

Cuyahoga County CECOMS

Countywide Training Policy



PREFACE

The Cuyahoga Emergency Communications System (CECOMS) recognizes the need for robust training opportunities for Cuyahoga County Public Safety Answering Points (PSAPs) to maintain compliance with the State of Ohio PSAP Operation Rules. This policy document outlines the training opportunities that are available through CECOMS, providing information on the classes that are offered, topics that are covered, and cost associated with each class.

Table of Contents

1.0 PURPOSE	1
2.0 SCOPE	1
3.0 RESPONSIBILITIES	1
4.0 CLASSES OFFERED	1
4.1 AMERICAN HEART ASSOCIATION HEARTSAVER FIRST AID/CPR/AED	2
4.2 APCO PUBLIC SAFETY TELECOMMUNICATOR 7 TH EDITION	2
4.3 APCO EMERGENCY MEDICAL DISPATCH.....	3
4.4 APCO FIRE SERVICE COMMUNICATIONS.....	3
4.5 APCO LAW ENFORCEMENT COMMUNICATIONS.....	4
5.0 CLASS SCHEDULING AND REGISTRATION.....	4
5.1 MINIMUM/MAXIMUM NUMBER OF STUDENTS.....	5
6.0 SUSPENSION/REVOCAION OF CERTIFICATION.....	5

1.0 PURPOSE

This policy document describes the Cuyahoga Emergency Communications System (CECOMS) Countywide training program which is compliant with the State of Ohio PSAP Operations Rules.

2.0 SCOPE

This document outlines all phases of CECOMS' Countywide training program, including which classes are available, how often they are scheduled, the cost associated with each class, any prerequisites, minimum and maximum number of students allowed, and information regarding re-certification requirements and revocation of certifications.

3.0 RESPONSIBILITIES

The listed individuals maintain the following responsibilities:

- The CECOMS Manager shall assure all CECOMS training staff are in compliance with this policy.
- The CECOMS training staff shall conduct all respective classes in compliance with this policy and associated rules set forth by the Association of Public Safety Communications Organization (APCO International) and the American Heart Association (AHA).

4.0 CLASSES OFFERED

CECOMS training staff are certified instructors in the following disciplines:

- American Heart Association Heartsaver First Aid/CPR/AED
- APCO International Public Safety Telecommunicator 7th edition
- APCO International Emergency Medical Dispatch
- APCO International Law Enforcement Communications
- APCO International Fire Service Communications

4.1 AMERICAN HEART ASSOCIATION HEARTSAVER FIRST AID/CPR/AED

The American Heart Association Heartsaver First Aid/CPR/AED course is 6 hours in duration and covers the following topics:

- First Aid for various medical emergencies, injury emergencies, and environmental emergencies.
- Adult CPR/AED use/Choking
- Child CPR/AED use/Choking
- Infant CPR/Choking

There are no prerequisites required for this class. The cost associated with this class is \$20 per student to cover the cost of the cards that will be issued upon successful completion of skills testing.

4.2 APCO PUBLIC SAFETY TELECOMMUNICATOR 7TH EDITION

This is the base public safety telecommunicator course. This course is 40 hours in duration and covers the following topics:

- Introduction to your new career
- Preparing for your new career
- Interpersonal Communications
- Telephone Communication Techniques: Call Processing
- Telephony Traditional Technology
- Next Generation 911
- Telephony TTY
- Telematics and Collision Notification Systems
- Computer Aided Dispatch and Related Technologies
- Radio Communications Techniques
- Radio Technologies
- Call Classifications
- Incident Command System
- Liability Issues

There are no prerequisites for this class. This class will be provided at no charge for Cuyahoga County primary PSAP dispatchers. Cuyahoga County secondary PSAP dispatchers will be charged for their student manual plus shipping, \$79.00 plus shipping.

4.3 APCO EMERGENCY MEDICAL DISPATCH

This is an advanced telecommunicator class that trains dispatchers to quickly determine the nature and priority of a medical emergency and provide emergency instructions to help the patient until EMS arrives. The course is 32 hours in duration and covers the following topics:

- Emergency Medical Dispatcher Roles and Responsibilities
- Legal/Liability Issues for EMD
- National Standards for EMD
- Resource Allocation
- Layout and Structure of the EMD Guidecards
- Obtaining Information from Callers
- Anatomy and Physiology
- Chief Complaint Types
- Quality Assurance and Re-certification
- Stress Management

Completion of a 40 hour basic telecommunicator course is required prior to registering for this class. The APCO Public Safety Telecommunicator 7th edition course meets the prerequisite requirement. This class will be provided at no charge for Cuyahoga County primary PSAP dispatchers. Cuyahoga County secondary PSAP dispatchers will be charged \$79.00 for their student manual plus shipping.

4.4 APCO FIRE SERVICE COMMUNICATIONS

This course is designed to advance fire communications training, improving service to callers and safety of responders. This course is 32 hours in duration and covers the following topics:

- Introduction to Fire Service
- Fire Service Communications Overview
- Fire Service Call Processing
- Fire Dispatch Procedures
- Fire Service Incidents
- National Incident Management System (NIMS) and Incident Command (ICS)
- Hazardous Material Incidents
- Terrorism Incidents

Completion of a 40 hour basic telecommunicator course is required prior to registering for this class. The APCO Public Safety Telecommunicator 7th edition course meets the prerequisite requirement. This class will be provided to Cuyahoga County PSAP (primary and secondary) dispatchers at the cost of the student manual (\$79 per student plus shipping).

4.5 APCO LAW ENFORCEMENT COMMUNICATIONS

This class provides training to improve service to the caller and increase the safety of responders. This class is 32 hours in duration and covers the following topics:

- The Role of Law Enforcement
- History of Law Enforcement Organizations, Operations, Vehicles, and Equipment
- Classification and Prioritization of Crimes
- Law Enforcement Telecommunicator Overview of Roles and Responsibilities
- Law Enforcement Call Processing and Dispatch Procedures
- Law Enforcements Incidents: Crimes Against Persons/Property/Vehicle and Highway
- Communications for Pursuits and Officer Needs Assistance Incidents
- Next Generation and Emerging Communications Technology
- Law Enforcement Communications and Counterterrorism
- National Incident Management System (NIMS)

Completion of a 40 hour basic telecommunicator course is required prior to registering for this class. The APCO Public Safety Telecommunicator 7th edition course meets the prerequisite requirement. This class will be provided to Cuyahoga County PSAP (primary and secondary) dispatchers at the cost of the student manual (\$79 per student plus shipping).

5.0 CLASS SCHEDULING AND REGISTRATION

The Cuyahoga County Department of Public Safety shall determine the schedule for each APCO class. The AHA Heartsaver CPR/AED/First Aid class may be scheduled on an as needed basis, with a minimum of 1 class held per quarter.

Registration is required for all classes. The information that will be required for registration is as follows:

- Full Name
- Agency
- Email address
- Proof of completion for any pre-requisites

It is recommended that you register early for your preferred class as the number of students per class is limited.

5.1 MINIMUM AND MAXIMUM NUMBER OF STUDENTS

Each class described in this document is subject to a minimum and maximum number of students allowed per class. Classes will be cancelled if the minimum number of student registration is not met. Once a class is full, the class will be closed and no additional students will be permitted to register. APCO courses require a minimum of 10 students and a maximum of 18 students.

6.0 SUSPENSION/REVOCAION OF CERTIFICATION

Occasionally, due to failure to meet standards or otherwise being involved in activities unbecoming a professional, suspension or revocation of a certification may be required. Any certification may be suspended or revoked by the agency or APCO Institute for any of the following causes in compliance with national standards:

- Habitual or excessive use of, or addiction to, narcotics or dangerous drugs; or conviction of any offense relating to the use, sale, possession, or transportation of narcotics, dangerous drugs or controlled substances.
- Habitual or excessive use of, or addiction to, alcoholic beverages or being under the influence of alcoholic beverages or controlled substances while on call or duty.
- Conviction of being under the influence of alcohol or controlled substances while driving a vehicle.
- Fraud or deceit in applying for or obtaining any certification.
- Fraud, deceit, incompetence, patient abuse, theft, or dishonesty in the performance of duties.
- Involvement in the unauthorized use or removal of narcotics, supplies, or equipment from any emergency vehicle, agency, or health-care facility.
- Performing procedures or skills beyond the level of certification or not allowed by rules.
- Violation of laws pertaining to medical practice and drugs.
- Conviction of a felony or a crime involving moral turpitude.
- The entering of a plea of guilty or the finding of guilt by jury or court, of commission of a felony or a crime involving moral turpitude.
- Mental incompetence as determined by a court of competent jurisdiction.
- For good cause, including conduct that is unethical, immoral, or dishonorable.
- Demonstrated inability/failure to perform appropriate patient care through approved pre-arrival instructions and demonstrated inability/failure to perform according to the medically approved APCO EMD Guidecards.
- Failure to maintain CPR certification.
- Failure to obtain Continuing Dispatch Education credits as required by the employing agency, APCO Institute, ASTM or other applicable national standards.