

Advanced Dispatcher Update

April 23, 24 & 25, 2012

Hosted by and held at: **Upland Police Department**
1499 West 13th Street
Upland, California 91786

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
- Revised!** - Dispatching Major Incidents – What Went Right!
*Including lessons learned from the San Bruno gas main explosion
- New!** - Chemical Suicide
- New!** - 9-1-1 Tracking Technology
 - Tips and Hints--What has worked for Others
 - Scenario-Based Practical Exercises

Taught by Veteran Dispatch Instructors:
Janet Childs, M.A., AAETS – Diplomate
Jeanne Enberg, Communications and Records Manager
and Rey Pagarigan, Tactical Dispatcher

This three-day course is designed for **experienced Public Safety Dispatchers and Supervisors**. It fulfills part of 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 1082-30920-11-015

New & Updated Dispatcher Specific Information!

TO REGISTER:

On The Web: www.TrainingForSafety.com (click on "Schedule")

For more information Email: Carole.deGery@TrainingForSafety.com

By Phone: (650) 692-0437 Extension 107

By Fax: (650) 472-9130