

CJ G078: PUBLIC SAFETY DISPATCHER BASIC

Item	Value
Curriculum Committee Approval Date	05/07/2024
Top Code	210500 - Administration of Justice
Units	8.5 Total Units
Hours	160 Total Hours (Lecture Hours 160)
Total Outside of Class Hours	0
Course Credit Status	Credit: Non-Degree Applicable (C)
Material Fee	No
Basic Skills	Not Basic Skills (N)
Repeatable	No
Grading Policy	Pass/No Pass (B)

Course Description

This course aims for the student to understand the primary roles, responsibilities, and duties of a public safety dispatcher as required by the California Commission on Peace Officers Standards and Training (POST). Students will be introduced to the standardized dispatcher skills and knowledge necessary to work in a communications center productively and professionally. This 160-hour POST course is offered in an intensive 4-week course or an extended 16-week course. Not Transferable.

Course Level Student Learning Outcome(s)

1. Course Outcomes
2. Compare the role and responsibilities of a public safety dispatcher for emergency and non-emergency responses.
3. Identify professional and ethical behavior in the communications center.
4. Evaluate collected information from emergency circumstances for prioritization and the deployment of emergency personnel and equipment.
5. Evaluate pending calls for service for prioritization and the deployment of emergency personnel and equipment.

Course Objectives

- 1. Identify the criminal elements of domestic violence to determine the deployment of emergency personnel and equipment.
- 2. Explain the legal responsibility of the public safety dispatcher during a report of domestic violence.
- 3. Explain the verbal and nonverbal communication skills and the processing of information.
- 4. Evaluate strategies to communicate with a difficult caller.
- 5. Apply interpersonal communication skills and leadership strategies to resolve employee workplace conflicts.
- 6. Explain the background and legislative intent for calls related to missing persons.
- 7. Use skills for dealing with persons suffering from a mental illness.
- 8. Use interview techniques to obtain information from victims, witnesses, or personnel from other agencies.

- 9. Examine the role of the public safety dispatcher in the community and the special relationship that exists with members of the community.
- 10. Explain the current radio technology and procedures when monitoring, broadcasting, and documenting calls for service.
- 11. Analyze the symptoms of stress, the psychological responses to stress, and how to manage its effects.

Lecture Content

Professional Orientation and Ethics (Learning Domain - 100) Basic functions of the public safety dispatchers within the public safety system, including: The first point of public safety contact Allocation of resources Serving as liaison Professional demeanor and ethical behavior Criminal Justice System (Learning Domain - 101) Impact of the public safety dispatchers action on the outcome of a case, including: Dispatchers contribution to the timely and effective investigation and resolution of a criminal case Errors, omissions, and negligence Incomplete information gathering techniques Thorough documentation techniques Introduction to Law (Learning Domain - 102) Definition of a crime Classifications of crimes Infraction Misdemeanor Felony Wobbler Public safety dispatcher misconduct Workplace Communication (Learning Domain - 103) Elements of the communication process, including: Sender and receiver messages (who) Verbal and non-verbal sources of communication (How; through what means) Message (what) Noise (distractions on senders or receivers end) Filters messages travel through (sender and receiver) Feedback (what did the receiver convey back) Context of the communication (anger, frustration, fear, etc.) Professional conduct promoting a positive work environment Strategies for deflecting verbal abuse Dedication to duty/duty to intercede vs a bystander Telephone Technology and Procedures (Learning Domain - 104) Interview techniques to obtain information from victims, witnesses, or personnel from other agencies Effectively managing a call (facilitating the acquisition of essential information) Asking critical questions (e.g., using the 5 Ws, etc.) Techniques for calming a difficult caller How to communicate with the communication impaired TDD/TTY systems California/Video relay service Monitor and respond to alarm and surveillance systems Criteria to classify and prioritize multiple calls for service The 9-1-1 system Legal requirements for answering and transferring 9-1-1 calls Wireless 9-1-1 calls Nextgen technology Missing Persons (Learning Domain - 105) Background and legislative intent underlying missing person laws and regulations, missing person definitions, and related Penal Code statutes California statutes Federal statutes Types of missing persons: Underage as defined by law Victim of foul play Victim of abduction Medical emergency People with disabilities and mental illness Never been missing before or missing with questionable circumstances Role of the public safety dispatcher Call processing Documentation Actions required by the public safety dispatcher when taking a missing persons call Actions required by the public safety dispatcher when a missing person is located Statutory alerts (Amber, silver, blue, feather, yellow, ebony) Resources and investigative tools Domestic Violence (Learning Domain - 106) Provisions of the Penal Code that relate to domestic violence Corporal injury to spouse/cohabitant (Penal Code section 273.5) Domestic battery Other related laws Domestic violence legal definitions and terminology, including: Domestic violence Abuse Cohabitant Family violence Dominant aggressor Domestic relationships Role of the public safety dispatcher Call processing Officer safety Resources and referrals Victim rights Community Policing, Cultural Diversity, Hate Crimes, and Gang Awareness (Learning Domain - 107) History and definition of community policing

Benefits of community policing to the organization, community, and employee
 Role of the public safety dispatchers in community policing
 Child, Elder, and Dependent Adult Abuse (Learning Domain - 108) Types of child abuse
 Resources, services, and facilities available to victims of child abuse
 Resources, services, and facilities available to victims of elder /dependent adult abuse
 Types of elder/dependent adult abuse
 Law related to elder/dependent adult abuse
 Mandated reporting
 Law Enforcement Telecommunications (Learning Domain - 109) California Law Enforcement Telecommunications Systems (CLETS)
 The different systems and the information extracted from each
 The minimum requirements to extract the information depend on the system
 Criminal Justice Information System (CJIS)
 State laws and policies for using the CLETS system
 Authorized and unauthorized access
 Audits
 Second-party check requirements
 Radio Technology and Procedures (Learning Domain - 110) Monitoring and responding to messages from local, state, and federal agencies
 Monitoring, documenting, coordinating, and updating field units and incident status
 Broadcasting officer safety and/or mutual aid information (e.g., incidents in adjoining jurisdictions)
 Techniques to manage and prioritize radio traffic
 Decision making strategies
 Effective dispatching techniques and professional radio demeanor
 Organizing a dispatch delivery
 Adhere to Federal Communications Commission (FCC) regulations
 Public safety dispatcher actions for statistically higher risk situations
 Supervisory notifications
 Resources/Referral Services (Learning Domain - 111) Examples of resource materials and their use in performing public safety dispatchers job duties
 Notifying or dispatching other public service resources to an emergency or call for service
 Fire Emergency Medical Services (EMS)
 Public works
 Allied law enforcement agencies
 Alternate 9-1-1 number system resources
 Jurisdictional geographic characteristics
 Map reading/geography
 High profile locations
 Address numbering ranges
 Critical Incidents (Learning Domain - 112) Examples of critical incidents
 Natural disasters
 Accidental incidents
 Intentional acts
 Critical incidents involving public safety personnel
 Role of the public safety dispatcher and responsibilities
 Call out lists
 Disaster preparedness manuals
 Maps
 Policy and procedural manuals
 Components and procedures to activate emergency management systems include:
 Incident Command System (ICS)
 National Incident Management Systems (NIMS)
 Wellness Management (Learning Domain - 113) Symptoms of stress, including:
 Physiological responses
 Cognitive responses
 Emotional responses
 Short-term and long-term effects of stress
 Career survival implications
 Post Traumatic Stress Disorder (PTSD)
 Managing wellness
 Professional Personal Mental health conditions and intellectual development disabilities awareness
 Mental health conditions
 Intellectual developmental disabilities
 Role of the public safety dispatcher
 Resources
 Human Trafficking (Learning Domain - 114) Types of human trafficking
 Victimology
 Common misconceptions
 Common traits
 Role of the public safety dispatcher
 Initial call processing
 Red flags
 Thorough documentation
 Resources (e.g., National Human Trafficking Hotline)
 Terrorism and Extremist Group Awareness (Learning Domain -115) Definition of terrorism
 Domestic terrorism
 International terrorism
 Pre-incident indicators
 Critical infrastructure
 Terrorism watch list
 Resources
 Cultural Diversity and Hate Crimes (Learning Domain-117) Definition of cultural diversity
 Sexual orientation, gender identity, and expression (SOGIE)
 Definition of a hate crime
 Penal codes that relate to hate crimes
 Victimology
 Community impact
 Role of a public safety dispatcher
 Gang Awareness (Learning Domain - 118) Definition of a gang
 History
 Categories
 Role of a public safety dispatcher

Lab Content

A. LEARNING DOMAINS No.Title 100. Professional Orientation and Ethics101. Criminal Justice System102. Introduction to Law103. Workplace Communication 104. Telephone Technology and Procedures105. Missing Persons 106. Domestic Violence107.

Community Policing, Cultural Diversity, Hate Crimes, Gang Awareness108. Child, Elder and Dependent Adult Abuse109. Law Enforcement Telecommunications110. Radio Technology and Procedures111. Resources/Referral Services112. Critical Incidents 113. Stress Management For a complete listing, please see the publication: "Public Safety Dispatcher Course (revised July 1, 2002) issued by the California Commission on Peace Officer Standards and Training (on file with the GWC Office of Instruction as of 10-22-04).

Method(s) of Instruction

- Lecture (02)
- DE Live Online Lecture (02S)
- DE Online Lecture (02X)

Reading Assignments

Handouts Internet research

Writing Assignments

Criminal elements identification Scenario-based dispatching responses

Out-of-class Assignments

Reading assignments Multi-media Discussion boards

Demonstration of Critical Thinking

Students will perform problem-solving exercises when dispatching critical and/or unusual incidents under simulation.

Required Writing, Problem Solving, Skills Demonstration

Practical Exercises, including identifying proper dispatching codes based on interviews of the callers and determining the correct call type, the crime involved, and victim/officer safety concerns. Demonstrate skills during high-stress events during a simulated call for service.

Eligible Disciplines

Administration of justice (police science, corrections, law enforcement): Any bachelors degree and two years of professional experience, or any associate degree and six years of professional experience.

Other Resources

1. Handouts