

# Advanced Dispatcher Update

March 2,3 & 4, 2010 8am – 5pm

Hosted by the **San Jose State University Police Department**  
And held at the **SJSU Room 214**  
**377 S 7<sup>th</sup> St**  
**San Jose, CA 95112**

**POST Plan II**

**Tuition: \$285  
for 3 days**

Included topics are:

- Managing Cumulative Critical Incident 9-1-1 Stress
- Revised!* - Dispatching Major Incidents – What Went Right!
- New!* - Unusual Incident Responses for Dispatch
- New!* - Every Dispatcher's Guide to ICS and Hazmat
- Updated!* - Dispatcher Legal Update / Legal Liability
  - 9-1-1 Technology Update (Updated for 2010)
  - Tips and Hints--What has worked for Others
  - Scenario-Based Practical Exercises

***Taught by Veteran Dispatch Instructors:***  
***Janet Childs, M.A., AAETS – Diplomate***  
***Joseph Doherty, M.S. (ESA), BE***  
***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, Technical, Certification Number 1082-30920-09-021

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

TO REGISTER:

On The Web: [www.TrainingForSafety.com](http://www.TrainingForSafety.com)

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