



# ALABAMA 9-1-1 BOARD

**Knowing the Ropes: 9-1-1 Training in Alabama**  
**ALNENA Gulf Coast Conference**  
**2021**

# Introduction & Contact Information

**Dana Nation**

**Program Coordinator**

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Phone: 334-440-7911



# Topics

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- Alabama EMD Program
- Virtual Academy
- Talk About it Tuesday Webinars
- Website/Training Notices
- Minimum Training Guidelines for Telecommunicators
- Training Resources



# Alabama EMD Program

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- Phase 1 versus Phase 2
- Prerequisites
- Continuing Education requirements
- Course materials



# Phase 1 vs Phase 2



**ALABAMA 911 BOARD**

Alabama Emergency Medical Dispatch  
**Phase 1 Practitioner  
Student Manual**  
First Edition



**ALABAMA 911 BOARD**

Alabama Emergency Medical Dispatch  
**Phase 2 Practitioner  
Student Manual**  
First Edition



# Prerequisites

## Phase 1

- Phase 1 – Practitioner
  - Current EMD Certification
  - Current CPR Certification
- Phase 1 – Instructor
  - Current Instructor Certification
  - Current EMD Certification
  - Current CPR Certification

## Phase 2

- Phase 2 – Practitioner
  - Basic Telecommunicator
  - Current CPR Certification
- Phase 2 – Instructor
  - Current ALEMD Certification
  - Current CPR Certification
  - 3-years of experience as Telecommunicator and EMD



# Continuing Education Requirements

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Twenty-four (24) hours of continuing education hours over 2 years

➤ Standardized Courses

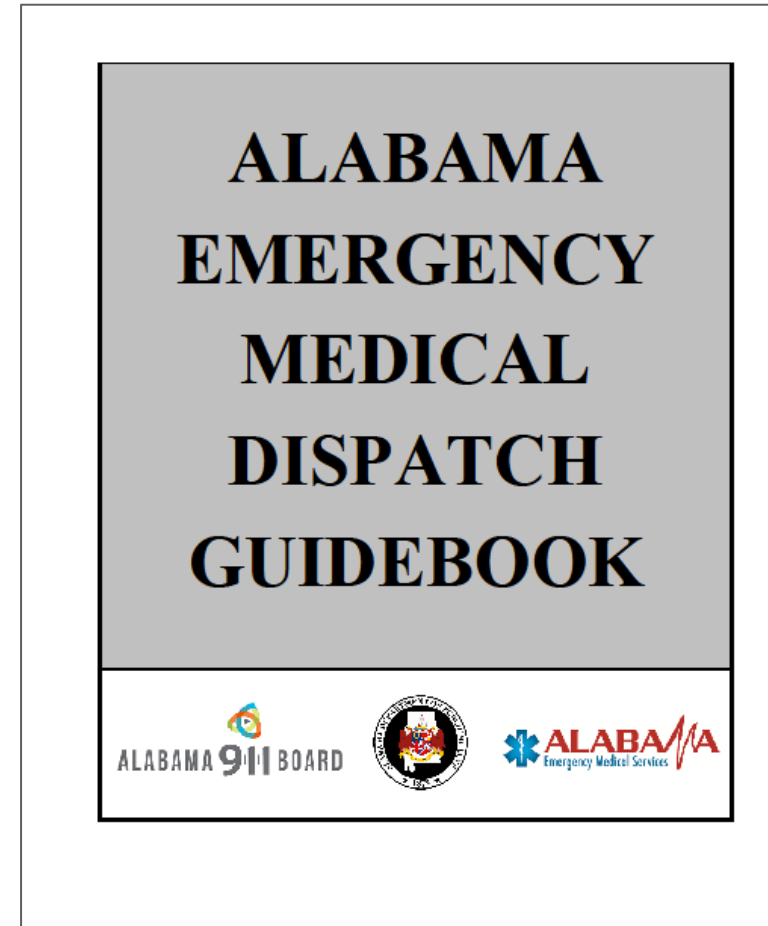
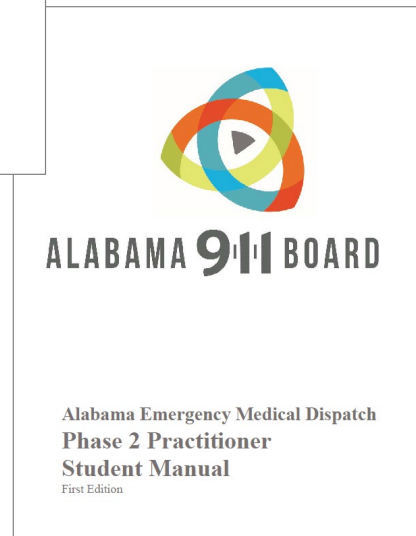
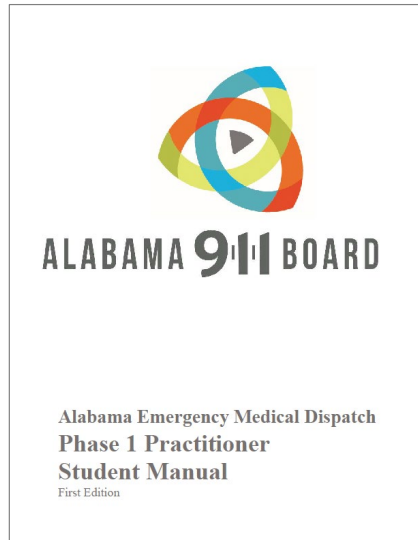
➤ Courses taught in accordance with a standard lesson plan or taught through a nationally recognized organization. Examples are courses from American Heart Association, NENA, APCO, FEMA, or the Alabama Fire College.

➤ Continuing Education Courses

➤ Courses completed by either in-person attendance, hybrid learning, distance learning, or online learning. Examples are staff/shift in-service training, monthly topic training from industry magazines or websites, topic training or after-action review of local event, conference sessions, or webinars.



# Course Materials





# Virtual Academy

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## What

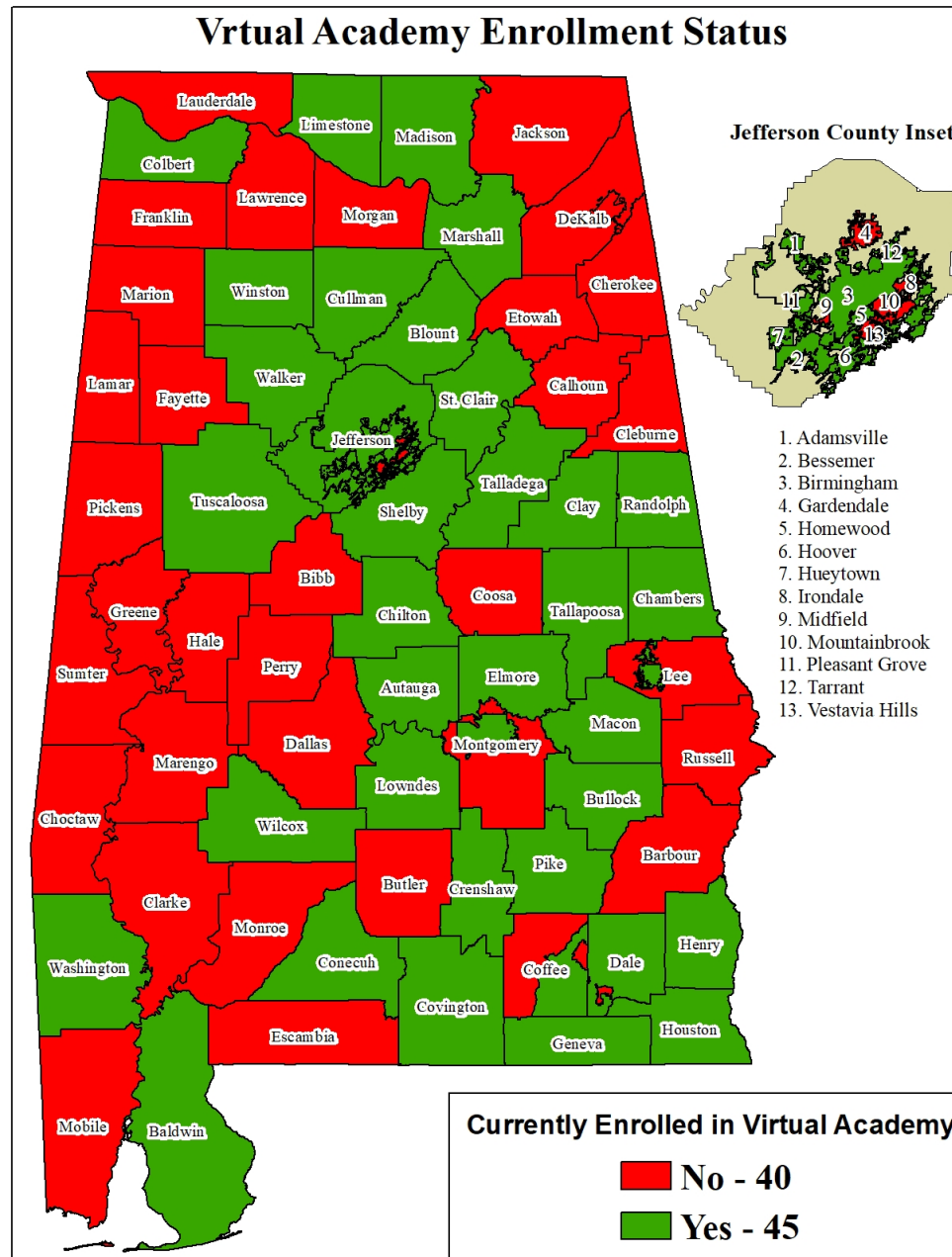
- Online platform for continuing education, training and communication
- Offers self-paced training
- Track, manage, and create training records

## Why

- Industry-specific courses on a platform that is available 24/7
- 1,258 hours of training completed Statewide since March 2021



# Virtual Academy User Map



Alabama 9-1-1 Board

Directory

Resources

Courses

Active Courses 19

Course Catalog

Roll Call 196

General Orders

General Order Archive

Click on a course to start your training. To review a course, select Description

Course Archive

See Upcoming Courses

Search

All Telecommunications New

All Training

Autism Awareness for 9-1-1 Telecommunicators



Jared Pelham  
Command Staff on the IDU/TERT Team  
Hamilton County 911 ECD  
1.0 Credit Hour

Preview

Description

Building 9-1-1 Lifebridges to Suicide Callers: An Introduction



Jim Marshall, M.A.  
2.0 Credit Hours

Description

Call Classification for Telecommunicators



Cherie Bartram  
1.0 Credit Hour

Description

Call Handling for the Telecommunications Center

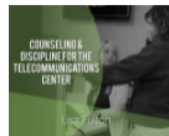


Mark Grant  
Emergency 911 Director  
Dyersburg, TN  
1.0 Credit Hour

Preview

Description

Counseling & Discipline for the Telecommunications Center



Lisa Fulton  
Instructor  
NENA  
1.0 Credit Hour

Description

De-escalation for Telecommunicators

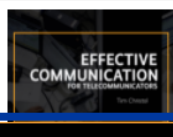


Gary Klugiewicz  
Director and Co-Founder  
Vistelar Consulting and Training Institute  
1.0 Credit Hour

Preview

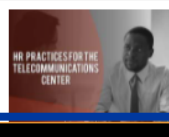
Description

Effective Communication for Telecommunicators



Tim Christol  
Retired Chief of Police  
2.0 Credit Hours

HR Practices for the Telecommunications Center



Lisa Fulton  
Instructor  
NENA  
1.0 Credit Hour


Human Trafficking for Telecommunications





Cherie Bartram, ENP  
1.0 Credit Hour





 Introduction


 Lesson #1

 Lesson #2

 Lesson #3

 Assessment

 Course Materials

 Gradebook



## Welcome to Telecommunicator CPR (TCPR)

Welcome to Telecommunicator CPR (TCPR). To get started, click on Lesson and attend the full presentation before attempting to complete the assessment. After completing the assessment, you can print your certificate by clicking on the Gradebook tab.

When ready, click on Lesson #1 to start!

By: System

Date: 01/01/2021 12:00 AM



- Introduction
- Lesson #1
  - Course Introduction
  - History of T-CPR
  - Importance of T-CPR
  - Defining OHCA
  - Cardiac Arrest
  - National 9-1-1 Office Protocols
  - Barriers to Recognizing OHCA
  - Agonal Breathing
- Lesson #2
- Lesson #3
- Assessment
- Course Materials
- Gradebook



Alabama 9-1-1 Board

Directory

Resources

Courses

Active Courses 19

Course Catalog

Roll Call 196

General Orders General Order Archive

Click on a course to start your training. To review a course, select Description

Roll Call Archive

See Upcoming Courses

Search

All

All Training

3 Components to Resolving a Situation



Mike Kennedy  
Officer and Chaplain  
New Mexico  
15 minutes

Description

Autism Awareness for 911 Telecommunicators (Roll Call)



Jared Pelham  
Command Staff on the ICU/TERT Team  
Hamilton County 911 ECD  
8 minutes

Description

Autism Awareness for First Responders (Roll Call)



Robert Miller  
Deputy Chief  
Belen Police Department  
8 minutes

Description

Cross-Culture Communication



Rex Scism  
President/CEO  
Midwest Police Consultants, L.L.C.  
9 minutes

Description

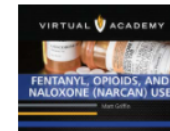
Domestic Call Through Investigations: Dispatch



Rod Reder  
Founder and Owner  
Reder Investigations and Security Counseling  
5 minutes

Description

Fentanyl, Opioids, and Naloxone (Narcan) Use (Roll Call)



Matt Griffin  
Narcotics Expert  
10 minutes

Description

Implicit Bias



Rex Scism  
President/CEO  
Midwest Police Consultants, L.L.C.  
7 minutes

Description

Interacting with Drivers who are Deaf and Hard-of-Hearing (Roll C...



Anna Goodloe, Ph.D  
Training Coordinator  
Johnson County, TX Sheriff's Office  
7 minutes

Description

Interpersonal Communications (RC)



Lisa and Scott Fulton  
Lisa: NENA Instructor Scott: Patrol Supervisor and  
Crisis Negotiations Team Commander  
8 minutes

Description




 Directory

 Resources

Courses

 Active Courses **19**

 Course Catalog

 Roll Call **196**

General Orders 

[General Order Archive](#)

## Interpersonal Communications (RC)

### Instructions

Please review/complete the reading and/or presentations then check the acknowledgement box to receive complete credit for this course.



# INTERPERSONAL COMMUNICATION

Basic human interaction and the exchange of information between two or more people

## VERBAL AND NONVERBAL

Lisa and Scott Fulton *Lisa: NENA Instructor Scott: Patrol Supervisor and Crisis Negotiations Team Commander,*

### Description

Discuss interpersonal communication and its skill set, performance improvement plans (PIP), and handling difficult conversations with employees.

I acknowledge that I have completed all required training for this assignment.





## Alabama 9-1-1 Board

All

Control Panel

Training Requests

Directory

Resources

Roll Call

Active Courses

Unpublished Courses

Admin Training

General Orders 60

LMS User Acknowledgement (2021)

General Order Archive

[Manage Users](#)
[Training History](#)
[State Report](#)
[General Orders](#)
[Pool Creator](#)
[Roll Call](#)
[Course Assignment](#)
[External Training](#)
[Reporting](#)

Officers Managers

[Add User](#)
[Add District Manager](#)
[Add District](#)

Search:

Officer	Rank	ID	Last Login			
Nation, Dana	Program Coordinator(Alabam	AL911BRD3	10/06/2021 11:08 AM CDT	X	✉	📄
Gentry, Ashley A	Telecommunicator(Baldwin C	6BALD	10/06/2021 07:25 AM CDT	X	✉	📄
Bozeman, Shannon C	Telecommunicator(Baldwin C	6BALD	10/06/2021 10:17 AM CDT	X	✉	📄
Barnett, Sandee M	Shift Supervisor(Cullman Cou	1CULL	10/06/2021 08:47 AM CDT	X	✉	📄
Rowry, Marijo	Dispatcher ALEMD(Birmingha	3BIRM	10/06/2021 09:21 AM CDT	X	✉	📄
Campbell, Tammy B	Telecommunicator(Baldwin C	6BALD	10/06/2021 08:23 AM CDT	X	✉	📄
Robinson, Kimberly A	Telecommunicator(Baldwin C	6BALD	10/06/2021 10:23 AM CDT	X	✉	📄



## Quick Start Guide

Officer

### >>> Home Page

Consists of 4 sections:

1 Top Navigation, 2 Announcements, 3 Left Navigation, and 4 Calendar and To Do section.



- 1 In the top navigation menu are links to manage your **Profile**, send and view **Messages** to and from other users, a **Calendar** to see events and activities, **Help** to contact Technical Support, and **Logout**.
- 2 **Announcements** are a fast way for your Administrator to relay pertinent information to you.
- 3 In the left-side navigation menu, (based on what your Administrator assigns to you) you can view and contact other officers in the **Directory**, access various documents and other **Resources**, see all **Active Courses** you are enrolled in or assigned to you, a **Course Catalog** containing available courses, **Roll Call** to review short videos highlighting a course's main objectives, and sign **General Orders**.
- 4 **Calendar** and **To Do** on the right side allow you to set up personal events and see upcoming events scheduled by your site Administrator.

## Quick Start Guide

Training Officer

# Virtual Academy

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Need to sign up?

- Email: [dana@al911board.com](mailto:dana@al911board.com) and request New User Information Form
- Complete and submit New User Information Form
- Receive Welcome Email Login, reset password and begin training



# Talk About it Tuesday Webinars

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- Tuesdays at 9:00 am
- Current events/topics
- Average 30 minutes
- Want to participate?
  - Email Michelle Peel – [michelle@al911board.com](mailto:michelle@al911board.com) and request to receive webinar invitations
- Recordings of each webinar are available to view on our website



# Website/Training Notices

**ALABAMA 9-1-1 BOARD** Professionals Home search

ABOUT ▼ MEETINGS ▼ ANNOUNCEMENTS REGULATIONS ▼ FAQs RESOURCES ▼ CONTACT US

Fee Remittance 9-1-1 Addressing 9-1-1 Recordings 9-1-1 Professionals

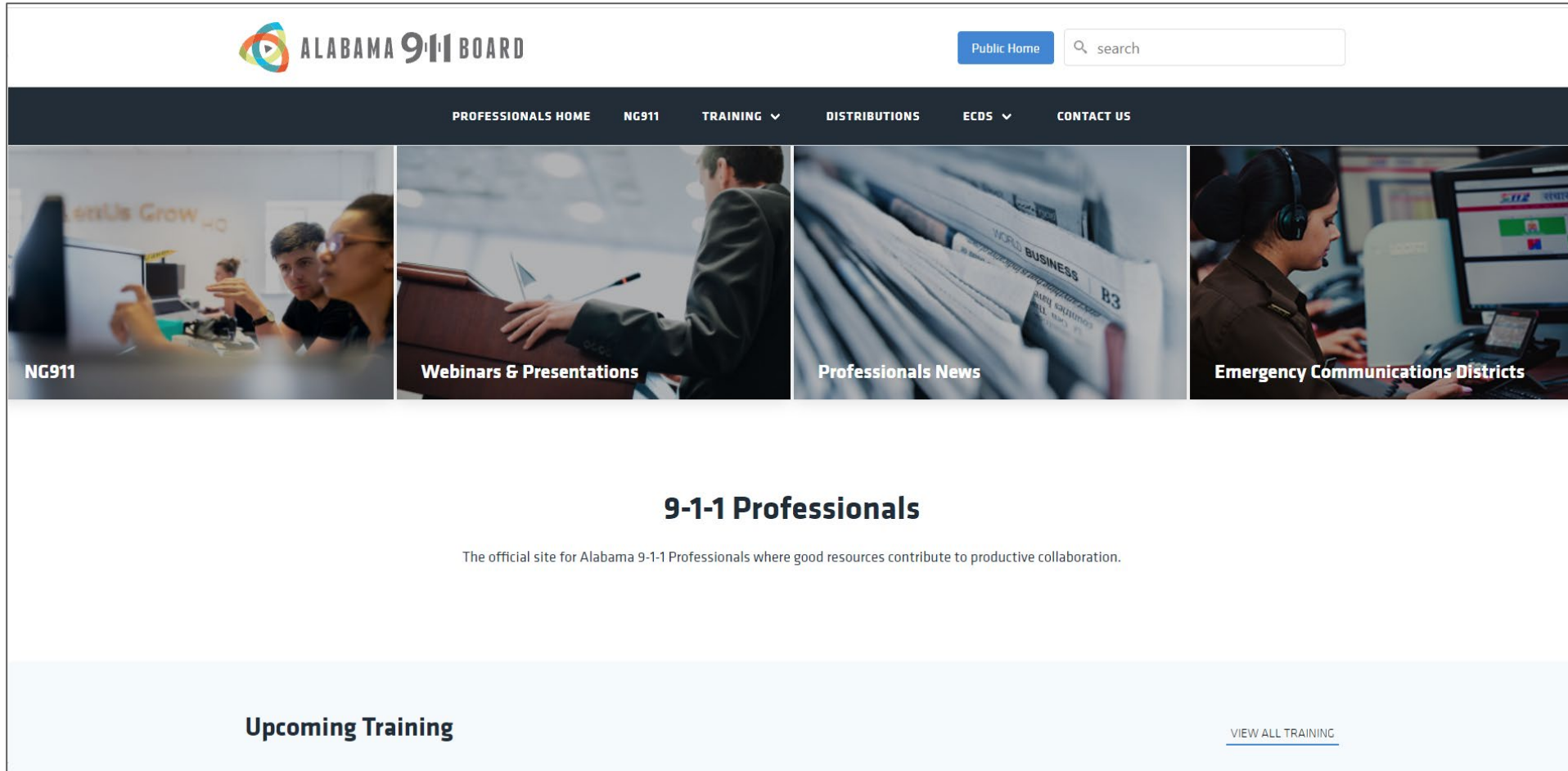
### The Mission of Alabama 9-1-1

To work in partnership with Emergency Communication Districts of Alabama to facilitate and promote effective, efficient, and reliable 9-1-1 service statewide to the residents and visitors of Alabama.

Board News 9-1-1 General FAQs VIEW ALL FAQs







# Website/Training Notices



The screenshot shows the Alabama 9-1-1 Board website. At the top left is the logo with the text "ALABAMA 9-1-1 BOARD". To the right is a "Public Home" button and a search bar. Below this is a dark navigation bar with links: "PROFESSIONALS HOME", "NG911", "TRAINING" (with a dropdown arrow), "DISTRIBUTIONS", "ECDS" (with a dropdown arrow), and "CONTACT US".

Below the navigation bar are four featured images with captions:

-  NG911
-  Webinars & Presentations
-  Professionals News
-  Emergency Communications Districts

In the center of the page is a section titled "9-1-1 Professionals" with the subtitle "The official site for Alabama 9-1-1 Professionals where good resources contribute to productive collaboration."

At the bottom of the page is a light blue section titled "Upcoming Training" with a link "VIEW ALL TRAINING" on the right.



# Website/Training Notices

## Upcoming Training

[VIEW ALL TRAINING](#)

Dates	Training	Location	Organization	Status	
October 13-15, 2021	NENA Center Training Officer (CTO)	Orange Beach, AL	Alabama 9-1-1 Board	Training Full	<a href="#">More Info</a>
October 25-29, 2021	Communications Unit Technician (COMT)	Birmingham, AL	Jefferson County 9-1-1	Open	<a href="#">More Info</a>
October 25-29, 2021	Incident Tactical Dispatcher (INTD)	Birmingham, AL	Jefferson County 9-1-1	Open	<a href="#">More Info</a>
December 13-15, 2021	NENA Center Training Officer (CTO)	Tanner, AL	Alabama 9-1-1 Board	Open	<a href="#">More Info</a>



## Upcoming Meetings

Alabama 9-1-1 Board meetings are typically held on the third Wednesday of January, March, May, July, September, and November.

[VIEW PAST MEETING INFORMATION](#)



# Website/Training Notices

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- Want to receive training notices?
  - Email Michelle Peel – [michelle@al911board.com](mailto:michelle@al911board.com) and request to be added to the training notices list





# Minimum Training Guidelines

## Recommended Minimum Training Guidelines for the Telecommunicator Section I –

### Introduction

Society and communications are becoming increasingly more mobile and accessible. With that mobility, the ability to access 9-1-1 services at any time and in any place has become a constant, and the need for consistent minimum training for the telecommunicator has been recognized by the 9-1-1 community. Developed by all members of the Working Group—which includes the Association of Public-Safety Communications Officials International (APCO), Denise Amber Lee Foundation, International Academies of Emergency Dispatch (IAED), National Association of State 9-1-1 Administrators (NASNA), National Emergency Number Association (NENA), National Fire Protection Association (NFPA), PowerPhone, and industry professionals—the recommended minimum training topics described in this document were agreed upon in principle with input from 9-1-1 professionals working within the Public Safety Answering Point (PSAP) environment throughout the U.S.

It should be noted that, while the National 9-1-1 Program has facilitated this project by providing a forum for discussion and development, the Guidelines are not federally owned or mandated—rather, they are the joint product of members of the Working Group listed above.

These recommended topics are suggested for inclusion in minimum training for those who aspire to the role of telecommunicator (call-taker and/or dispatcher) as defined by the authority having jurisdiction. It is important to note the basic telecommunicator training topics described herein provide minimum-level understanding. In order to field and manage emergency calls in a live environment, telecommunicators must receive supplemental training that will enable them to process the emergency calls that are specific to their respective PSAP or Emergency Services Provider. We recognize that the authorities having jurisdiction will establish the qualifications for their PSAPs and telecommunicators at the state and/or local levels.

Classroom training is one of the key elements for providing the baseline level of knowledge for any profession. This document provides the elements of that baseline knowledge. Training regarding policies, procedures, and discipline-specific protocols, as well as on-the-job training and continuing education, are vital and should be considered. The length of time devoted to each topic shall directly correlate to the needs and services rendered within each authority having jurisdiction (AHJ). It is understood that some agencies or AHJ might not have direct involvement in every area (such as telematics, military operations, or private security services); however, it is important that every telecommunicator be familiar with industry terms, technologies, and resources. The intent is that every telecommunicator will receive nationally recognized minimum training that will be the foundation for ongoing professional development.

Section II provides discussion regarding the broad training categories and a list of recommended training topics for each category. It is intended to provide general guidance regarding topics that might be included in the specific sections of the document. Similar to Section I, the recommended training topics contained herein are not all-inclusive.

Appendix A provides a listing of the recommended training topics for ease of reference.

Page 1 of 11  
Version Date: 5/19/2016

- Roles and Responsibilities
- Legal Concepts
- Interpersonal Communications
- Emergency Communications Technology
- Call Processing
- Emergency Management
- Radio Communication
- Stress Management
- Quality Assurance
- On-the-job Training

[https://www.911.gov/pdf/Minimum\\_Training\\_Guidelines\\_for\\_911\\_Telecommunicator\\_2016.pdf](https://www.911.gov/pdf/Minimum_Training_Guidelines_for_911_Telecommunicator_2016.pdf)



@alabama911board



Alabama 9-1-1 Board



@al911board



<http://al911board.com>

# Training Resources

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➤ NENA Free Training Resources Page

➤ <https://www.nena.org/page/FreeTrainingResources>

➤ APCO Monthly Training Articles

➤ <https://www.apcointl.org/training/continuing-dispatch-education/cde-articles-tests/>

➤ FEMA Independent Study Courses

➤ <https://training.fema.gov/is/>

➤ Virtual Academy

➤ <https://al.virtualacademy.com/login.aspx>



# Questions

**Dana Nation**

Program Coordinator

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