

# Advanced Dispatcher Update

June 15, 16 & 17, 2010 8am – 5pm

Hosted by: **Scotts Valley Police Department**

Held at: **Santa Cruz Police Department - Community Room**

**155 Center Street**

**Santa Cruz, CA 95060**

**POST Plan II  
Tuition: \$285  
for 3 days**

*Included topics are:*

- Managing Cumulative and Critical Incident 9-1-1 Stress
- Revised!** - Dispatching Major Incidents – What Went Right!
- Disaster Preparedness for Dispatchers and Their Families
- Courtroom Testimony and Demeanor for Dispatchers
- 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, MS (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 1082-30920-09-034

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

**TO REGISTER:**

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

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