

# Advanced Dispatcher Update

April 13, 14 & 15, 2010 8am – 5pm

Hosted by and held at the **Santa Maria Department**  
**222 E Cook St, Santa Maria CA 93454**

**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 1082-30920-09-028**

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

**TO REGISTER:**

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

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