

Number: 4.24

Date Issued: January 28, 2003

Date Effective: January 28, 2003

Subject: Procedure for the El Paso-Teller Public Safety 9-1-1 Academy (ETPSA)

Policy: The Enhanced 9-1-1 Authority shall follow a standardized procedure for offering academy classes, which supplement PSAP training for new call takers and dispatchers.

Purpose: To provide all personnel with the necessary understanding of how the ETPSA will be scheduled, and what types of course modules will be presented.

Procedure:

1. Academy classes will be scheduled to coincide with emergency medical dispatch (EMD) training.
2. PSAP managers are responsible to determine approximate start dates for the academy based on their hiring needs. It is imperative that at least two months notice be given to 9-1-1 training staff for adequate planning and preparation.
3. Dates are subject to change due to instructor availability.
4. Student absence or tardiness is reported to the appropriate communications center manager or supervisor.
5. Education credits are applied only to students who attend course modules.
6. Academy classes are taught using instructors from the 9-1-1 Authority, PSAPs, and outside sources.
7. The 9-1-1 Authority is responsible for providing adequate training facilities.

8. Course modules may include, but are not limited to the following topics:
 - a. Cardio Pulmonary Resuscitation (CPR)
 - b. Medical Background
 - c. PSAP Orientation
 - d. Introduction to 9-1-1/Policy and Procedure
 - e. Basic Telecommunicator
 - f. Customer Service
 - g. ALI Trakker
 - h. Critical Incident Stress Management
 - i. Shift Work Awareness
 - j. Crime Stoppers
 - k. Domestic Violence Enhanced Response Team
 - l. Deaf Community Awareness
 - m. MAST/Flight for Life
 - n. Weapons of Mass Destruction
 - o. Department of Human Services
 - p. Dealing with Developmentally Disabled Callers
9. Course schedules and content may change without notice
10. Veteran call takers and dispatchers may attend course modules to receive continuing dispatch education (CDE) credits. Priority seating is given to new call takers and dispatchers.
11. Call takers and dispatchers from agencies outside El Paso or Teller counties may attend course modules based on seat availability.
12. The maximum number of students allowed to attend academy modules will not exceed the available seating capacity in the training room used.