



FY17

**PSAP GRANT PROGRAM
PSAP EDUCATION PROGRAM
APPLICATION**



VIRGINIA INFORMATION
TECHNOLOGIES AGENCY
Integrated Services Division



FY17 PSAP GRANT PROGRAM PSAP EDUCATION PROGRAM APPLICATION

HOW TO APPLY/DEADLINE

The PSAP Education Program grant application is available and accessible from VITA's ISP website (<http://www.vita.virginia.gov/isp/default.aspx?id=8578>). Upon completion of the application, it is to be submitted to your Regional Coordinator. Any supporting documentation must also be submitted along with the application.

After the close of the grant application cycle, a Grant ID and email receipt notification will be sent to the e-mail address listed on the application received.

All funding requests **must** be submitted using the PSAP Education Program grant application. Application made on the FY17 PSAP Grant Application form (Shared Services and Individual PSAP Program projects) will not be accepted. Technical assistance is available from VITA's Public Safety Communications (PSC) staff throughout the grant process. The FY17 PSAP Grant Application Cycle starts July 1, 2015 and concludes on September 30, 2015 at 5:00 pm.

ALL SECTIONS MUST BE COMPLETED IN ITS ENTIRETY OR THE APPLICATION WILL BE CONSIDERED INCOMPLETE AND NOT ACCEPTED FOR CONSIDERATION.



FY17 PSAP GRANT APPLICATION PSAP EDUCATION PROGRAM GRANT REQUESTS ONLY

GRANT APPLICANT PROFILE/PROJECT CONTACT

INDIVIDUAL PEP GRANT X MULTI-JURISDICTIONAL PEP GRANT

PSAP/HOST PSAP NAME: Patrick County Sheriff's Office

CONTACT TITLE: E911 Coordinator

CONTACT FIRST NAME: Mickie

CONTACT LAST NAME: Martin

ADDRESS 1: PO Box 933

ADDRESS 2: 742 Commerce Street

CITY: Stuart

ZIP CODE: 24171

CONTACT EMAIL: mmartin@sheriff.co.patrick.va.us

CONTACT PHONE NUMBER: 276-694-3161

CONTACT MOBILE NUMBER: 276-692-7207

CONTACT FAX NUMBER: 276-694-3161

REGIONAL COORDINATOR: Tim Addington

FINANCIAL DATA

AMOUNT REQUESTED: \$ 9000

(NOTE: The amount requested should be a reasonable estimate of total training expenses including hotel registration, conference registration, online training registration, and/or per diem (if applicable) for all anticipated participating personnel.)

HOST PSAP AND PARTICIPATING PSAPS (if a regional PEP application)

Patrick County Sheriff's Office/911

Franklin County Sheriff's Office/911

Martinsville/Henry County 911



STATE PROFESSIONAL ORGANIZATION CONFERENCES

If the primary purpose of this PEP application is to send PSAP personnel to one or more of the annual state professional organization conferences (such as those sponsored by Virginia APCO, Virginia NENA, or Virginia GIS), please complete the following:

Virginia GIS Conference

ESTIMATED NUMBER OF PERSONNEL ATTENDING: 1T

NUMBER OF DAYS ATTENDING: 1T

Virginia APCO Fall Conference/Winter Conference

ESTIMATED NUMBER OF PERSONNEL ATTENDING: 1T

NUMBER OF DAYS ATTENDING: 1T

Virginia NENA Spring Conference

ESTIMATED NUMBER OF PERSONNEL ATTENDING: 1T

NUMBER OF DAYS ATTENDING: 1T

X By checking this box, the applicant acknowledges that the education/training is specific to 911/public safety communications and/or GIS and it will benefit E-911 and the employees and/or PSAP by using the funds to take advantage of the educational and training opportunities offered by the state professional organization chapters. The primary benefit would be continuing to educate staff with the current best practices, keep personnel current on the changing technologies, enhancements and requirements within the profession.



OTHER EDUCATIONAL/TRAINING OPPORTUNITIES

If this application includes educational/training opportunities other than the annual state professional organization conferences, or is a regional PEP application, please complete the following. (NOTE: Additional pages may be submitted for multiple training opportunities other than the annual state professional organization conferences.)

EDUCATION/TRAINING TITLE/EVENT: TBD

DATES: TBD

LOCATION: Piedmont Criminal Justice Training Academy

ESTIMATED NUMBER OF PERSONNEL ATTENDING: 52

TOTAL ESTIMATED BUDGET OF TRAINING/EVENT: 9000

PER DIEM REQUESTED (allowable meals only): 0

COMPREHENSIVE PROJECT DESCRIPTION

Describe how the education/training is 9-1-1/public safety communications specific and how this will benefit E-911 and the employee(s) and/or PSAP.

By hosting classes in our training academy, more personnel will be able to attend educational training that is specific to our Telecommunicators. This will eliminate travel costs and time for our PSAP. If grant funding is approved, we will contact various vendors for training opportunities and select the most cost effective training.

EVALUATION

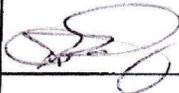
Describe the evaluation process that will be used to determine if participation in this education/training benefited the PSAP and/or supported E-911 and GIS.

Course and Instructor surveys will be administered at the end of each session.

Memorandum of Understanding

The PSAPs listed below hereby wish to participate in the multi-jurisdictional PSAP Education Project. Patrick Co. will be the "host" for this grant and will be the fiscal agent.

Each individual PSAP is eligible for \$3,000 in the multi-jurisdictional training PEP. Each PSAP below has agreed to participate in a multi-jurisdictional application for Education/Training multi-jurisdictional events. The undersigned below authorizes VITA to transfer the Shared Services Grant funds, if approved, to the identified fiscal agent upon draw down request for the FY17 multi-jurisdictional education program grant.

Jurisdiction	Printed Name	Signature	Date
FRANKLIN CO 9-1-1	C. W. THOMAS	C. W. Thomas	17 September 2015
Muskegon Heights	JR Patten		17 Sept 2015
Patrick Co. Sheriff's/911	Mickie Martin	Mickie Martin	17 Sept. 2015



DATE: 09/18/2015

EXPIRATION DATE: 90 DAYS

TO **Mickie Martin**
E911 Coordinator
Patrick County Sheriff's Office
P.O. Box 933
742 Commerce Street
Stuart, VA 24171
Main 276-694-3161
Addressing 276-694-2663
mmartin@sheriff.co.patrick.va.us

PREPARER	JOB	SHIPPING METHOD	SHIPPING TERMS	DELIVERY DATE	PAYMENT TERMS
S. Tucker	ACTSH	FOB	*7%	TBD	Due on receipt

QTY	ITEM #	DESCRIPTION	UNIT PRICE	LINE TOTAL
		Active Shooter Incidents for Public Safety Communications		
26	Class #1	Registrations (26 each class – Includes 1 Free Seat/ Complimentary Registration) (\$199 per ea. registration over 26 total)	\$ 199.00	\$4,975.00
26	Class #2	Registrations (26 each class – Includes 1 Free Seat/ Complimentary Registration) (\$199 per ea. registration over 26 total)	\$ 199.00	\$4,975.00

All training and instructor expenses are included in this quote. There are no further fees, unless additional students are enrolled. We ask only that you provide a suitable classroom, white or blackboard, overhead projector, and possibly audio visual equipment as requested by the instructor.

We require that a 50% deposit be paid by 45 days prior to the start of the class, and the balance will be due upon completion of the course. A 30 day written notice is required if the class is canceled. If canceled within 30 days prior to the class APCO will retain 25% of the deposit.

Thank you for selecting APCO for your training needs; we look forward to working with you and your agency.

SUBTOTAL	
S & H *	\$
TOTAL	\$9,950.00

Quotation prepared by: *Shannon Tucker*, Training Course Coordinator

This is a quotation on the goods named, subject to the conditions listed in the APCO Contract.

To accept this quotation, sign here and return: _____



Sign In

[Home](#) | [About Us](#) | [News](#) | [Events](#) | [Contact](#)
[About](#) | [Membership](#) | [Events](#) | [Training/Certification](#) | [Standards/Resources](#) | [Committees](#) | [Programs](#) | [Gov Affairs](#) | [Stats](#)

Search NENA.Org

Enter search criteria...

Search »

SIGN IN

Username

Password

 Remember Me

Sign In

Connect

[Forgot your password?](#)[Haven't registered yet?](#)NENA NEWS [MORE](#)

9/23/2015
NENA Now Accepting 2016-2017 Executive Board Nominations

9/15/2015
#WebinarWednesday: Understanding & Combating Stress-Related Health Problems in 9-1-1

9/15/2015
Congratulations to Our Summer 2015 ENPs!

CALENDAR [MORE](#)

9/28/2015 » 10/2/2015
Center Manager Certification Program - Murfreesboro, TN

9/30/2015
Webinar Wednesday - Understanding & Combating Stress-Related Health Problems in 9-1-1

10/4/2015 » 10/8/2015
NENA Development Conference 2015 & Critical Issues Forum

10/5/2015 » 10/7/2015
NENA Education Summit - Austin, TX

10/7/2015 » 10/9/2015
Colorado NENA Conference

Host a NENA Course

[More in this Section...](#)

NENA holds [courses](#) in conjunction with all of our conferences and events, and most chapters host classes at their state conferences or meetings. Additionally, many PSAPs, local and state governments, companies, public safety associations, and other emergency communications groups choose NENA as a cost effective, reliable, and proven method to providing critical education to parties of twelve or more.

Please read below for an overview of hosting a NENA course. If you would like to host a class, or have any questions or comments, please contact NENA Education & Operations Director [Ty Wooten](#).



Method 1 - Outright Purchase

Under this method, the host buys the course(s) outright and handles attendee registrations. Our one-day classes are priced at \$4,000, and two-day offerings are \$7,000. Some courses that may require two instructors are priced slightly higher. Discounts are available for hosts who purchase multiple classes. Hosting courses using this method allows the host to set its own pricing, to provide free or discount seats to attendees, to pay for the offering out of a training budget or through a grant, and/or to potentially generate revenue from the event. Most NENA courses have a 30-seat limit. This number is negotiable on a case-by-case basis.

or

Method 2 - Per-Person Registration

Under this method, attendee registrations are taken by NENA Headquarters via our Online Registration Form. Our one-day classes are priced at \$199 per person for NENA Members and \$275 for Non-Members. Two-day offerings are \$300 per-person for Members and \$425 for Non-Members. These rates are not discountable or negotiable. Hosting courses using this method allows the host to provide high-quality educational opportunities at very little cost to the host. However, NENA does require at least 16 attendees registered per course 21 days prior to the event date in order to hold the class as scheduled. The host agency is entitled to three (3) free seats for hosting the course.

Planning and Logistics

NENA Headquarters is responsible for:

- ▶ Promoting the course via the NENA website and bi-weekly Email Blast
- ▶ Creating flyers and/or registration forms (as requested by host)
- ▶ Outreach to NENA Members in surrounding areas (as requested by host)
- ▶ Printing and shipping of materials to course site and associated costs
- ▶ Securing of instructor and associated costs (travel, honorarium, etc.)
- ▶ Providing Certificates of Attendance to attendees who complete the course

Host is responsible for:

- ▶ Providing date and location details to NENA Headquarters in a timely manner
- ▶ Securing of meeting/conference room and all A/V setup and associated costs
- ▶ Promoting the course via appropriate and available methods (website, flyers, etc.)
- ▶ Providing refreshments for attendees (at host's discretion)

(c) 2013-14 NENA - National Emergency Number Association, Alexandria, VA
Please report errors, omissions, or concerns to [NENA's Webmaster](#)
Forgot your User Name or Password? - [Automated Password Reset](#)

[NENA Intellectual Property Rights Policy](#)

Membership Software Powered by YourMembership.com® :: Legal



Renee B. Meador

Law Enforcement and Emergency Communications Officer Instructor

Email: VALECISM@cox.net Cell: 540-309-0711

2016 Emergency Communications Officer Coursework

Note: None of these classes for ECO's are Powerphone or APCO coursework.
All coursework specifically developed for ECOs, except where noted for cross-over training with LE, Fire/EMS.

1. **Dealing with Difficult People - 8 hours**

This is *Customer Service* at its very best. ECOs are constantly being challenged by those on the outside as well as those on the inside. Maintaining professionalism can sometimes be a challenge when you are someone else's punching bag. Yet, professionals, true professionals can handle it and this course reinforces those skills that are needed to do so, not only for your own image, but your agency's. . This course addresses issues with difficult callers, the **other side of the radio**, and **peer-to-peer**.

2. **Communications Training Officer Certification -24 hours**

(NOT APCO - but meets CALEA & APCO standards)

Training is a challenge even for the best instructors, and a challenge it should be so that those we are training, are receiving the most informative, current, and professionally applicable knowledge they need for the task they are assigned to. This course includes Adult Learning Principles, Instructional Techniques and Liability, Creating and Implementing Lesson Plans, Utilizing Testing Devices, Correctly Writing Evals and DORs, and more.

3. **Supervisors Guide to Truth and Deception -8 hours**

This course provides Trainers and Supervisors with a few extra tools to spot the truths and deceptions related to this job. Learn basic body language skills for entry level hire interviews, citizen complaints, internal investigations, peer interactions and more.

4. **Domestic Violence Guidebook for Dispatchers - 8 hours**

This course provides a better insight to the levels of domestic violence. This national dilemma produces horrifying statistics and includes the traditional family, child abuse and exploitation, elder abuse, animal abuse, profiling the abuser, social dynamics of immigrant families and more. Also discussed: Domestic Violence in Police Families. Learn why your Dispatchers need to listen for clues for better emergency response allocation and liability issues.

5. **Police Suicide Awareness - 8 hours**

The National Police Suicide Foundation has repeatedly been a leader in this proactive and post event response tool. Dispatchers are often the first to see the clues leading to an Officer dying at his own hand. **This course is recommended for all Dispatchers, Law Enforcement, Police Chaplains, LE Mental Health Clinicians, Peer Support (CISM) Team Members, Negotiators, and CIT Team Members.**

6. **Life Management, Not Just "Stress Management" - 8 hours**

Dispatchers are in a unique position with one of the most stressful jobs in the country. We all know it's there, but how we handle it is not always clear. Add life, scheduling, family, and health in a 24-hour day, and the concept becomes confusing. This course takes a look at not just call stress, peer to peer stress, and the Press, but also Life stress: family, personal health, sleep, and more. Learn solid coping skills and how to take care of YOU.

With Next Gen, the increased level of terrorist acts and Active Shooters being in the headlines every day, the need for something more than "just another stress class" is needed. This course addresses attitudes and redefining those world views to help all Dispatchers stay healthy, mind, body, and soul.

This course is presented by VA Law Enforcement CISM and VA Telecommunicators CISM.

7. **CISM Peer Debriefing Certification - 16 hours**

****Note; this course open to ECOs, Law Enforcement, Fire/EMS personnel, and Police or Fire Chaplains.**

Course includes but not limited to: identifying critical incident stress, crisis management, occupational warning signs, conducting debriefings & defusings, team

selection-development-management, writing SOP's, starting/refreshing internal teams, chaplains programs, family/significant other support programs, logistics, practical exercises,& much more.

This course certifies debriefers for internal peer support teams, and recertifies any existing Members who need updates for both individual and group intervention.

All materials provided, certificates awarded for completion.

8. Advanced CISM - 8 hours

This 8 hour course is designed and restricted to those personnel already certified as CISM Team Members, including law enforcement, dispatchers, Fire/EMS, and agency Chaplains and mental health clinicians that act in the CISM role with a specific CISM team.

This course includes but not limited to: Virginia's Peer Support Bill (for VA classes), Chaplaincies and Agendas, Rules of Engagement in CISM in Review, Can your debriefing blow up?, Core Concepts of Crisis Intervention, Common Problems in Group Intervention, Making the Group Process Work, Negative Outcomes, Challenging World Views, Responders Who are War Veterans, CISM as the Antidote, Past Challenges, and more.

9. Advanced ECO: the World of Liability Issues for Dispatchers - 8 hours

This 8 hour course covers the world of liability in the 9-1-1 Center. "Because it's a liability" is the normal phrase often heard through Supervisors and Trainers, however the extent of the liability issues are never fully explained. . This course looks at Federal and State interpretations, negligence, vicarious liability, torts, "immunity", social networking, ADA, courtroom testimony, record keeping, training, accountability, and more. Case overviews are used to reinforce the importance of understanding liability.... remembering those pertinent questions and why, why we do it THIS way, and more.

10. Dispatchers Guide to Active Shooters - 8 hours

This 8 hour course offers the **problem solving strategies** for working an Active Shooter call. Historical lessons learned are merely rehashing previous events alone doesn't help. This course spends more time on the mechanics of problem solving as a new training paradigm so Dispatchers can be part of the tactical problem solving along with their Tactical Response Team. Course topics include: Assessing the threat, general characteristics of the Active Shooter, mental health issues, Active Shooter agenda, 15 Indicators of Suicide by Cop, a Considerations Checklist, ViCAPs PCL, and more.....

11. **Crisis Negotiations for Dispatchers - 16 hours**

With the current technology, Dispatchers are being put in the "hot seat" more and more frequently. Although most LE agencies have Hostage Negotiation Teams or Critical Intervention Teams with trained negotiators, Dispatchers are often left out of that training loop. This course provides all of the IAHN recognized techniques, excluding face-to-face negotiations and on site tactical responses. Learn defusing techniques and how to get the most out of verbal and non-verbal clues. Learn when negotiations STOP and ACTIVE SHOOTER / Lethal Threat takes over.

12. **The Link: Animal Abuse and Human Violence - 8 hours**

This course provides a comprehensive overview to help Dispatchers recognize the elements that tie these calls together. There are specific similarities and linking signs/evidence between domestic violence, child and animal abuse. This course helps Dispatchers recognize and take appropriate action to help those who can't fight for themselves.

Mixed discipline version: This course is geared for Dispatchers, LE and Animal Control Officers, (both sworn and non-sworn. There are specific similarities and linking signs / evidence between human and animal abuse. This course helps Dispatchers, Patrol and ACOs recognize and take appropriate action.

13. **The 10 Most Unwanted: an Instructors Guide to Student Management - 8 hours**

This course offers strategies of handling the difficult trainee to training officers in LE, Communications, and Corrections. Course looks at generational differences AND difficult personalities, and how Trainers (or Administrators who manage Trainers) get the most from adult learners who are Emergency Responders.

14. **Advanced ECO: Guide to Report Writing, Evals, and Documentation - 16 hours**

Although you may be used to writing DORs and Evaluations, are you doing them correctly? Have you ever been taught the correct way to write a report? This is a solid basic class for those not formally trained, or a refresher course for CTOs, Trainers, or Managers on proper documentation. Make sure your documents will stand up to any challenge.

15. **Quality (not just Customer) Service - 8 hours**

The traditional "difficult callers" can be taxing, but so can the polite and persistent, the "frequent flyers", and the polite drunks. Course includes: Benefits of High Quality Service; Understanding Fundamentals; Caller's Mindset; Things to Avoid; Best HQ Skills; Positive Attitude; The DON'Ts of HQS; The Human Factor; Key Phrases that work; , Interpersonal QS; WINning Theories; Memory Muscle and more.

Learn about making that proverbial "first impression" the best your Agency can ever wish for and make it work for you.

16. **Supervision and Management Skills for Emergency Communications Supervisors
-16 hours**

This course is for the Supervisor that needs an introduction to management and supervision in the Communications Center.

This course covers some of the basic elements such as defining the differences in management and supervision, the core skills needed in management and supervision, and decision making vs problem solving. Additionally, this course covers: Planning Phases, How to Effectively Delegate, Effective Communication, The Productive Meetings, How to Manage SELF, Developing a Winning Organization, the Exceptional Staff, Teamwork Development, Training: The Good, Bad, and Ugly, Employee Performance, Motivating the Troops, Terminations and more.

17. **So You Want to Be a Better Instructor? - 24 hours**

Are you afraid of talking to groups of people? Do you freeze up as a CTO and have a hard time answering questions? Can you BS your way through a short class with hand written bullets, but can't put together a formal lesson plan? Do you REALLY know how to write practical or written testing devices? This course is hard-hit, do-it-right course to clean up the most common loopholes in training. It also covers how to write Cultural Diversity into your lesson plans without it being that oh-no-not-that-again boring block of mandated training (VA- 2 hours minimum).

18. **Dispatchers Role in Search and Rescue for Alzheimer's and Dementia Patients**

This 8 hour course provides a comprehensive overview of the dangers of Alzheimer's and Dementia patients who are missing. We define Alzheimer's and different Dementias, as well as address signs and symptoms, problematic behaviors,

"sun-downing", wandering, correct questions to ask the reporting party, where to look, and why knowing the elements of these diseases are so important in the response process.

19. Supervisor Refresher: Getting Evals Right! - 8 hours

This is a solid refresher class for those not formally trained or updated on how to CORRECTLY write a performance evaluation. Merely checking a box is not sufficient to qualify for a proper performance evaluation. Understanding the difference in a personnel issue and a performance evaluation is paramount to correct and non-challengeable record-keeping.

20. Leadership for the Low Man (8 hours)

AKA: Don't shoot the messenger ! (your Supervisor). This course is for those Dispatchers not in a Supervisory position.

What an exciting and fulfilling job!!.....BUT: Why can't I do anything right? Why is someone ALWAYS criticizing, correcting, or double checking everything I do? In the world of Public Safety, the job is SO dynamic, it's impossible to write a performance list that is static and accurate for every single call for service. There always seems to be more negative in the day than positive, and that's just from the Administrative side. In a job where over 40% of the employee attrition is due to the inability to adapt to change and be flexible in a constant learning curve, this course takes the front line personnel closer to the Administrative decision making and what fuels the whole process, and jump-starts education in leadership roles.

This course discusses Responder Ethics, Being micro-managed by micro-managers (your Supervisor has a Boss too), Why little things matter, Put up or shut up, Dealing with multi-level gag orders, Industry immersion, Real communication with Peers, Negligence, Immunity, Why we do things the way we do, Remembering those pertinent questions, Complacency, Attitude? -ME?, the Wolf Credo, and more. Sometimes a little inspirational motivation and a reality check into understanding the mechanisms of your Administrative side makes your professional life SO much easier.

21. **Friend or Foe? New Supervisors Guide to Success - 8 hours**

This course provides insights and strategies for the new Lead or Supervisor. Transitioning from friends in the workplace to the Administrative side is not always the easiest transition. This course shows you how to make the transition easier, and stay true to yourself, your profession, and how to effectively LEAD your new subordinates. IQ isn't everything, we learn about Emotional Intelligence (EI) as well.

This course pairs well as a 2nd day of training behind "Leadership for the Low Man".

22. **Advanced CIT for ECO's: A Closer Look at "Excited Delirium" (8 hours)**

This Dispatcher geared 8 hour course is designed to work in concert with your CIT training by taking a closer look at what "Excited Delirium" is and is not. This course looks at the history of Excited Delirium, Causal effects, the 4 Phases of Excited Delirium, Emotional and Physical Behaviors, Signs and Symptoms, How to manage an ExDS person, developing recommended protocols, the role that Bath Salts can play, and more. Being more aware of this developing social malady helps protect your Law Enforcement personnel as well as Fire/EMS Responders, and may save another life. ** This course also for LEO, Fire/EMS, CIT members **

23. **Managing Suicidal Persons (8 hours)**

This 8 hour course is devoted to the mindset of suicidal persons in general population. Handling a suicidal caller or giving guidance to a 3rd party on site, requires a stronger base knowledge on the Dispatchers part. With new technology taking it's place in the Comm Center, that suicidal caller may now be using a streaming video chat, or text messaging to seek assistance. By understanding the mindsets and using a few different techniques, Dispatchers have a better chance of stabilizing a suicidal person until other responders can arrive and locate the suspect.

This course looks at Understanding and preventing suicide, Warning signs of suicide, Responding to a person in crisis, Help and support roles, Risk factors, Teen and Seniors suicide risk factors and solutions, and more.

24. Advanced General Instructor: Fine Tuning Basic / Entry Level Instruction

This 8 hour class is geared for Dispatchers who are certified Instructors as a refresher on some basic adult learning elements, and addresses some of the more difficult areas of the Instructor. Does your lesson plan clearly include all of your standards? How do you write your practical exercises? How do you measure your practical exercises? Who do you use for Role-Players? Who do you use for your Evaluators? How do you manage your Role-players and Evaluators? Do Evaluators have a specific ethic on grading students?

We answer these questions and show you how to manage the entry level training on a higher standard.

25. After the First 20 Seconds (Advanced ECO) **NEW**** 8 hours**

So what happens when the basic call-taking takes a turn you didn't see coming, and haven't been trained for? What happens when the caller, victims, and/or call type is so fast moving, or so horrific in how it unfolds, that you just can't obtain information that you need with the standard call-intake Q&A?

This course steps outside of critical thinking skills and moves more towards the new training paradigm, "forward thinking". Thinking past the basic Q&A and getting relevant information when there just isn't anymore time becomes a high skillset that is desperately needed.

This course involves class interaction with some historic call tapes to promote the mindset of forward thinking and finding the intel goldmine in a millisecond.

26. General Instructor Development (40 hours)

**** For all VA DCJS entities ****

This course VA DCJS. Currently being taught at Rappahannock (Fredericksburg), Central Virginia (Lynchburg), and Piedmont Regional (Martinsville) Criminal Justice Academies. Inquire for details.

27. **Internal ECO Recert - Modules 1,2, and 3** ****NEW****

These 8 hour blocks of instruction are used as internal "recert" classes for agency career development. Each of the 3 blocks covers a specific group of topics, including but not limited to:

Basic call-intake, customers service, adhering to policies, chain of command 101, traffic stops documentation, domestic violence calls, medical emergencies, recognizing verbal clues, the importance of "paperwork", general conduct, stress management strategies, career development (keeping the passion alive), etc.

28. **Dispatcher Purgatory - 10 Years Post Hire** ****NEW**** 8 hours

Has the world gone mad? Is this what I signed up for? Am I just marking time for retirement? I love this job, but.....

Based on numerous studies through the years, every year that a Dispatcher serves, is equal to 5 years for general industry, based on the amount of work, multi-tasking, continuous learning curve, stress, physical hardships, psychological impact (change in world views), family impact, etc.

So how do you keep your head screwed on straight in a field you love, but that hurts your soul every passing day?

In a work industry that always seems to be negative in its daily content, this course looks at the complaints and woes of seasoned Dispatchers, and how to put this job and lifestyle into the correct perspective, to stay healthy- physically, psychologically, and emotionally.

Updated Aug 2015



Sign In

[Home](#) | [About Us](#) | [News](#) | [Events](#) | [Contact](#)
[About](#) | [Membership](#) | [Events](#) | [Training/Certification](#) | [Standards/Resources](#) | [Committees](#) | [Programs](#) | [Gov Affairs](#) | [Stats](#) |

Search NENA.Org

Enter search criteria...

Search »

SIGN IN

Username

Password

 Remember Me

Sign In

Forgot your password?

Haven't registered yet?

NENA NEWS [MORE](#)

9/23/2015
NENA Now Accepting 2016-2017 Executive Board Nominations

9/15/2015
#WebinarWednesday: Understanding & Combating Stress-Related Health Problems in 9-1-1

9/15/2015
Congratulations to Our Summer 2015 ENPs!

CALENDAR [MORE](#)

9/28/2015 » 10/2/2015
Center Manager Certification Program - Murfreesboro, TN

9/30/2015
Webinar Wednesday - Understanding & Combating Stress-Related Health Problems in 9-1-1

10/4/2015 » 10/8/2015
NENA Development Conference 2015 & Critical Issues Forum

10/5/2015 » 10/7/2015
NENA Education Summit - Austin, TX

10/7/2015 » 10/9/2015
Colorado NENA Conference

Host a NENA Course

[More in this Section...](#)

NENA holds [courses](#) in conjunction with all of our conferences and events, and most chapters host classes at their state conferences or meetings. Additionally, many PSAPs, local and state governments, companies, public safety associations, and other emergency communications groups choose NENA as a cost effective, reliable, and proven method to providing critical education to parties of twelve or more.

Please read below for an overview of hosting a NENA course. If you would like to host a class, or have any questions or comments, please contact NENA Education & Operations Director [Ty Wooten](#).

Method 1 - Outright Purchase

Under this method, the host buys the course(s) outright and handles attendee registrations. Our one-day classes are priced at \$4,000, and two-day offerings are \$7,000. Some courses that may require two instructors are priced slightly higher. Discounts are available for hosts who purchase multiple classes. Hosting courses using this method allows the host to set its own pricing, to provide free or discount seats to attendees, to pay for the offering out of a training budget or through a grant, and/or to potentially generate revenue from the event. Most NENA courses have a 30-seat limit. This number is negotiable on a case-by-case basis.

or

Method 2 - Per-Person Registration

Under this method, attendee registrations are taken by NENA Headquarters via our Online Registration Form. Our one-day classes are priced at \$199 per person for NENA Members and \$275 for Non-Members. Two-day offerings are \$300 per-person for Members and \$425 for Non-Members. These rates are not discountable or negotiable. Hosting courses using this method allows the host to provide high-quality educational opportunities at very little cost to the host. However, NENA does require at least 16 attendees registered per course 21 days prior to the event date in order to hold the class as scheduled. The host agency is entitled to three (3) free seats for hosting the course.

Planning and Logistics

NENA Headquarters is responsible for:

- ▶ Promoting the course via the NENA website and bi-weekly Email Blast
- ▶ Creating flyers and/or registration forms (as requested by host)
- ▶ Outreach to NENA Members in surrounding areas (as requested by host)
- ▶ Printing and shipping of materials to course site and associated costs
- ▶ Securing of instructor and associated costs (travel, honorarium, etc.)
- ▶ Providing Certificates of Attendance to attendees who complete the course

Host is responsible for:

- ▶ Providing date and location details to NENA Headquarters in a timely manner
- ▶ Securing of meeting/conference room and all A/V setup and associated costs
- ▶ Promoting the course via appropriate and available methods (website, flyers, etc.)
- ▶ Providing refreshments for attendees (at host's discretion)

(c) 2013-14 NENA - National Emergency Number Association, Alexandria, VA
Please report errors, omissions, or concerns to [NENA's Webmaster](#)
Forgot your User Name or Password? - [Automated Password Reset](#)

[NENA Intellectual Property Rights Policy](#)

Membership Software Powered by YourMembership.com® :: Legal





[HOME](#) [SCHEDULE](#) [TRAINING & SEMINARS](#) [ABOUT US](#) [PRODUCTS & SERVICES](#)
[REVIEWS](#)



Dispatch Training
Anywhere, Anytime

THE PUBLIC SAFETY GROUP

When Seconds Count® You Can Count On The Public Safety Group

Training And Seminars

We offer many public safety training classes including online and hosted in your place of business. Please click on any title to see more detailed information.

[Hosting A Seminar](#)

Hosting A Seminar

Hosting a seminar with The Public Safety Group is simple, we do most of the work.

[Half Day Seminar Cost: \\$129.00](#)

NEW **Am I Just The Dispatcher?**

This motivational session will take an in-depth look at the job you do every day.

Customer Service Half Day

Customer service skills for dispatchers is a critical class for all dispatchers and 9-1-1...

First Responder Round Table

The only class like it on the market.

Lessons Learned From The Denise Amber Lee Case

This 4-hour class is Lessons Learned from the Denise Amber Lee Case.

TTY Training

This 4-hour course deals with ADA Compliance, call handling techniques, the deaf culture and ASL...

[One Day Seminar Cost: \\$199.00](#)

Active Shooter

The most comprehensive active shooter class on the market.

Communication Center Liability

Liability issues in the communications center have become a major issue across the United States...

Crimes In Progress

When Seconds Count®, are you prepared to respond?

Critical Incident Stress

Communications is one of the most stressful jobs you can have. Each one of you will experience...

Critical Incidents - Total Disaster Response

This course is designed to provide the attendee the knowledge they need to respond to a variety...

Customer Service 1 Day

Customer service skills for dispatchers is a critical class for all dispatchers and 9-1-1...

Domestic Abuse

A dynamic one-day look at the truths and myths associated with domestic abuse.

Hostage Negotiation

The FBI now recommends that communications professionals receive hostage negotiation training....

How To Save A Life, Yours!

In this day and age heart disease, stroke and diabetes are not discriminatory however those that...

Stress: It's All In Your Head

A dynamic one-day look at how public safety workers can reduce stress in their lives.

Suicide Intervention

A one-day interactive class...

Terrorism And The Telecommunicator

Terrorism has become a major threat to the cities of America.

[One Day Seminar Cost: \\$199.00](#), [Two Day Seminar Cost: \\$199.00](#)

NEW) Crisis Intervention

When a person is in crisis, the telecommunicator many times will be the first person to...

[Two Day Seminar Cost: \\$375.00](#)

Advanced Law Enforcement

A two-day seminar, which focuses on skills dispatchers need to dispatch various calls, which may...

Communications Supervisor Course

A two-day interactive class focusing on skills supervisors need.

Communications Training Officer (CTO)

A two-day interactive look at specific skills trainers need to perform the high-quality training...

Fire Communications

A two-day seminar focusing on communication, management, apparatus, and functionality in...

Supervisor

A two-day interactive class focusing on skills supervisors need.

[One Day Seminar Cost: \\$375.00](#), [Two Day Seminar Cost: \\$375.00](#)

NEW) Crisis Intervention

When a person is in crisis, the telecommunicator many times will be the first person to...

[Home](#)

[Schedule](#)

[Training & Seminars](#)

[About Us](#)

[Products & Services](#)

[Reviews](#)

[Terms and Conditions](#)



[Shopping Cart](#)

Search

The Public Safety Group can be reached at:

P.O. Box 326, Estero, Florida 33929

Office: (239) 676-7467 or (877) 794-9389

Fax: (239) 676-7468

Ready to sign up for a class?

Register Here