**

A two-day interactive class focusing on skills supervisors need. Topics covered include: federal laws, supervisor skill and styles, problem solving, counseling and liability.

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

8.00

0.00

Course #

Vendor **The Public Safety Group**

Course Name **Communications Training Officer (CTO)**

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.

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

8.00

0.00

Course #

Course Name **Crimes in Progress**

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

Year Introduced
2018

CEU Hours
TELECOMM EMD Instructor

8.00

0.00

Course #

This online three-week course is on in-progress calls in which your actions and ability to do your job can make the difference between life and death. The class will examine a wide variety of call types, such as shootings, kidnappings, pursuits and office

Year Introduced
2018

CEU Hours
TELECOMM EMD Instructor

8.00

0.00

Course #

Course Name **Critical Incident Stress**

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

8.00

8.00

Course #

Vendor **The Public Safety Group**

Course Name **Critical Incidents - Total Disaster Response**

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

Year Introduced

2015

CEU Hours

TELECOMM EMD Instructor

8.00

4.00

Course #

Course Name **Customer Service 1 Day**

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.

Year Introduced

2018

CEU Hours

TELECOMM EMD Instructor

4.00

4.00

Course #

Course Name **Customer Service Half Day**

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

Year Introduced

2018

CEU Hours

TELECOMM EMD Instructor

4.00

0.00

Course #

Course Name **Customer Service Online**

This interactive three-week course takes a look at customer service skills for public safety communications professionals. This is a critical class for all telecommunicators. Today it is not good enough to be technically competent. You must also provide a

Year Introduced

2018

CEU Hours

TELECOMM EMD Instructor

8.00

0.00

Course #

Vendor **The Public Safety Group**

Course Name **Domestic Abuse**

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.

Year Introduced

2015

CEU Hours

TELECOMM EMD Instructor

8.00

8.00

Course #

Course Name **Domestic Violence**

This interactive three-week course takes a dynamic look at the truths and myths associated with domestic violence. Students will learn the techniques to handle domestic violence calls, why people stay in abusive relationships, the cycle of violence, what

Year Introduced

2018

CEU Hours

TELECOMM EMD Instructor

8.00

8.00

Course #

Course Name **Fire Communications**

A two-day seminar focusing on communication, management, apparatus, and functionality in handling calls related to fires.

Year Introduced

2015

CEU Hours

TELECOMM EMD Instructor

8.00

0.00

Course #

Course Name **First Responder Round Table**

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

Year Introduced

2015

CEU Hours

TELECOMM EMD Instructor

4.00

0.00

Course #

Vendor **The Public Safety Group**

Course Name **Hostage Negotiation**

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

Year Introduced

2015

CEU Hours

TELECOMM EMD Instructor

8.00

4.00

Course #

Course Name **How to Save a Life, Yours!**

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

Year Introduced

2015

CEU Hours

TELECOMM EMD Instructor

8.00

4.00

Course #

Course Name **Lessons Learned from the Denise Amber Lee Case**

This 4-hour class is Lessons Learned from the Denise Amber Lee Case.

Year Introduced

2015

CEU Hours

TELECOMM EMD Instructor

4.00

0.00

Course #

Course Name **Stress: It's All in Your Head**

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.

Year Introduced

2015

CEU Hours

TELECOMM EMD Instructor

8.00

8.00

Course #

Vendor **The Public Safety Group**

Course Name **Stress: It's All in Your Head Online**

This motivational three-week course will teach you how to deal with your job-related stress, as well as how to deal with stress at home. Stress can take a terrible toll on your job performance and your health. If you are going to continue to perform your

Year Introduced
2018

CEU Hours

TELECOMM EMD Instructor

8.00

8.00

Course #

Course Name **Suicide Intervention**

This interactive three-week course educates public safety call takers in crisis intervention. Topics include: suicide attitudes and facts, risk assessment of caller, risk assessment of responder, call taker intervention, and suicide call case studies rev

Year Introduced
2018

CEU Hours

TELECOMM EMD Instructor

8.00

4.00

Course #

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.

Year Introduced
2015

CEU Hours

TELECOMM EMD Instructor

8.00

4.00

Course #

Course Name **Supervisor**

A two-day interactive class focusing on skills supervisors need. Topics covered include: federal laws, supervisor skill and styles, problem solving, counseling and liability.

Year Introduced
2015

CEU Hours

TELECOMM EMD Instructor

8.00

0.00

Course #

Vendor **The Public Safety Group**

Course Name **Terrorism and the Telecommunicator**

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

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

8.00

8.00

Course #

Course Name **TTY Training**

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.

Year Introduced
2015

CEU Hours
TELECOMM EMD Instructor

4.00

4.00

Course #

Course Name **When Secounds Count=Understaffed/Underpaid & Unappreciated**

Year Introduced
2018

CEU Hours
TELECOMM EMD Instructor

1.00

Course #

Course Name **When Secounds Count-Active Shooter**

Year Introduced
2018

CEU Hours
TELECOMM EMD Instructor

1.00

1.00

Course #

Vendor **The Public Safety Group**

Course Name **When Secounds Count-
Attitude/Team Building**

Year Introduced

2018

CEU Hours

TELECOMM

1.00

EMD

0.00

Instructor

Course #

Course Name **When Secounds Count-
Customer Service**

Year Introduced

2018

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

Course #

Course Name **When Secounds Count-
Defeating Drama**

Year Introduced

2018

CEU Hours

TELECOMM

1.00

EMD

Instructor

Course #

Course Name **When Secounds Count-
Hostage/Barricaded Person**

Year Introduced

2018

CEU Hours

TELECOMM

1.00

EMD

Instructor

Course #

Course Name **When Secounds Count-Low
Frequency High Risk Calls**

Year Introduced

2018

CEU Hours

TELECOMM

1.00

EMD

Instructor

Course #

Vendor **The Public Safety Group**

Course Name **When Secounds Count-Major Disasters**

Year Introduced

2018

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

Course #

Course Name

When Secounds Count-Self-Evaluation

Year Introduced

2018

CEU Hours

TELECOMM

1.00

EMD

Instructor

Course #

Course Name

When Secounds Count-Suicide by Cop & Police Officer Suicide

Year Introduced

2018

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

Course #

Course Name

When Secounds Count-Team Building

Year Introduced

2018

CEU Hours

TELECOMM

1.00

EMD

Instructor

Course #

Course Name

When Secounds Count-Your Mental Health

Year Introduced

2018

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

Course #