



# ALABAMA 911 BOARD

The more you know...  
**Talk About it Tuesday**  
**April 11, 2023**

# Introduction & Contact Information

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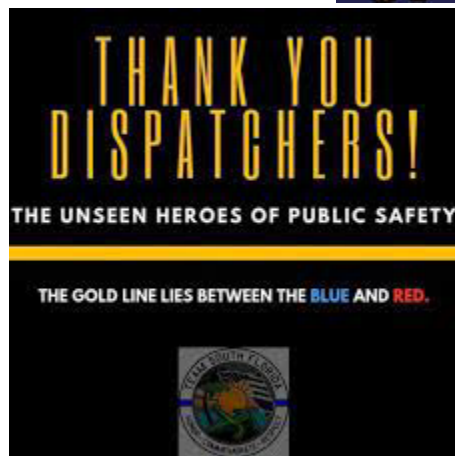
# Agenda

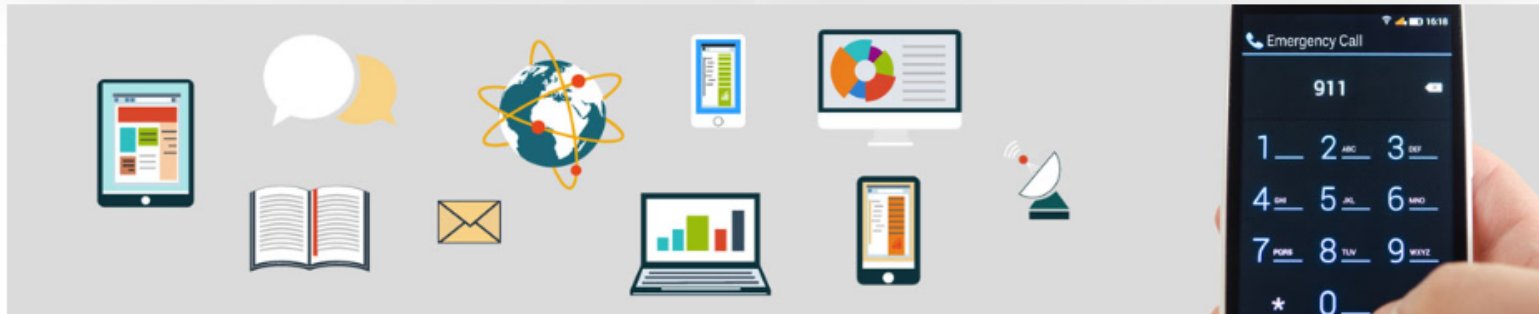
April 11, 2023

- **NENA TCC Course**
- **New (but fewer!) Forms**
- **ALNENA Pre-Conference Course**



# Happy National Public Safety Telecommunicator Week!





Welcome to Know911.org, a clearinghouse of 9-1-1 educational resources.

Know911.org provides a collection of public education and campaign materials developed by 9-1-1 and shared here to help others educate the public about proper emergency number use. The National Association of State 911 Administrators (NASNA) welcomes all visitors to Know911.org and will continue to provide access to 9-1-1 related educational resources.

Designed by PSAPs, regional 9-1-1 authorities, and state and national 9-1-1 organizations, the materials available here are free and intended to support local efforts to educate communities about 9-1-1 services. Find information here to support recognition of April as 9-1-1 Education Month and general materials, such as flyers, videos and coloring books to promote general awareness of 9-1-1 services.

[www.know911.org](http://www.know911.org)



## Did you know...

- Visit <https://911treeoflife.org/> and select Add a Leaf.
- Enter the 911 telecommunicator's name and PSAP.
- Submit your information and be sure to alert the person you recognized that they will join many of their colleagues being honored in this national tribute.

911 Telecommunicator  
**Tree of Life**

### Celebrating 911 Telecommunicators

and Honoring the Impact They Make in Our Lives Every Day

**205**

Number of Telecommunicators Honored



The Tree of Life "grows" with every story told! Share how a 911 telecommunicator made a difference to your community.

Add a Leaf



# Telecommunicator Core Competencies

Essential & foundational training for 9-1-1 professionals

Powered by



- [www.nena.org/tcc](http://www.nena.org/tcc)
- <https://www.youtube.com/watch?v=CWIo5NOolyg>
- 40-hour, self-paced, online course
- Provides essential and foundational training
- Exceeds the national minimum guidelines

## Introduction | 6.75 Hours

1. Course Introduction
2. 9-1-1's Mission & Basic Terminology
3. The Public-Safety Team
4. Personal Conduct
5. Governance
6. Field-Responder Safety

## Health & Wellness | 4 Hours

1. Definition, Causation, & Identification of Stress Issues
2. Strategies for Dealing with Stress
3. Management of Critical-Incident Stress

## Legal Concepts | 4.25 Hours

1. Liability
2. Negligence
3. Documentation
4. Freedom of Information
5. Law-Enforcement-Specific Laws
6. Fire/Rescue/EMS-Specific Laws

## Emergency-Communications Technology 4.5 Hours

1. Telephony Technologies
2. Next Generation 9-1-1
3. Computer Aided Dispatch (CAD) Systems
4. Support Systems
5. Security Breaches & Cybersecurity Threats
6. Radio Systems

## Interpersonal Communications | 3.5 Hours

1. Communication Techniques
2. Customer Service
3. Problem Solving & Critical Thinking

## Call Processing | 11 Hours

1. Call Receiving
2. Callers with Disabilities & Special Needs
3. Call Categorization & Prioritization
4. Fire-Service Overview
5. EMS Overview
6. Law-Enforcement Overview
7. Low-Frequency/High-Consequence Calls

## Emergency Management | 4 Hours

1. Nationwide Suspicious Activity Reporting (SAR) Initiative (NSI)
2. Introduction to the Incident Command System (ICS 100)
3. An Introduction to the National Incident Management System (NIMS 700)
4. Disaster Preparedness
5. Mutual Aid & the National Joint TERT Initiative (NJTI)

## Quality Assurance | 1 Hour

1. Quality Assurance (QA)
2. Quality Improvement (QI)

## Conclusion | 1 Hour

1. Making Every Day a Training Day
2. Follow-Up Agency-Specific Training
3. Wrap Up



# PST Certification Status Form

## 3 options!

(but all in one form)



## PST Certification Status Form

PSAP Name\*

*Type in the first three letters of your PSAP and choose from the list. If you are not affiliated with a PSAP, type NA*

If you put in NA, what agency are you affiliated with?

Are you reporting a new or existing PST status change?

- New Public Safety Telecommunicator (PST)
- Change of Certification Status
- Change of Information





# PST Certification Status Form

## New Public Safety Telecommunicator

### PST Certification Status Form

PSAP Name\*

Type in the first three letters of your PSAP and choose from the list. If you are not affiliated with a PSAP, type NA

Are you reporting a new or existing PST status change?

- New Public Safety Telecommunicator (PST)
- Change of Certification Status
- Change of Information

### New Public Safety Telecommunicator (PST)

First Name\*

Enter PST's first name

Middle Name\*

Enter PST's middle name

Last Name\*

Enter PST's last name

Email Address\*

Enter email address specific to the PST being certified, not a non-unique or group email.

Date of Hire\*

Enter the date of hire of PST with current agency.

Date of Birth\*

If born prior to 1972, type in your birthdate as mmddyyyy with no spaces or punctuation. Then choose from the drop-down calendar.

Has this person worked for another PSAP in Alabama within the last two years?\*

- Yes  No

Job Title/Role of PST\*

Enter the job title held by PST

Does this person answer 911 calls?\*

- Yes  No

Has this person been enrolled in Virtual Academy?\*

If not, the Virtual Academy account administrator within your agency needs to create their user account.

- Yes  No

Has this person completed a PST certification program? \*

- Yes  No



# PST Certification Status Form

## Change of Certification Status

### PST Certification Status Form

PSAP Name\*

Type in the first three letters of your PSAP and choose from the list. If you are not affiliated with a PSAP, type NA

Are you reporting a new or existing PST status change?

- New Public Safety Telecommunicator (PST)  
 Change of Certification Status  
 Change of Information

### Change of Status

Telecommunicator's Full Name\*

Reason for Change\*

Date of Change\*

Does this person need to be removed from the submitting agency's PST roster?\*

- Yes  No

A change of status may encompass completion of certification, a promotion, separation, retirement, or the PST no longer performs the duties as described in Alabama Administrative Code Section 585-X-5.



# PST Certification Status Form

## Change of Information

### PST Certification Status Form

PSAP Name\*

Type in the first three letters of your PSAP and choose from the list. If you are not affiliated with a PSAP, type NA

Are you reporting a new or existing PST status change?

- New Public Safety Telecommunicator (PST)
- Change of Certification Status
- Change of Information

## Change of Information

PST First Name\*

PST Last Name\*

What information needs to be changed for this PST?\*

*You may choose more than one.*

- Name
- Email Address
- Agency



# PST Certification Status Form

Upload Box &  
Submitter's Info

If you have any documentation you would like to upload for this PST, add it here.



Click to browse  
or drag a file here

Submitter's Name\*

Submitter's Email Address\*

*myEmail@gmail.com*

Submitter's Phone Number

*(123) 123-1234*

Submit



# PST Certification Course Request for Payment Form

Fill out this form completely. You will need to attach any course invoices or receipts and a course roster listing those enrolled in the course as supporting documentation.

Date   Emergency Communications District (ECD):


## Contact Information:

First Name\*  Last Name\*

Phone\*  Email\*

How many PSTs will be enrolled in the course?\*  Total reimbursement amount being requested.\*

Attach any course invoices or receipts and a course roster listing those that are enrolled.\*

 Click to browse or drag a file here

Remaining attachment capacity: 10 files, 20.00 mb

Any request submitted before the 10th of the month will be paid by the last business day of the month.

# PST Certification Course Request for Payment Form

- Similar to other reimbursement programs
- 10<sup>th</sup> of the month deadline



# Upcoming TAIT Dates & Changes

- **April 18, 2023** – User Conference Discussion
- **April 25, 2023** – No official TAIT due to User Conference
- **May 2, 2023** – RapidSOS
- **May 9, 2023** – Statewide Geospatial Call Routing Project

The image shows two screenshots of the Alabama 911 Board website. The top screenshot displays the main navigation menu with options: PROFESSIONALS HOME, NG911, CERTIFICATION AND TRAINING, DISTRIBUTIONS, ECDS, and CONTACT US. Below the menu, there are several featured sections: ALABAMA PUBLIC SAFETY TELECOMMUNICATOR CERTIFICATION PROGRAM, WEBINARS & PRESENTATIONS, LEARNING MANAGEMENT, and 2023 ALABAMA 9-1-1 BOARD USER CONFERENCE. The bottom screenshot shows a 'Webinars & Presentations' section with a highlighted announcement: 'If you need login information to our next Talk About it Tuesday webinar, it is available [here](#)'. Below this, there is a 'More For Professionals' section with a 'Select a Subject' button and a 'Logging into Virtual Academy' section.





## ALNENA Pre-Conference Course

### About the Course Instructor

Rick Janka is a licensed clinical psychologist and the Clinical Director at Solid Ground Counseling. He has held positions as Forensic Psychologist, Reserve Deputy, and Michigan State Police Staff Psychologist. In this latter role his responsibilities included training crisis negotiators, dispatcher wellness training, and serving as coordinator for the department's Peer Support Program. Dr. Janka has also taught classes at the Oakland Police Academy and the Detroit PD Chaplain's Academy.

Rick serves as a mental health consultant for 15 metro Detroit agencies (including their dispatchers) and has trained numerous dispatchers in EMHD curriculum.

Rick received his Doctorate degree in Clinical Psychology from the Michigan School of Psychology, and an M.A. in Counseling Psychology from Moody Theological Seminary. He is also a certified CISM Instructor.



It's time to join us for...

# Survive & Thrive!

## Core Stress Resilience Training!™

### PRAISE FOR "S & T":

*"This class opened a fantastic avenue of tools for me and ways to look at and handle situations that are high stress."*

*"I think every 911 Professional should attend this, preferably early in their career."*

*"It was voluntary for my comm center & I think it should have been mandatory!"*

*"Life changing information."*

**"Of all of the stress management classes, this was the most applicable to what we do!"**

There's no other stress resilience course like this in the 9-1-1 industry. This unique 8-hour course, developed by a mental health professional specializing in 9-1-1 stress, moves way beyond "cookie cutter" advice. You will be empowered to manage the stressors you face in and beyond the PSAP. This isn't a class to make you perform better (though you probably will!). It's an experience you'll help shape to make your LIFE the best it can be one day at a time!

Boost your personal resilience so that you can protect your quality of life at work and home by joining us to gain...

- **Cutting edge knowledge** about stress, 9-1-1 PTSD and other stress-related conditions that can (but doesn't have to) hijack your wellbeing
- **Personal resilience skills** and tools you can build into daily life to prevent and manage these negative impacts
- **Strategies to pull out of toxic stress cycles** fueling ugly peer conflicts and boost the morale of your shift and 9-1-1 center
- **"In-the-moment" strategies to manage personal distress** during 9-1-1 calls ranging from the most annoying and frustrating to those involving traumatic, life-threatening violence
- **A fresh and more encouraging vision** of your profession and a Personal Game Plan to go the distance at work and Survive & Thrive!

### DATE:

**October 15, 2023**  
8am-5pm CT

### LOCATION:

**Perdido Beach Resort**  
27200 Perdido Beach Blvd  
Orange Beach, AL 36561

*Hosted by the Alabama 911 Board in conjunction with Alabama NENA's Gulf Coast Conference*



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