



ALABAMA 9-1-1 BOARD

October 24, 2023
Talk About It Tuesday!

Introduction & Contact Information

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Agenda

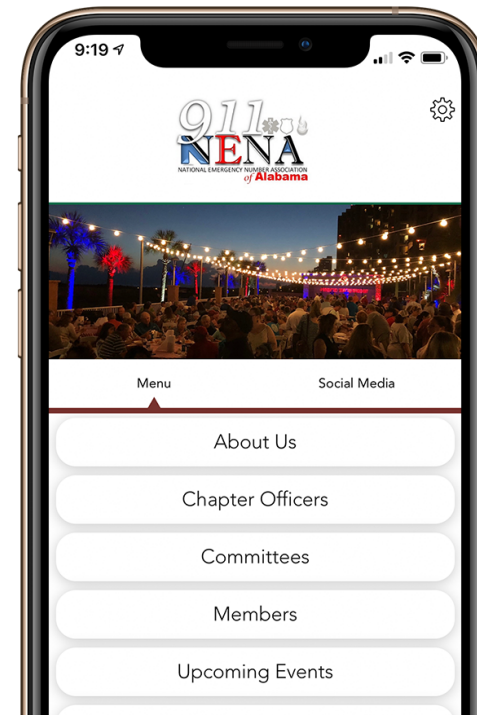
October 24, 2023

- Gulf Coast Conference
- Upcoming Events & Reminders



Alabama Chapter of NENA 2023 Gulf Coast Conference

Search: 911 NENA Alabama



Built by:
OCV APPS



Sunday, October 15

- Hosted by the Alabama 911 Board in conjunction with Alabama NENA's Gulf Coast Conference.
- Lunch provided.
- CEUs provided by the 911 Training Institute.



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."

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

FOR MORE INFORMATION:
E-mail:
info@911training.net
Website:
www.911training.net
Phone:
231-622-1600



"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!

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.



www.911training.net | 231.622.1600 | info@911training.net



Alabama 911 Board's Educational Sessions for 2023 Gulf Coast Conference

Tuesday, October 17

Time	Topic	Speaker
8:30-9:20 am	Let's Talk About the 9-1-1 Fund	Leah Missildine
9:30 - 10:20 am	Alabama Public Safety Telecommunicator Certification Program: Where we are now and where we need to go!	Laura Ehrhart
10:30- 11:20 am	Overview of 9-1-1 @ Federal, State, and Local Level	Leah Missildine and Adam Brown
11:20- 1:00 pm	<i>Lunch on your own</i>	
1:00 - 1:50 pm	ECD Roundtable	Board Staff
2:00 - 2:50 pm	How to NG911 in Alabama and Beyond!	Leah Missildine and Caleb Branch
3:00 - 3:50 pm	Board Update of the GIS Program	Anderson Brooms and Nida Jackson





ALABAMA 911 BOARD

Let's Talk About the 911 Fund

2023 ALNENA Gulf Coast Conference

The 4 W's of the PST Certification Program

W

WHAT is it?

A new state mandate that requires all PSTs to undergo standardized training, accompanied with a yearly requirement of at least 12 hours of CEUs to maintain certification.

W

WHY was it created ?

To ensure that every PST meets the established training standards to enhance their competence and effectiveness.

W

WHO is affected ?

Every ECD, PSAP, PST, first responder, and any person who calls 9-1-1.

W

WHERE can I get more information ?

Alabama 9-1-1 Board Website
www.al911board.com

PST Certification Program Timeline

April 14, 2022

House Bill 414 was signed into a law as Act 2022-387 by Governor Ivey



June 2022

The Alabama 9-1-1 Board began collecting data from the ECDs and PSAPS on current PSTs



October 2022

The PST Certification Rule officially went into effect



January 3, 2023

The PST Certification Program officially launched as the first mandated training program for Alabama PSTs



October 2023

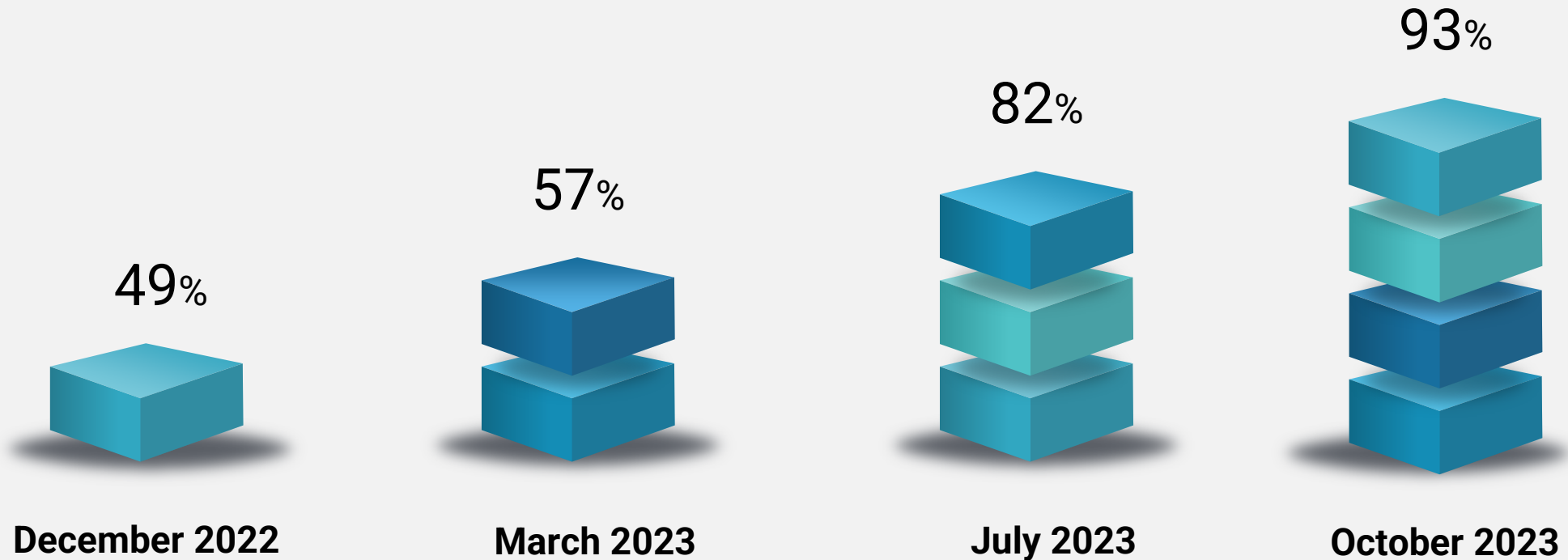
93% of Alabama's 1902 PSTs are certified.



At this time there was no master PST list

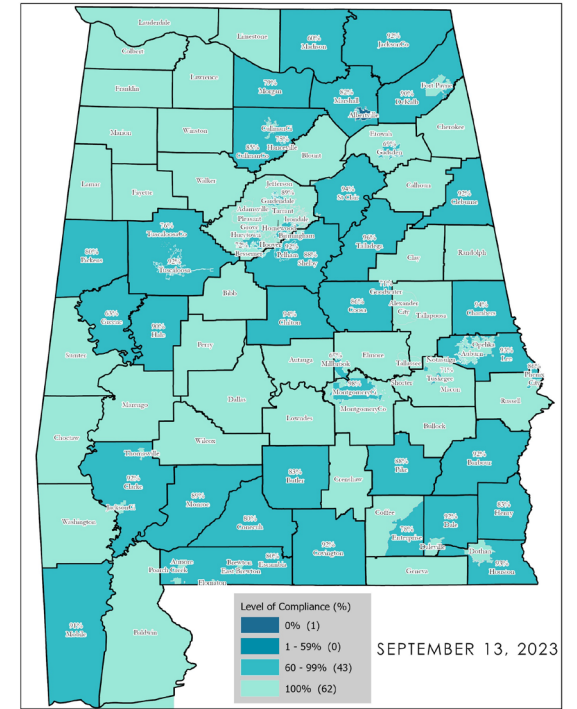
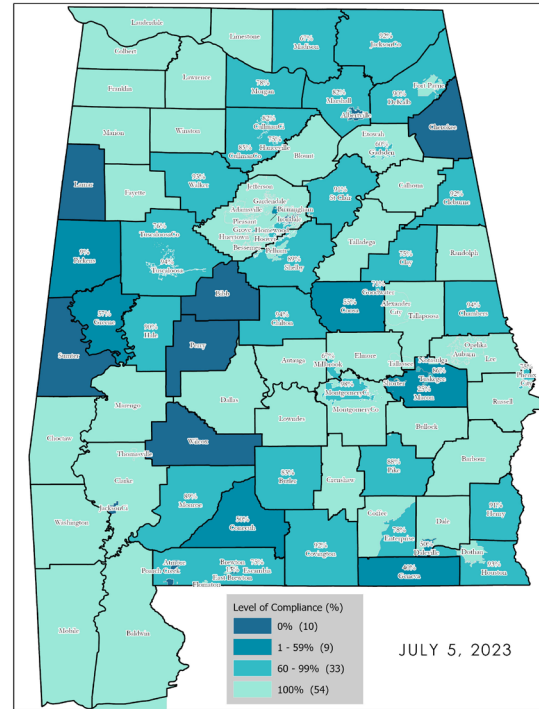
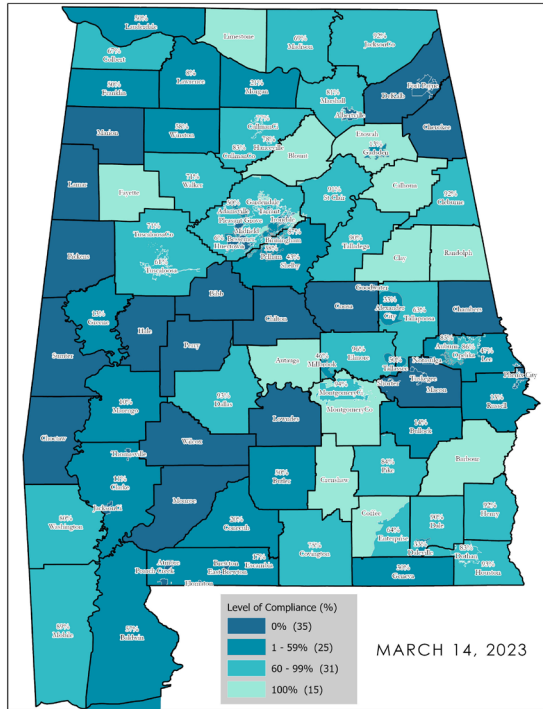
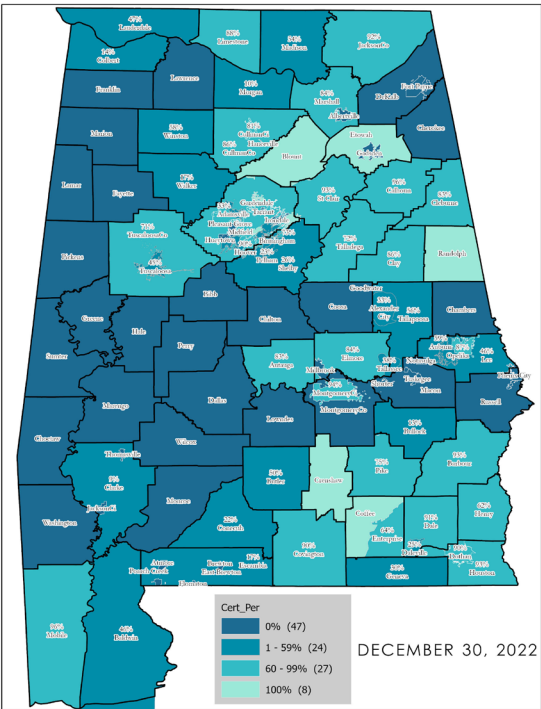
1902 PSTs currently on the Master List

- 93% are Certified PSTs OR enrolled in a PST course ■



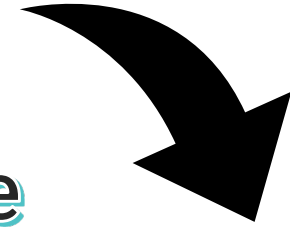
89% Increase in PST Certification status

10 Month Progression



December 2022 → September 2023

SCAN the QR code for the PST Certification Program page on the Alabama 9-1-1 Board Website



- Links to all Forms that should be submitted:
 - PST Certification Status Update
 - Certification Course Request for Payment
 - Intent to Test
- PST Certification FAQ
- List of Recommended CEUs
- Virtual Academy Roll Calls for exam preparation



HOW do we maintain?

01

Consistent data collection

- PST Certification Status Forms

02

Virtual Academy

- Adding new PSTs when hired
- Moving to unaffiliated when they leave the agency

03

40-hour PST course

- Enrolling within 180 days
- Completing course within 180 days of enrollment

04

Continuing Education Units (CEUs)

- Earning 12 hours annually (in-person or virtual)

PST Certification Status Form

*Indicates required field

PSAP Name If you chose Not Listed, what agency are you affiliated with?
Pelham 911

Type in the first three letters of your PSAP and choose from the list. If you are not affiliated with one of the PSAPs in the list, type not and choose Not Listed.

Are you reporting a new or existing PST status change?

- New Public Safety Telecommunicator (PST) - (new to your organization or not previously reported to the Alabama 9-1-1 Board) ←
- Change of Certification Status - (new certification for a PST already reported to us, a PST is leaving your agency, no longer answers 911 calls, etc.)
- Change of Information - (name change, email change, etc.)

Choose this first bubble for any new dispatcher hired by your agency (regardless of whether they are full time, part time, or have been employed with your agency previously).

New Public Safety Telecommunicator (PST)

The middle name is a required field, you can choose to use an initial if preferred.

PST's First Name PST's Middle Name or Initial PST's Last Name
Barb B Dahl

Email Address Date of Birth
Barb09ah@yahoo.com 03/07/1995

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

If born prior to 1973, type in your full birthdate and choose from the drop-down calendar.

Job Title/Role of PST Date of Hire
Dispatcher 07/21/2023

Does this person answer 911 calls?
 Yes No ← If this person's position is administrative only and never answers 911 calls, select "No".

Has this person worked for another PSAP in Alabama within the last two years?
 Yes No

Has this person been enrolled in Virtual Academy?
 Yes No ← If you are unsure how to add users, we can provide you with directions upon request.

Has this individual logged in and confirmed access to Virtual Academy?
 Yes No ← When enrolling a new PST, supervisors must ensure the new employee can access their Virtual Academy account. This is a required digital platform used to access online training and for storing external training records.

Has this person completed a PST certification program?
 Yes No ← If the PST has not previously taken a 40-hour Board approved course, the correct selection is "No".

Is this person currently enrolled in a PST certification program?
 Yes No ← If you have already enrolled the PST in a 40-hour Board approved course, choose "Yes".

If yes, what is the approximate date of completion?
10/21/2023 ← The PST is required to complete the course, NO LATER than 180 days after enrollment date.

Which program?
NENA TCC ← PSTs are required to be ENROLLED in a 40-hour Board approved PST course within 180 days of hire date.

There is a list of Board-approved courses in the FAQ section of the PST Certification page. [Click HERE to view courses.](#)

What is the cost of this program the employee is/will be enrolled in?
\$215

Is the District requesting a scholarship for this employee to complete this program?
 Yes No ← The 9-1-1 Board will reimburse primary PSAPs for the cost of the approved course and its materials. [Click HERE to request reimbursement.](#)

If you have any documentation you would like to upload for this PST, add it here. Is there any other information you need to provide us about the listed PST?

If the PST holds any other certifications, such as CPR, EMD, C10, etc. You can upload their certificates here.

Submitter's Name Submitter's Email Address Submitter's Phone Number
Laura Ehrhart laura@al911board.com 334-440-7912



PST Certification Status Form

*Indicates required field

PSAP Name* If you chose Not Listed, what agency are you affiliated with?
Birmingham 911

Type in the first three letters of your PSAP and choose from the list. If you are not affiliated with one of the PSAPs in the list, type not and choose Not Listed.

Are you reporting a new or existing PST status change?*

- New Public Safety Telecommunicator (PST) - (new to your organization or not previously reported to the Alabama 9-1-1 Board)
- Change of Certification Status - (new certification for a PST already reported to us, a PST is leaving your agency, no longer answers 911 calls, etc.)
- Change of Information - (name change, email change, etc.)

Change of Status

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's First Name* PST's Middle Name or Initial* PST's Last Name*
Nick O Time

Reason for Change* Date of Change* Does this person need to be removed from the submitting agency's PST roster?
resigned from agency 10/01/2023 Yes No



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

Click to browse or drag a file here

Is there any other information you need to provide us about the listed PST?

Text input area for additional information.

Submitter's Name* Submitter's Email Address* Submitter's Phone Number
Laura Ehrhart laura@al911board.com 334-440-7912

PST Certification Status Form

*indicates required field

PSAP Name* If you chose Not Listed, what agency are you affiliated with?

Type in the first three letters of your PSAP and choose from the list. If you are not affiliated with one of the PSAPs in the list, type not and choose Not Listed.

Are you reporting a new or existing PST status change?*

- New Public Safety Telecommunicator (PST) - (new to your organization or not previously reported to the Alabama 9-1-1 Board)
- Change of Certification Status - (new certification for a PST already reported to us, a PST is leaving your agency, no longer answers 911 calls, etc.)
- Change of Information - (name change, email change, etc.)

Change of Information

PST's First Name* PST's Middle Name* PST's Last Name*

What information needs to be changed for this PST?*

You may choose more than one.

- Name Email Address

PST New First Name* New Middle Name* PST New Last Name*

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

 [Click to browse or drag a file here](#)

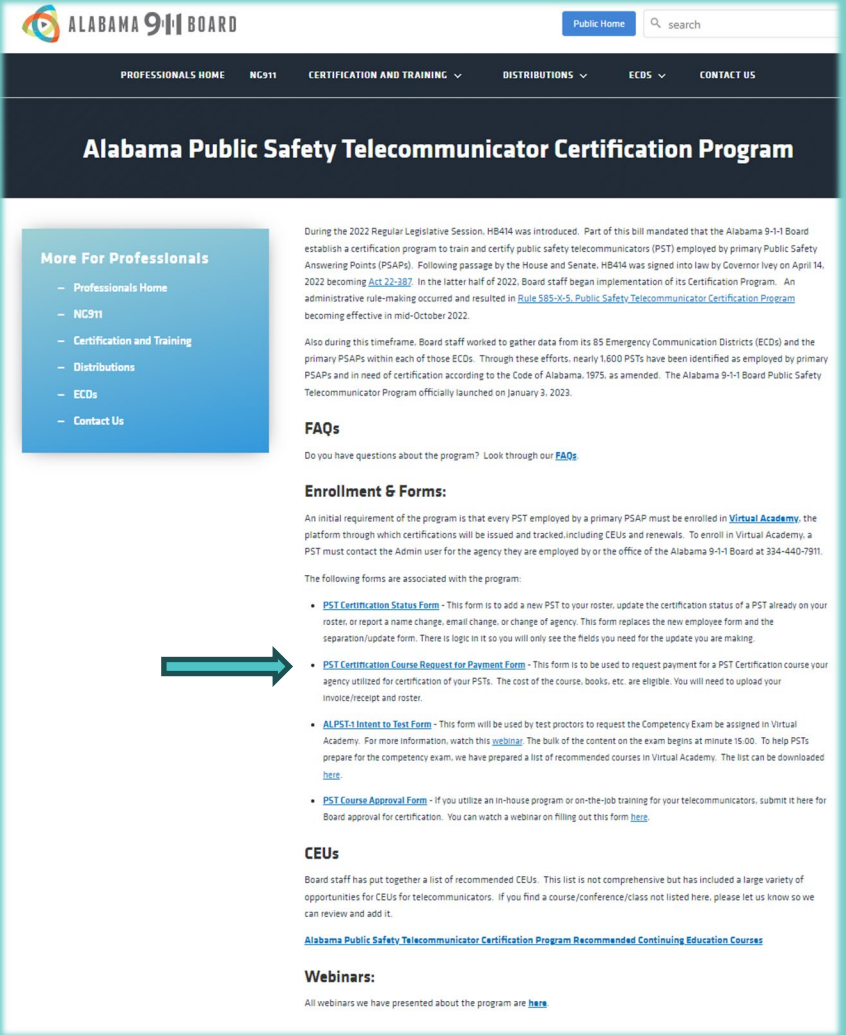
Is there any other information you need to provide us about the listed PST?

Submitter's Name* Submitter's Email Address* Submitter's Phone Number

PST has a name or email change



ALL forms can be found on our website



ALABAMA 911 BOARD

Public Home search

PROFESSIONALS HOME NC911 CERTIFICATION AND TRAINING DISTRIBUTIONS ECOS CONTACT US

Alabama Public Safety Telecommunicator Certification Program

More For Professionals

- Professionals Home
- NC911
- Certification and Training
- Distributions
- ECOs
- Contact Us

During the 2022 Regular Legislative Session, HB414 was introduced. Part of this bill mandated that the Alabama 9-1-1 Board establish a certification program to train and certify public safety telecommunicators (PST) employed by primary Public Safety Answering Points (PSAPs). Following passage by the House and Senate, HB414 was signed into law by Governor Ivey on April 14, 2022 becoming [Act 22-387](#). In the latter half of 2022, Board staff began implementation of its Certification Program. An administrative rule-making occurred and resulted in [Rule 585-X-5, Public Safety Telecommunicator Certification Program](#) becoming effective in mid-October 2022.

Also during this timeframe, Board staff worked to gather data from its 85 Emergency Communication Districts (ECOs) and the primary PSAPs within each of those ECOs. Through these efforts, nearly 1,600 PSTs have been identified as employed by primary PSAPs and in need of certification according to the Code of Alabama, 1975, as amended. The Alabama 9-1-1 Board Public Safety Telecommunicator Program officially launched on January 3, 2023.

FAQs

Do you have questions about the program? Look through our [FAQs](#).

Enrollment & Forms:

An initial requirement of the program is that every PST employed by a primary PSAP must be enrolled in [Virtual Academy](#), the platform through which certifications will be issued and tracked, including CEUs and renewals. To enroll in Virtual Academy, a PST must contact the Admin user for the agency they are employed by or the office of the Alabama 9-1-1 Board at 334-440-7911.

The following forms are associated with the program:

- [PST Certification Status Form](#) - This form is to add a new PST to your roster, update the certification status of a PST already on your roster, or report a name change, email change, or change of agency. This form replaces the new employee form and the separation/update form. There is logic in it so you will only see the fields you need for the update you are making.
- [PST Certification Course Request for Payment Form](#) - This form is to be used to request payment for a PST Certification course your agency utilized for certification of your PSTs. The cost of the course, books, etc. are eligible. You will need to upload your invoice/receipt and roster.
- [ALPST-1 Intent to Test Form](#) - This form will be used by test proctors to request the Competency Exam be assigned in Virtual Academy. For more information, watch this [webinar](#). The bulk of the content on the exam begins at minute 15:00. To help PSTs prepare for the competency exam, we have prepared a list of recommended courses in Virtual Academy. The list can be downloaded [here](#).
- [PST Course Approval Form](#) - If you utilize an in-house program or on-the-job training for your telecommunicators, submit it here for Board approval for certification. You can watch a webinar on filling out this form [here](#).

CEUs

Board staff has put together a list of recommended CEUs. This list is not comprehensive but has included a large variety of opportunities for CEUs for telecommunicators. If you find a course/conference/class not listed here, please let us know so we can review and add it.

[Alabama Public Safety Telecommunicator Certification Program Recommended Continuing Education Courses](#)

Webinars:

All webinars we have presented about the program are [here](#).

Virtual Academy



Add new PSTs to your agency's account when hired

Take online courses

Upload external training

Move the PST to unaffiliated account upon leaving agency

Alabama 9-1-1 Board

Alabama 9-1-1 Board

Control Panel Manage Users General Orders Pool Creator Roll Call Course Assignment External Training Reporting Courses

Officers Managers

Add User Add District Manager Add District

Officer	Rank	ID	Last Login			
Branch, Caleb	Contractor	AL911BRD7		X		
Brooms, Anderson	GIS Program Manager	AL911BRD6	06/01/2023 11:34 AM CDT	X		
Brown, Adam	Deputy Director	AL911BRD4	08/31/2023 02:57 PM CDT	X		
Carpenter, Melissa	Contractor	N/A	05/13/2022 09:31 AM CDT	X		
Ehrhart, Laura	Program Coordinator	3PELH	06/10/2023 08:15 AM CDT	X		
Ehrhart, Laura	GIS Program Manager	AL911brd10	09/19/2023 12:08 PM CDT	X		
Jackson, Nida	Senior GIS Specialist	N/A	03/31/2023 10:59 AM CDT	X		
Missildine, Leah	Executive Director	AL911BRD1	06/29/2023 01:01 PM CDT	X		
Murphree, Andi	Contractor	AL911BRD8	08/08/2023 03:35 PM CDT	X		

When a PST leaves your agency, they do not need to be deleted from Virtual Academy, only moved to the unaffiliated account

Alabama 9-1-1 Board

Alabama 9-1-1 Board

Roll Call Course Assignment External Training Reporting Courses

Edit User

*Required

*First Name: Leah

Middle Name: Middle Name

*Last Name: Missildine

*Email: leah@al911board.com

Rank: Executive Director

PSID: AL911BRD1

Employee ID: Employee ID

DOB: N/A

Demographic: Gender... Race...

Address: Address 1 Address 2

City: Select... Zip: Country

District: ALPST-1 Unaffiliated Personnel

Close Edit User



Move PSTs from your Virtual Academy to an unaffiliated account



1. Select Control Panel, Choose External Training, Select +New Training

The screenshot shows the Alabama 9-1-1 Board Control Panel. The 'External Training' menu item is circled in red. Below it, the '+ New Training' button is also circled in red. The main area displays a table of existing training courses.

Course	Category	Created On	Start Date	End Date	State Approved	View
Admin Training	In-Service (General Training)	09/02/2021	N/A	N/A	No	
Alabama EMT Program	External Training	04/08/2022	N/A	N/A	No	
Alabama EMT Paramedic License	External Training	10/06/2023	N/A	N/A	No	
AHA/BLS Instructor	External Training	10/06/2022	N/A	N/A	No	
AHA/ACLS Instructor	External Training	10/06/2022	N/A	N/A	No	
AHA/PALS Instructor	External Training	10/06/2022	N/A	N/A	No	
Alabama Public Safety Telecommunicator	External Training	01/02/2023	N/A	N/A	No	
Alabama Public Safety Telecommunicator	External Training	01/02/2023	N/A	N/A	No	
ALPST-1	External Training	01/02/2023	N/A	N/A	No	
ALPST-1	External Training	01/02/2023	N/A	N/A	No	
ALPST-1	External Training	01/02/2023	N/A	N/A	No	
ALPST-1	External Training	01/02/2023	N/A	N/A	No	
ALPST-1 Certification	External Training	01/23/2023	N/A	N/A	No	
In-Service Training-AED	In-Service (General Training)	01/23/2023	01/23/2023	01/23/2023	Yes	
Board Programs and Resources	External Training	05/01/2023	04/25/2023	04/25/2023	No	

2. Complete the fields below: Course name, Credit type "external", Hours, Instructor, Start Date and End date, Upload certificate, select State Approved, Check the box for the correct PST, Submit

The screenshot shows the 'Course Details' form in the Alabama 9-1-1 Board system. The following fields are filled out: Course Name: 'OTM Cyber Building a Cyber-Conscious ECC', Credit Type: 'External Training', Hours: '4', Instructor: 'Jamee Ginn', Start Date: '9/26/2023', and End Date: '9/26/2023'. The 'Upload Additional Info' section has a 'Choose File' button. The 'State Approved' checkbox is checked. Below the form is a table for selecting a course roster.

Name	Rank	PSID	Employee ID	Start	End	
Brown, Adam	Deputy Director	AL911BRD4	010	9/26/2023	9/26/2023	<input type="checkbox"/>
Messinger, Leah	Executive Director	AL911BRD1	N/A	9/26/2023	9/26/2023	<input type="checkbox"/>
West, Michael	Program Coordinator	AL911BRD3	11	9/26/2023	9/26/2023	<input type="checkbox"/>
Blooms, Anderson	GIS Program Manager	AL911BRD6	N/A	9/26/2023	9/26/2023	<input type="checkbox"/>
Ehrtart, Laura	Program Coordinator	3PCLH	11610	9/26/2023	9/26/2023	<input checked="" type="checkbox"/>

Upload External Training

3. Once submitted, go back to Control panel, Select Reporting, Click on the "eye" icon for the PST you submitted for, the course/certificate you uploaded will display under External Training.

The screenshot shows the 'Reporting' section of the Alabama 9-1-1 Board system. The 'External Training' menu item is circled in red. Below it, the 'External Training' table is displayed, showing the course 'OTM Cyber Building a Cyber-Conscious ECC' with 4.0 hours and a state-approved status.

Course	Course Hours	Grade	Tracking Types	Start Date	Submit Date	POST Approved?	Additional Info
OTM Cyber Building a Cyber-Conscious ECC	4.0	100		09/26/2023	09/26/2023	Yes	

External training opportunities:

- Conferences
- Classes/Courses (in-person or virtual)
- Staff meetings



HELP CENTER

Search Help Resources

Calendar

0:00 / 2:06

Keywords: Calendar,New Event,New Appointment,Date,Event,Google

Control Panel

0:00 / 7:37

Keywords: Admin,Report,User,Change

Assign a Course

0:00 / 1:49

Keywords: Assign,Course,Assignment,Video

Assigning a Roll Call

0:00 / 2:37

Keywords: Roll Call,Roll,Call,Short,Video

Create a General Order

0:00 / 1:37

Keywords: General,Order,Policy,Procedure,SOP,Sign Off,Electronic Sign Off,Assessment

Creating a Course

0:00 / 7:25

Keywords: Course,Course Creator,External,Upload,Custom,Admin

External Training

0:00 / 1:56

Reporting

0:00 / 2:04

Course Assignment

0:00 / 15:11

Chat



Continuing Education Units






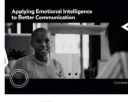



12

Upcoming Training

[VIEW ALL TRAINING](#)

Dates	Training	Location	Organization	Status	
Nov 13-Nov 16, 2023	Malware Prevention, Discovery, and Recovery	Montgomery, AL	National Cybersecurity Preparedness Consortium	Open	More Info
November 15, 2023	Cybersecurity Standards and Policy Creation Workshop for 911 Professionals	Gulf Shores, AL	OTMCyber & Alabama 9-1-1 Board	Open	More Info
November 21, 2023	NENA Leadership in the 9-1-1 Center	Northport, AL	Tuscaloosa County 911	Open	More Info
Dec 11-Dec 15, 2023	APCO Public Safety Telecommunicator 1	Auburn, AL	Auburn Public Safety	Open	More Info

Telecommunications Training [Enroll](#)

<p>9-1-1 Cape Building <input type="checkbox"/></p>  <p>Tracy Ertl 1.0 Credit Hour</p> <p>Preview Description</p>	<p>9-1-1 Public Education <input type="checkbox"/></p>  <p>Jodi Springer 1.0 Credit Hour</p> <p>Preview Description</p>	<p>Active Threat Calls and the Fire Dispatcher <input type="checkbox"/></p>  <p>Tracy Ertl 1.0 Credit Hour</p> <p>Preview Description</p>
<p>Advanced Harassment and Discriminatio... <input type="checkbox"/></p>  <p>Vicki Hatfield 0.5 Credit Hour</p> <p>Preview Description</p>	<p>AMBER and Silver Alerts for Telecommun... <input type="checkbox"/></p>  <p>Jennifer Schwendemann / Gus Paidousis 2.0 Credit Hours</p> <p>Preview Description</p>	<p>Applying Emotional Intelligence to Better... <input type="checkbox"/></p>  <p>Carl Smith 1.0 Credit Hour</p> <p>Preview Description</p>
<p>Be Prepared <input type="checkbox"/></p>  <p>Leslie Whitham 1.0 Credit Hour</p> <p>Preview Description</p>	<p>Blending Mission, Vision, and Values <input type="checkbox"/></p>  <p>Chief Tim Christol (Retired) 2.0 Credit Hours</p> <p>Preview Description</p>	<p>Building 9-1-1 Lifebridges to Suicide Ca... <input type="checkbox"/></p>  <p>Jim Marshall 2.0 Credit Hours</p> <p>Preview Description</p>

To maintain the PST Certification, PSTs must obtain 12 hours of continuing education annually. The CEU requirement begins the first full month after certification is obtained.



40- Hour Board-approved PST course

All Public Safety Telecommunicators must be enrolled in a 40-Hour Board approved PST course within 180 days of hire date. Completion is required within 180 days of enrollment.





Guidebook



Policy



**Training
Material**

Alabama EMD Wholesale Review

Guidebook

ALABAMA EMERGENCY MEDICAL DISPATCH GUIDEBOOK



Ease of Use

- Enhance the labeling, possibly color coding
- Layout: Flip Book Vs. Spiral Bound Style
- Moving childbirth directions to the pregnancy/childbirth tab



Guide Card Natures

- Separating Gunshot/Stabbing or add Penetrating Trauma card
- Add Suicide by Hanging, Broken bone, Altered mental status and Sexual Assault cards
- More clear directions for Diabetic and Allergic reaction cards



Questions Specific to Nature

- Additional information or instructions for EPI pen
- More detailed questions to determine Agonal breathing to begin CPR quicker
- More explicit directions about giving sugar to diabetic patients



Digital Version Update

- More user-friendly digital option
- Consideration for CAD integration

Policy



POLICY 1.5

TITLE: ALABAMA EMERGENCY MEDICAL DISPATCH PROGRAM (ALEMD) PRACTITIONER AND INSTRUCTOR RENEWAL REQUIREMENTS

DATE: JUNE 2020

- I. All current practitioners and instructors in the Alabama Emergency Medical Dispatch Program must meet the following continuing education requirements to be eligible for renewal:
 - A. Twenty-four (24) hours of continuing education hours.
 1. Continuing education hours may be a combination of hours received by completing a Standardized Course or other Continuing Education Courses.
 - a. Standardized Courses are taught in accordance with a standard lesson plan or taught through a nationally recognized organization. Examples in courses from American Heart Association, NENA, APCO, FEMA, or the Alabama Fire College.
 - b. Continuing education courses are completed by either in-person attendance, hybrid learning, distance learning, or online learning. Examples in 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.
 2. CPR Training is mandatory for renewal and CPR courses will be allotted 4 hours towards the renewal requirements.



Pre-requisites for instructor



Removing/Modifying Phases



Requirements for "Master instructor"



Online registry of instructors

- ❑ Adding Visual Aids such as call recordings from Alabama PSAPs
- ❑ Provide more complex scenarios
- ❑ Potential simulation stations for skills test

- ❑ More comprehensive instructor outline
- ❑ Final exam to be more in depth; requiring a deeper knowledge of medical terminology
- ❑ Skills evaluation (instructor)

- ❑ Digital evaluations for instructors
- ❑ Regular instructor meetings to collaborate
- ❑ Periodic instructor evaluations



ALABAMA 911 BOARD

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

First Edition



ALABAMA 9-1-1 BOARD

ALEMD

Program Review

You're Invited!

WHAT?

An interactive session where you're encouraged to share both positive and constructive feedback regarding the ongoing EMD program. Your input will greatly aid us as we thoroughly review the program, its materials, and the course delivery methods.

WHEN?

November 2023

WHERE?

Alabama 9-1-1 Board

WHY attend?

* Your perspective matters: As a participant in our program, your insights will directly influence our decisions for program enhancement.

* Shape the future: Your feedback will be instrumental in identifying areas for improvement and implementing changes that benefit all participants

* Collaborative environment: Engage in meaningful discussions with fellow learners, instructors, and program administrators.

Contact Me

Laura Ehrhart

Education and Outreach Program Manager

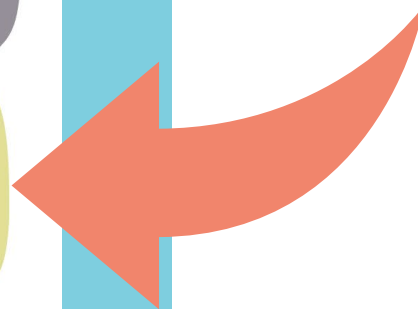
✉ Laura@al911board.com

☎ 334-440-7912 or 334-451-9984

You will receive 2 hours of Continuing Education Units (CEUs) for the duration of your attendance at the meeting.

Do you want to participate??

CONTACT ME!



Overview of 9-1-1 @ Federal, State, and Local Level

Roles & Responsibilities at Every Level

Federal

- Regulation
 - Provided by federal laws and agency rules
- Resources
 - Available through agency programs, software and other toolsets, and reports

State

- Regulation
 - Provided by state laws and agency rules
- Funding
 - Collection and distribution of the 911 Fund
- Technology
 - Facilitation of NG911 Services
- Training
 - Establish minimum training standards and a certification program

Local

- Regulation
 - Provided by by-laws, resolution, ordinance, and policy for the geographic jurisdiction that is served
- Funding
 - Budgeting and management of funds received, including state distributions, local funding, and other funds received from contracts, grants, etc.
- Technology
 - Timely system updates/refreshes, backup system maintenance, local database management
- Training
 - Conduct and/or provide oversight to the administration of PST training and ensure certification compliance
- Operations
 - Provide a safe, secure, and properly equipped facility; establish guidelines for 911 processes and tasks to ensure best possible outcomes; and ensure service quality meets agency established standards and citizen expectations



ECD Roundtable

How ECDs Operate

DIFFERENCES

- Non-PSAP ECDs
- Administrative ECDs
- ECDs that have one or more PSAPs
- ECDs that are the PSAP and vice versa

SIMILARITIES

- ANGEN
- NG911 GIS
- Certification
- Expectation of service level
- Staffing shortages
- Funding questions



How to NG911 in Alabama

Why NG911?

- **Fully replace Enhanced 9-1-1, with all capabilities and functions in place today**
- **Add capabilities to support changes for current and new types of Originating Service Providers**
- **Add flexibility for the PSAPs and 9-1-1 Authorities**
- **Add capabilities to integrate and interoperate with emergency entities beyond the PSAP**



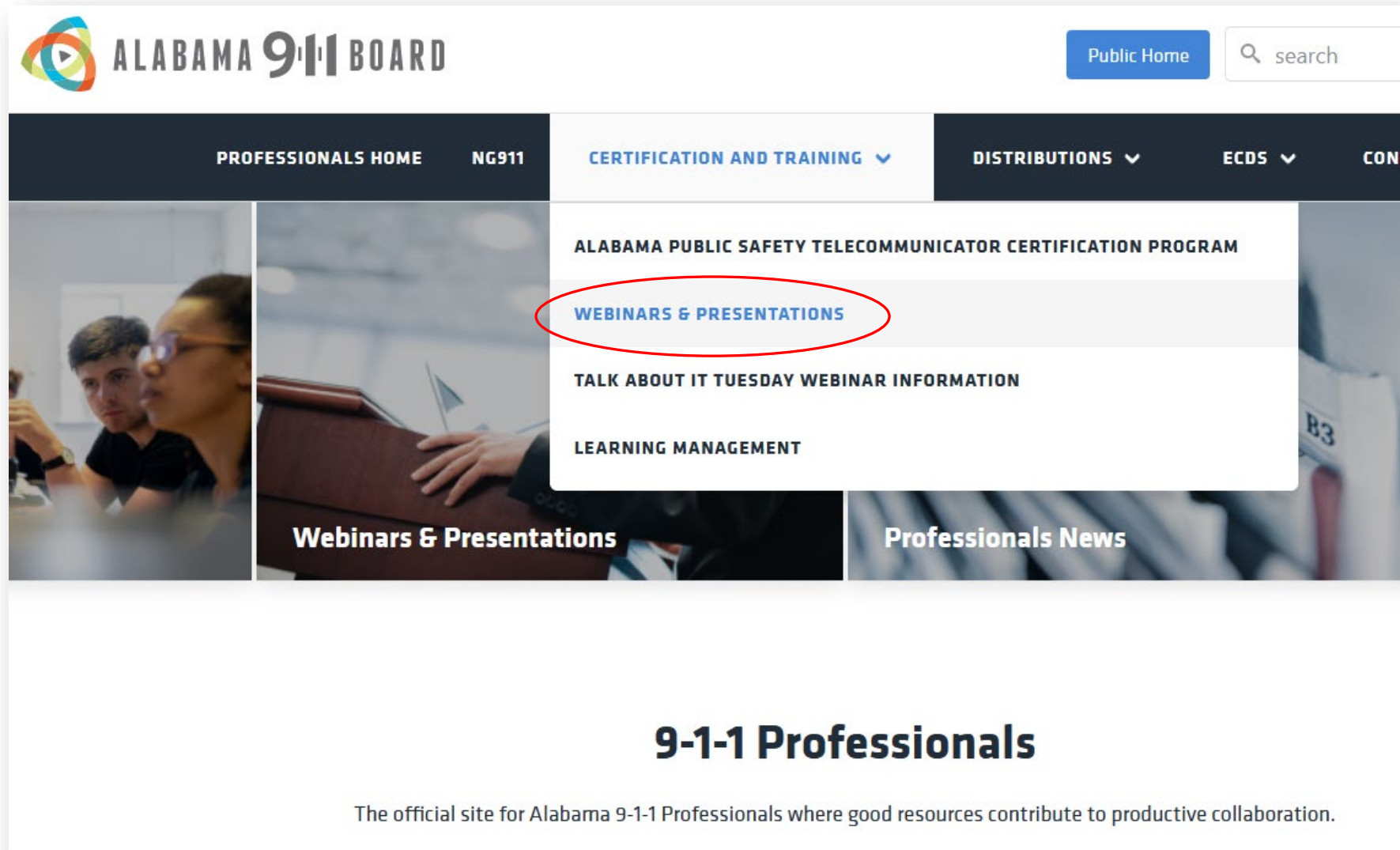


Lessons Learned and Considerations Using NG911

Supporting RapidSOS Premium Portal Deployment

- Created an address geocoder for use in displaying call location indicators and location validation that uses our local ECD address point information
- Working with DATAMARK and RapidSOS we created a functional basemap using local authoritative GIS data as the backbone of the heads-up display
- Completed the roll-out plan starting with Morgan County
- Full deployment has begun dependent upon ECD data readiness
- Local GIS data remediation becomes critical to allow these functions to work
- GIS data updates will be passed to Premium Portal via the State's aggregated dataset within VEP
- Requires ECDs to regularly utilize VEP to upload, validate and aggregate GIS data

<https://www.al911board.com/professionals>



ALABAMA 911 BOARD

Public Home search

PROFESSIONALS HOME NG911 CERTIFICATION AND TRAINING ▾ DISTRIBUTIONS ▾ ECDS ▾ CONT

ALABAMA PUBLIC SAFETY TELECOMMUNICATOR CERTIFICATION PROGRAM

WEBINARS & PRESENTATIONS

TALK ABOUT IT TUESDAY WEBINAR INFORMATION

LEARNING MANAGEMENT

Webinars & Presentations Professionals News

9-1-1 Professionals

The official site for Alabama 9-1-1 Professionals where good resources contribute to productive collaboration.

Webinars & Presentations

← Back To All Training

Select a Subject

- ANGEN
- Board Programs
- GIS
- Meeting & Conference Information
- NC9-1-1 Technology
- Policy, Legislation, & Organizations
- Staffing
- Telecommunicator Certification
- Training

If you need login information About it Tuesday webinar,



[2023 Gulf Coast Conference Board Staff Presentations](#)

o Rule Change

Dates	Training	Location	Organization	Status	
Nov 13-Nov 16, 2023	Malware Prevention, Discovery, and Recovery	Montgomery, AL	National Cybersecurity Preparedness Consortium	Open	More Info
November 13-16, 2023	2023 GIS of Alabama Conference	Gulf Shores, AL	Alabama Geographic Information Office	Open	More Info
November 15, 2023	Cybersecurity Standards and Policy Creation Workshop for 911 Professionals	Orange Beach, AL	OTMCyber & Alabama 9-1-1 Board	Open	More Info
November 16-17, 2023	2023 Alabama APCO Workshop	Orange Beach, AL	Alabama Chapter of the Association of Public Safety Communications Officials, Inc.	Open	More Info
November 21, 2023	NENA Leadership in the 9-1-1 Center	Northport, AL	Tuscaloosa County 911	Open	More Info
December 11-15, 2023	APCO PST 1	Auburn, AL	Auburn Public Safety	Open	More Info



Sponsored Workshops & Upcoming Training or Events

→ ECD Annual Reporting to the Examiners due **November 30, 2023**

<https://www.al911board.com/professionals/regulations/ecd-annual-reporting>

→ The last day to submit Legacy 9-1-1 Cost Reimbursement submissions for FY23 is December 10th

<https://www.al911board.com/professionals/ecd-legacy-9-1-1-costs-reimbursement>

→ Request for Payment for PST Certification submissions made by the 10th will be paid out at the end of the month. Anything submitted after the 10th will be paid at the end of the following month. You can find more information [on our website](#).

→ Upload, validate, aggregate your GIS data to the State office VEP.

→ Have you had a staffing change? If that person is ALPST certified or answering 911 calls, please fill out this [form](#). If that person is admin staff or otherwise does not answer 911 calls, fill out this [form](#).



Board Reminders

(334) 440-7911

Questions

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