

# Advanced Dispatcher Update

**October 10, 11 & 12, 2012**

Hosted by: **Shascom 9-1-1**  
Held at: **Redding City Hall**  
**777 Cypress St. - Community Room**  
**Redding, California 96001**

**POST Plan II**  
**Backfill**  
**Reimbursed**  
**Tuition: \$296**  
**for 3 days**

**Course Hours: 8 am- 5 pm**

*Included topics are:*

- New!** - Preventing Burnout in the Comm Center
- New!** - It's *Not Just* Customer Service
- Updated!** - Disaster Preparedness for Dispatchers and Their Families
- Updated!** - Dispatcher Legal Update / Legal Liability
  - 9-1-1 Technology Update (Updated for 2012)
  - Tips and Hints--What has worked for Others
  - Scenario-Based Practical Exercises

***Taught by Veteran Dispatch Instructors:***  
***Janet Childs, M.A., AAETS – Diplomate***  
***and James O'Neil, ENP***

This three-day course is designed for **experienced Public Safety Dispatchers and Supervisors**. It fulfills the POST Commission Regulations 1005, 1008 and Procedure D-2 requirement that all Public Safety Dispatchers and Supervisors receive 24-hours of Continuing Professional Training every two years.

**The course is POST approved, Plan II Backfill reimbursed**  
**Technical, Certification Number 1082-30920-12-004**

***New & Updated Dispatcher Specific Information!***

**TO REGISTER:**

On The Web: [www.TrainingForSafety.com](http://www.TrainingForSafety.com) (click on "Schedule")

For more information Email: [Carole.deGery@TrainingForSafety.com](mailto:Carole.deGery@TrainingForSafety.com)

By Phone: (650) 692-0437 Extension 107      By Fax: (650) 472-9130