

**Department of Public Safety Standards and Training**  
**Memo**

**Date:** December 24, 2024

**To:** Telecommunications Policy Committee

**From:** Julie L. Collinson, MA, NCC, LPC  
Assistant Academy Dean / Center for Policing Excellence Manager  
DPSST – Training Division

**Subject:** **Approval for Changes to the Telecommunicator Field Training Manual and Addition of the Telecommunicator Guidebook**

The Training Division requests the approval of updates to the Telecommunicator Field Training Manual.

*Background:*

A telecommunicator workgroup endeavored to update the 2015 Telecommunicator Field Training Manual (FTM) in a manner that provided the state with a more useable, flexible, and effective tool to support post-academy training. The inclusion of required “levels of learning” assists trainers in determining what the expected competency levels are related to training topics, while not limiting a trainer or agency in pursuing more advanced training.

A comprehensive Field Training Guidebook (FTG) was added to provide the specific outcomes and competencies associated with each FTM task. This FTG also contains a comprehensive appendix section that includes considerations and resources associated with many topics contained within the FTM that may be applicable to specific regions of Oregon. This manual serves to offer an equitable training standard for telecommunicators across the state of Oregon with a parallel emphasis on technical proficiency and overall professionalism.

The Center for Policing Excellence, Training Division Management, the Telecommunication Program Coordinator, and constituents from around the state collaborated to examine the current Telecommunicator Field Training Manual and proposed Telecommunicator Field Training Manual Guidebook, and are seeking approval of those changes aforementioned.

*Recommendations:*

The Center for Policing Excellence proposes the Telecommunications Policy Committee adopt the 2024 Telecommunicator Field Training Manual and Telecommunicator Field Training Manual Guidebook.

*Attachments:*

Telecom\_FTM\_2024.pdf  
Telecom\_FTM\_2024 Guidebook.pdf

**Action Item:**

Review and determine whether to recommend approval of the proposed 2024 Telecommunicator Field Training Manual and Telecommunicator Field Training Guidebook.



DPSST  
Telecommunicator  
Field Training Manual  
December 2024  
M41-24

Name:

DPSST:

Agency:

Completion Date:

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## **Introduction**

### **Purpose of the Telecommunicator Field Training Manual**

DPSST issues the Telecommunicator Field Training Manual (FTM) to every new telecommunicator eligible for certification. The FTM is an essential element of the recruit's training program after completion of the Basic Telecommunicator Course. Completion of the FTM reinforces and complements the basic academy program. With proper administration and supervision, the FTM provides the field training needed to supplement classroom training, allowing the telecommunicator to apply basic call taking principles, and begin their path to a successful public safety career. This is an important phase of basic telecommunicator training.

### **History and Design**

Telecommunication agencies in Oregon and the Department of Public Safety Standards and Training worked collaboratively to update this manual. This effort was completed by a core workgroup consisting of the following professionals:

Tami Atkinson, Coordinator  
Department of Public Safety Standards &  
Training (DPSST)

Stephen Long, Supervisor  
Yamhill Communications Agency

Kathy Fink, Supervisor  
W.C.C.C.A.

Vanessa Sanfilippo, Dispatcher  
W.C.C.C.A.

Lance Guenther, Coordinator  
Port of Portland

LeAnne Senger, Supervisor  
Lake Oswego Communications (LOCOM)

Megan Happ, Dispatcher  
Deschutes County 9-1-1

Karen Soules, Dispatcher  
Port of Portland

Jeremy Hipes, Manager  
Astoria Police Department

Sara Stewart, Coordinator  
Department of Public Safety Standards &  
Training (DPSST)

Corinna Jacobs, Lead Worker  
Baker County Consolidated Dispatch

Andrea Tobin, Supervisor  
Central Lane Communication Center

This workgroup endeavored to update the 2015 FTM in a manner that provided the state with a more useable, flexible, and effective tool to support post-academy training. The inclusion of required “levels of learning” will assist trainers in determining what the expected competency levels are related to training topics, while not limiting a trainer or agency in pursuing more advanced training.

A comprehensive guidebook was added to provide the specific outcomes and competencies associated with each FTM task. This guidebook also contains a considerable appendix section that includes considerations and resources associated with many topics contained within the FTM. This manual serves to offer an equitable training standard for telecommunicators across the state of Oregon with a parallel emphasis on technical proficiency and overall professionalism.

## **Instructions**

Completion of the FTM is a requirement for DPSST Basic Telecommunicator Certification. Pursuant to ORS 181A.490 and OAR 259-008-0060, the FTM must be completed in its entirety within 18-months from the date any individual is employed as a telecommunicator.

The FTM is designed to be a continuation of the mandated basic training program. The manual provides topics to review during the new recruit's trial service period, regardless of their previous training or experience. The FTM provides the opportunity for continuous appraisal and documentation of employee development and appropriate performance including reasoning, judgment and the application of related technical skills necessary to perform the job as required. The FTM is designed to be flexible and equitable in order to facilitate the various learning rates and needs of new telecommunicators assigned to the field training program. Should the recruit fail to grasp the information given, corrective training may be initiated in an attempt to help them meet the objectives outlined in the FTM.

### **Competency Levels**

The FTM is broken into six equally important modules. The trainee and their trainer must complete and sign/date each topic. There are four levels of competency and each level of learning builds on those that precede it, which offers a progressive roadmap for training on each topic. For example, if a trainee is having difficulty *evaluating* content related to a topic, the trainer might consider reviewing how they have *applied* the knowledge in the past or checking their core *understanding* of a topic. Many topics only require a trainee to have demonstrated understanding in that area.

For a number of reasons, a trainer or agency may opt to have a trainee advance to a higher level of learning. As an example, the section on "3.2.2 Radio Operation" calls for a trainee to **understand** the concept. If that trainee will be expected to dispatch as part of their daily duties, it would likely be advantageous to focus more time on that concept and aim for the trainee to be able to actively **apply** or even **evaluate** the knowledge given the nature of the assignment.

<b>Understand</b>	Trainee understands the core content on this topic and can explain it to trainer.
<b>Apply</b>	Trainee understands and can apply knowledge/skill on this topic in their work.
<b>Evaluate</b>	Trainee understands, can apply, and can evaluate knowledge/skill on this topic.
<b>Create</b>	Trainee understands, can apply, can evaluate, and create original material related to this topic that adheres to the core principles of the topic area.

### **Required & Optional Competency Levels**

Black boxes indicate competency levels which are below the minimum state standard. The presence of the word “Required” in the signature box indicates the minimum competency required for a topic. Completion of the competency levels marked “Optional” is based on the topic’s applicability to the agency’s operations and are completed at the agency’s discretion.

#### *EXAMPLE Of COMPETENCY LEVEL COMPLETION*

We can see that the trainee (JH) initially reviewed and signed off all of the items in this section by 12/25/2021. The trainee demonstrated their ability to understand their role in the external relationships associated with their center on 10/01/21. On 10/14/21, the trainee appears to have demonstrated their ability to apply the competencies associated with their role in external relationships, likely through an interaction on a call. Note that the signed box for applying the task “Role in External Relationship” is an optional box and is not required for completion of the FTM. In this instance, either the agency, the trainer (SS), or the trainee identified the need to meet this optional and higher standard. Also note that for the experiential training task, “apply” is the minimum statewide standard, which was completed by the trainee and a new trainer (AT) on 12/25/21.



3.4 RELATIONSHIPS	Understand	Apply	Evaluate	Create
3.4.1 Role in External Relationship	JH/SS 10/01/21 Required	JH/SS 10/14/21 Optional	Optional	Optional
3.4.2 Experiential Training		JH / AT 12/25/21 Required	Optional	Optional

**Language**

Due to the decentralized nature of telecommunications in Oregon, there are inherent challenges in building one manual for statewide use. The topics contained within the FTM and associated Field Training Guidebook (FTG) use general language to allow agencies to apply topics as utilized within their jurisdiction. Additionally, an appendix has been added to the FTG to include topics and areas of consideration for areas in which an agency may need to address with a new trainee to complete training for their region, which are not included in this FTM.

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### Module 1 - Agency-Specific

1.1 POLICY & PROCEDURE	Understand	Apply	Evaluate	Create
1.1.1 Records Request	Required	Optional	Optional	Optional
1.1.2 Policies	Required	Optional	Optional	Optional
1.1.3 Public Inquiry / Complaint		Required	Optional	Optional
1.1.4 Certification & Training	Required	Optional	Optional	Optional
1.2 RESOURCES	Understand	Apply	Evaluate	Create
1.2.1 Local		Required	Optional	Optional
1.2.2 Referral		Required	Optional	Optional
1.2.3 Policy Application		Required	Optional	Optional
1.3 FACILITY	Understand	Apply	Evaluate	Create
1.3.1 Security		Required	Optional	Optional
1.3.2 Emergency Evacuation		Required	Optional	Optional

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## Module 2 - Call-taking

2.1 BASIC CALL HANDLING	Understand	Apply	Evaluate	Create
2.1.1 Phone skills – customer service			Required	Optional
2.1.2 Call triage			Required	Optional
2.1.3 Call control			Required	Optional
2.1.4 Comprehension		Required	Optional	Optional
2.1.5 Multi-tasking		Required	Optional	Optional
2.2 LOCATION	Understand	Apply	Evaluate	Create
2.2.1 Use location resources		Required	Optional	Optional
2.2.2 Jurisdiction knowledge		Required	Optional	Optional
2.2.3 Documentation		Required	Optional	Optional
2.3 SYSTEM NAVIGATION	Understand	Apply	Evaluate	Create
2.3.1 Relay information	Required	Optional	Optional	Optional
2.3.2 Use of system		Required	Optional	Optional
2.3.3 Knowledge of systems		Required	Optional	Optional

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<b>2.4 EQUIPMENT</b>	<b>Understand</b>	<b>Apply</b>	<b>Evaluate</b>	<b>Create</b>
2.4.1 Telecommunications Equipment		Required	Optional	Optional
2.4.2 Effective CAD use		Required	Optional	Optional
<b>2.5 SAFETY</b>	<b>Understand</b>	<b>Apply</b>	<b>Evaluate</b>	<b>Create</b>
2.5.1 Determining safety concerns		Required	Optional	Optional
2.5.2 Role & responsibility		Required	Optional	Optional
<b>2.6 SPECIAL CALLS</b>	<b>Understand</b>	<b>Apply</b>	<b>Evaluate</b>	<b>Create</b>
2.6.1 Procedures for specific calls		Required	Optional	Optional
2.6.2 Use of specific resources		Required	Optional	Optional
<b>2.7 TROUBLESHOOTING</b>	<b>Understand</b>	<b>Apply</b>	<b>Evaluate</b>	<b>Create</b>
2.7.1 Malfunction procedure	Required	Optional	Optional	Optional
2.7.2 Problem solving & decision making			Required	Optional
2.7.3 Equipment operation		Required	Optional	Optional

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### Module 3 - Field Considerations (Fire, LE, & EMS)

<b>3.1 LOCATION &amp; TRACKING</b>	<b>Understand</b>	<b>Apply</b>	<b>Evaluate</b>	<b>Create</b>
3.1.1 Responder jurisdiction		Required	Optional	Optional
3.1.2 Monitor & track responders	Required	Optional	Optional	Optional
3.1.3 Discern location information for responders		Required	Optional	Optional
3.1.4 Access resources	Required	Optional	Optional	Optional
<b>3.2 COMMUNICATIONS EQUIPMENT</b>	<b>Understand</b>	<b>Apply</b>	<b>Evaluate</b>	<b>Create</b>
3.2.1 Dispatching	Required	Optional	Optional	Optional
3.2.2 Radio operation	Required	Optional	Optional	Optional
3.2.3 Communication methods			Required	Optional
<b>3.3 ASSESSMENT &amp; DEPLOYMENT</b>	<b>Understand</b>	<b>Apply</b>	<b>Evaluate</b>	<b>Create</b>
3.3.1 Needs assessment & response	Required	Optional	Optional	Optional
3.3.2 Deployment procedures	Required	Optional	Optional	Optional
3.3.3 Resource deployment	Required	Optional	Optional	Optional
3.3.4 Responder safety		Required	Optional	Optional
3.3.5 Extreme Risk Protection Orders	Required	Optional	Optional	Optional

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3.3.6 Sanctuary Promise	Required	Optional	Optional	Optional
<b>3.4 RELATIONSHIPS</b>	<b>Understand</b>	<b>Apply</b>	<b>Evaluate</b>	<b>Create</b>
3.4.1 Role in external relationship	Required	Optional	Optional	Optional
3.4.2 Experiential training		Required	Optional	Optional

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### Module 4 - High-complexity situations

4.1 HIGH-COMPLEXITY SITUATIONS	Understand	Apply	Evaluate	Create
4.1.1 Communication	Required	Optional	Optional	Optional
4.1.2 Response	Required	Optional	Optional	Optional
4.1.3 Required Trainings			Required	Optional

### Module 5 - Wellness

5.1 RESILIENCE	Understand	Apply	Evaluate	Create
5.1.1 Coping Strategies		Required	Optional	Optional
5.2 INDIVIDUAL WELLNESS & FITNESS	Understand	Apply	Evaluate	Create
5.2.1 Physical wellness	Required	Optional	Optional	Optional
5.2.2 Role expectations	Required	Optional	Optional	Optional
5.2.3 Stress awareness			Required	Optional
5.2.4 Prepared for work		Required	Optional	Optional
5.3 RELATIONAL WELLNESS	Understand	Apply	Evaluate	Create
5.3.1 Teamwork efforts		Required	Optional	Optional
5.3.2 Positive interactions		Required	Optional	Optional

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5.3.3 Relationship building		Required	Optional	Optional
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## Module 6 - Professional Development (continued learning)

6.1 PROFESSION	Understand	Apply	Evaluate	Create
6.1.1 Professional growth	Required	Optional	Optional	Optional
6.1.2 Technology trends	Required	Optional	Optional	Optional
6.2 SELF	Understand	Apply	Evaluate	Create
6.2.1 Assessment & reflection		Required	Optional	Optional



# Field Training Manual Completion Record- Telecommunicator

# F36

Email: [certification.scheduling@dpsst.oregon.gov](mailto:certification.scheduling@dpsst.oregon.gov); Mail: 4190 Aumsville HWY SE; Salem, OR 97317

Questions? Call DPSST at 503-378-4411 or email [certification.scheduling@dpsst.oregon.gov](mailto:certification.scheduling@dpsst.oregon.gov)

Revised  
12/09/24

FTM Completion Record (F36)					
Instructions	<p><i>This form serves as an acknowledgement from the telecommunicator, Field Training Officer and Department Head that all required components of the approved Field Training Manual (FTM) have been completed. Telecommunicators must be evaluated and demonstrate acceptable knowledge of the modules reflected in the approved FTM. Completed FTMs must be maintained at the employing agency.</i></p> <p style="text-align: center;"><b>All modules of the FTM must be completed to become certified.</b></p>			Approved Telecom FTM:  <b>M41-24</b>	
Telecommunicator	Last Name: _____	First Name: _____	Middle Name: _____	2. DPSST Number: _____	
	Agency: _____				
Acknowledgement of Completion	Indicate whether the officer demonstrated acceptable knowledge of the modules listed below.				
	<b>Module</b>	<b>Yes</b>	<b>No</b>		
	Module 1 – Agency-Specific	<input type="checkbox"/>			
	Module 2 – Call-Taking	<input type="checkbox"/>			
	Module 3 – Field Considerations (Fire, LE & EMS)	<input type="checkbox"/>			
	Module 4 – High-Complexity Scenarios	<input type="checkbox"/>			
	Module 5 – Wellness	<input type="checkbox"/>			
	Module 6 – Professional Development (Continued Learning)	<input type="checkbox"/>			
Telecommunicator Attestation	I attest that I am the individual listed above and all modules from the above reference Approved Telecommunications FTM have been reviewed with me. I understand that by signing this document with false information makes all of my DPSST certification(s) subject to denial, suspension or revocation under ORS 181A.640 and Chapter 259 Division 008.				
	Signature _____		Date _____		
	Printed Name _____	Title _____	DPSST No. _____		
Field Training Officer Attestation	I attest that I am the primary field training officer and have confirmed the dispatcher has demonstrated acceptable knowledge and abilities in each of the modules of the FTM. I understand that by signing this document with false information makes all of my DPSST certification(s) subject to denial, suspension or revocation under ORS 181A.640 and Chapter 259 Division 008.				
	Signature _____		Date _____		
	Printed Name _____	Title _____	DPSST No. _____		
	Email Address _____				Phone _____
Department Head Attestation	I attest that I am the Department Head or hold DPSST Certification and am authorized by the Department Head to sign below. I certify that the information entered on this form has been verified and is substantiated by records maintained by my agency. If certified by DPSST, I understand that falsification of this document makes all of my certification(s) subject to denial, suspension or revocation under ORS 181A.640 and Chapter 259 Division 008.				
	Signature _____		Date _____		
	Printed Name _____	Title _____	DPSST No. _____		
	Email Address _____				Phone _____
DPSST USE Only				Entered by/date	

## Instructions for updating this Document.

1. This document is broken into 3 sections with specific owners who are authorized to change:
  - a. **Introduction Section** is shared by CPE and CJ Certifications, any changes must have both groups' review.
  - b. **Modules:** Shared CPE and Academy Operations responsibility, needing review by both groups
  - c. **Completion Form:** CJ Certification responsibility
2. Board Approved modifications to the FTM will have a new Identification Number assigned (M11-19A) by CJ Certifications
3. The Table of Contents (TOC) is auto generated, do not modify it, instead update the document, then right click on the TOC and choose "update field" then "Update entire table".
4. In the Styles section of the Home Tab you will see Module, Section, Topic, List Bullet, Normal, and TOC Heading. When you click text anywhere in the document, one of those styles will be highlighted. In order to maintain consistent formatting you must ensure you do not change these styles.
5. The Module Section and Topic Styles are tied to the Table of Contents. Do not use these styles anywhere else, as it will be added to the TOC when updated.
6. Don't use the TOC Heading Style. It will confuse the system.
7. This text box is designed to not print. Before printing, go to File, Options, Display and make sure "Print Drawings Created in Word is unchecked" Note you may need to turn this back on when printing other documents.
8. When finished editing, send to CJ Certifications. They will
  - a. Convert to a PDF
  - b. Add Form Fields
  - c. Publish to the CJ Forms Page



DPSST  
Telecommunicator  
Field Training Manual  
**GUIDEBOOK**  
December 2024  
M41-24

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# Introduction

## **Purpose of the Telecommunicator Field Training Manual**

DPSST issues the Telecommunicator Field Training Manual (FTM) to every telecommunicator eligible for certification.

The FTM is designed to be a light and versatile document for use by all agencies in Oregon, regardless of size and capability. This guidebook is provided as a resource for trainers when completing a trainee's FTM.

Several topic areas involve references with which a trainer may or may not be immediately familiar. This guidebook contains a comprehensive appendix section that includes specific considerations and resources associated with many topics contained within the FTM. In many of these cases, details have been used that adhere to a statewide standard of practice. Trainers may substitute agency documents or processes in those cases where an agency's standard of practice exceeds that of the state.

## Instructions

Completion of the FTM is a requirement for DPSST Basic Telecommunicator Certification. Pursuant to ORS 181A.560 and OAR 259-008-0060, the FTM must be completed in its entirety within 18-months from the date any individual is employed as a telecommunicator.

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### Competency Levels

The FTM is broken into six equally important modules. The trainee and their trainer must complete and sign/date each topic. There are four levels of competency and each level of learning builds on those that precede it, which offers a progressive roadmap for training on each topic. For example, if a trainee is having difficulty *evaluating* content related to a topic, the trainer might consider reviewing how they have *applied* the knowledge in the past or check their core *understanding* of a topic. Many topics only require a trainee to have demonstrated understanding in that area.

For several reasons, a trainer or agency may opt to have a trainee advance to a higher level of learning. As an example, the section on "3.2 Communications Equipment" calls for a trainee to **understand** the concepts within them. If that trainee will be expected to dispatch as part of their daily duties, it would likely be advantageous to focus more time on that concept and aim for the trainee to be able to actively **apply** or even **evaluate** the concepts given the nature of the assignment.

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*EXAMPLE Of COMPETENCY LEVEL COMPLETION*

We can see that the trainee (JH) initially reviewed and signed off all of the items in this section by 12/25/2021. The trainee demonstrated their ability to understand their role in the external relationships associated with their center on 10/01/21. On 10/14/21, the trainee appears to have demonstrated their ability to apply the competencies associated with their role in external relationships, likely through an interaction on a call. Note that the signed box for applying the task “Role in External Relationship” is an optional box and is not required for completion of the FTM. In this instance, either the agency, the trainer (SS), or the trainee identified the need to meet this optional and higher standard. Also note that for the experiential training task, “apply” is the minimum statewide standard, which was completed by the trainee and a new trainer (AT) on 12/25/21.



3.4 RELATIONSHIPS	Understand	Apply	Evaluate	Create
3.4.1 Role in External Relationship	JH/SS Required 10/01/21	JH/SS Optional 10/14/21	Optional	Optional
3.4.2 Experiential Training		JH / AT Required 12/25/21	Optional	Optional

### **Language**

Due to the decentralized nature of telecommunications in Oregon, there are inherent challenges in building one manual for statewide use. The topics contained within the FTM, and this associated Field Training Guidebook (FTG) use general language to allow agencies to apply topics as utilized within their jurisdiction. Additionally, an appendix has been added to this FTG to include topics and areas of consideration for areas in which an agency may need to address with a new trainee may need to know to complete training for their region, which are not included in the FTM.

## Module 1 - Agency-Specific

### 1.1 POLICY & PROCEDURE

#### 1.1.1 Records Request

Trainee needs to be able to prioritize and exercise good judgment to determine releasable and non-releasable information based on agency policy. Trainee should be able to explain applicable regulating forces (policies, laws, procedures) about public record releases.

#### 1.1.2 Policies

Trainee needs to be able to explain, locate, and implement department policies and procedures when called upon to do so. Trainee needs to be able to comply with all regulating forces (e.g. laws, policies, and procedures). Trainee needs to know and understand agency policy for notification of supervisors and others about certain events. Trainee needs to be able to explain the legal and policy requirements related to confidentiality and appropriate use of records.

#### 1.1.3 Public Inquiry / Complaint

Trainee needs to be able to respond and provide appropriate information to the public about filing a complaint against responders or an employee. Trainee needs to know and be able to apply agency policy or procedure when responding to inquiries from the public.

#### 1.1.4 Certification & Training

Trainee needs to be able to explain certification and maintenance training requirements associated with the position (OAR 259-008-0025, 259-008-0064).

## **1.2 RESOURCES**

### **1.2.1 Local**

Trainee needs to be able to use resource materials to obtain information. Trainee needs to be able to provide information in response to requests from service providers using resources available. Trainee needs to be able to provide the public with resources other than police, fire, and EMS.

### **1.2.2 Referral**

Trainee needs to be able to recognize the need and refer caller to external resources (shelters, poison control, mental health, civil issues, jail, hospitals, etc.) for a variety of circumstances and calls. Trainee needs to be able to explain when to involve neighboring agencies based on jurisdictional boundaries. Trainee should demonstrate proper use and notification of non-public safety-related resources (e.g. utility services, social services, private and personnel services, governmental services, etc.)

### **1.2.3 Policy Application**

Trainee needs to be able to refer to appropriate manuals or ORS when necessary and be able to easily locate the applicable regulation, policy, or procedure. Trainee needs to be able to apply agency policy on dispatching units and understand agency mutual aid policy.

## **1.3 FACILITY**

### **1.3.1 Security**

Trainee needs to be able to locate and explain the facility security procedures and related building layout.

### **1.3.2 Emergency Evacuation**

Trainee needs to be able to explain and apply the emergency evacuation procedures of the call center and their role.

## Module 2 - Call-Taking

### 2.1 BASIC CALL HANDLING

#### 2.1.1 Phone Skills – Customer Service

Trainee needs to demonstrate the ability to answer multiple incoming calls promptly and appropriately as well as clearly and concisely communicate the most pertinent information. Trainee needs to demonstrate the ability to actively listen and use background noises, voices, and tone to assess the situation. Trainee needs to be able to provide professional, objective services through effective information gathering, call control, respectfulness, active listening, and effective navigation of all agency equipment needed to provide appropriate response.

#### 2.1.2 Call Triage

Trainee needs to be able to prioritize and differentiate between calls received from both emergency and non-emergency lines. Trainee needs to be able to transfer telephone calls based on caller's need as well as be able to determine if the call is a referral only. Trainee needs to be able to quickly and accurately understand and interpret the situation and call type based on information from the caller and provide appropriate service. This includes identifying the incident or call type as specifically as possible (e.g. police, fire, EMS), and being able to determine if caller is within the service area and direct caller to applicable jurisdiction.

#### 2.1.3 Call Control

Trainee needs to be able to use effective conflict resolution and interpersonal communication techniques when interacting with the public, constituents, and call center personnel. Trainee needs to demonstrate the ability to control the call while obtaining necessary information for responders quickly and politely. Trainee needs to be able to speak with appropriate authority and confidence in a calm, clear voice.

## **2.1 BASIC CALL HANDLING (CONTINUED)**

### **2.1.4 Comprehension**

Trainee needs to understand and interpret ANI/ALI information. Trainee needs to be able to summarize and paraphrase information accurately. Trainee needs to be able to rapidly and accurately comprehend information from multiple sources (auditory, written, and visual) without missing details. Trainee needs to be able to convert the situation into logical, accurate, and concise sequences that are easily understandable. Trainee needs to be able to talk, listen and input data via a keyboard, simultaneously.

Trainee needs to demonstrate active listening skills for comprehension, such as paraphrasing, repeating back, asking clarifying questions, or summarizing to confirm information is received accurately. Trainee needs to be able to obtain, clarify, and verify information through questioning (the Ws), to include getting descriptions of subjects/vehicles. Trainee needs to demonstrate the ability to perceive situations as they really are and relate unbiased, information to responders.

### **2.1.5 Multitasking**

Trainee needs to be able to track other activity within the center related to daily tasks (emergency and non-emergency channels). Trainee needs to demonstrate the ability to listen to what the caller is saying, while tracking other activity in the center. Trainee must demonstrate situational (room) awareness - be aware of incidents working in the room and able to keep pace with room activity. Trainee must be able to stack calls and actively assist others as needed.

Trainee needs to be able to perform multiple functions and tasks (simultaneously and accurately) while taking calls and must be able to meet deadlines. Trainee needs to demonstrate effective task management.

## **2.2 LOCATION**

### **2.2.1 Use Location Resources**

Trainee must be able to determine and confirm address/location using various resources (ANI/ALI, CAD/GIS) as well as identify cross streets or other identifying landmarks from maps. Trainee needs to demonstrate the ability to use mapping resources correctly in order to find caller location, including latitude and longitude.

### **2.2.2 Jurisdiction Knowledge**

Trainee needs to demonstrate knowledge of basic geographical layout of associated jurisdiction and surrounding counties (e.g. area geography, road numbering systems, ramps, off ramps, access points for local roadways, landmarks, etc.). Trainee needs to be able to interpret a caller's description of a location to determine where an event is or has occurred. Trainee needs to be able to use landmarks, common names, or descriptions to clarify where an event is occurring or has occurred.

Trainee needs to be able to determine the jurisdiction based on an address and/or location and, if event is located outside jurisdiction, transfer critical information to appropriate public safety answering point (PSAP).

### **2.2.3 Documentation**

Trainee needs to be able to obtain and verify address or location information. Trainee needs to be able to check for "history" at addresses involved in events and related "alerts." Trainee needs to demonstrate ability to update status with location and other pertinent information.

## **2.3 SYSTEM NAVIGATION**

### **2.3.1 Relay Information**

Trainee needs to be able to effectively relay information from automated databases (e.g. local, LEADS, NCIC) to others via radio, telephone, or in person. This includes the ability to disseminate information from correction offender “hits” and “dispositions.”

### **2.3.2 Use of Systems**

Trainee needs to be able to enter necessary information into computer aided or automated dispatch systems (e.g. CAD, MDT) and emphasize information in CAD notes. Trainee needs to be able to accurately enter, retrieve, update, and interpret information from automated databases (e.g. LEADS, NCIC, DMV, local). Trainee needs to be able to search and retrieve investigative information (including known associates) from database(s) using a variety of input sources (e.g. name, DOB, phone numbers, vehicle license/description).

### **2.3.3 Knowledge of Systems**

Trainee must demonstrate knowledge of CAD and MDT systems and their associated icons, commands, and capabilities as well as know and use appropriate industry abbreviation, terminology, and acceptable verbiage for CAD notes. Trainee needs to be able to explain and have a working knowledge of commonly used screens and formats (e.g. inquiries, masks, and returns) for LEADS/NCIC/DMV.



## **2.4 EQUIPMENT**

### **2.4.1 Telecommunications Equipment**

Trainee needs to be able to operate telecommunications equipment effectively, including competent use of the headset and cord.

### **2.4.2 Effective CAD Use**

Trainee needs to be able to monitor and update an event with more information as it becomes available (CAD). Trainee needs to be able to manipulate phone and CAD system correctly and quickly.

## **2.5 SAFETY**

### **2.5.1 Determine Safety Concerns**

Trainee needs to be able to determine if there are public or responder safety concerns, including being able to determine if a citizen or responder is in crisis (via radio or phone) by statements made or actions taken. This involves actively listening to determine if a caller or field unit is acting in an unusual manner for the situation (e.g. only answering in “yes”/”no”, whispering, higher rate or octave of speech than usual).

### **2.5.2 Role & Responsibility**

Trainee needs to be able to explain their role in reducing life safety risk and identify ways to do so for responders, callers, witnesses, bystanders, and other community members. Trainee needs to be able to recognize and take appropriate action on potentially dangerous situations for citizens and responders, such as bolos, status checks, and scene safety measures.

## **2.6 SPECIFIC CALLS**

### **2.6.1 Procedures for Specific Calls**

Trainee needs to be able to identify and follow appropriate procedures for specific calls for service: alarm activations, motor vehicle crashes and traffic hazards, incidents against property or persons, child-related calls, substance-related calls, suicidal individuals, animal complaints, other vehicle-related calls (e.g. aircraft, boat, train) and more.

### **2.6.2 Use of Specific Resources**

Trainee needs to be able to determine the caller's needs and translate those needs into an accurate event summary for responders. Trainee needs to understand when, and how, to utilize language interpretation systems.

## **2.7 TROUBLESHOOTING**

### **2.7.1 Malfunction Procedure**

Trainee needs to be able to implement the appropriate procedures used for workstation malfunction or maintenance, radio malfunction or maintenance, and for when phone lines are down.

### **2.7.2 Problem Solving & Decision Making**

Trainee needs to be able to reason through a problem and come to an acceptable conclusion as well as make reasonable decisions based on information available. When appropriate, trainee demonstrates the ability to solicit assistance from peers and supervisors.

### **2.7.3 Equipment Operation**

Trainee needs to be able to effectively utilize or operate all of the pieces of equipment in the center related to their role within the agency. Trainee needs to demonstrate the ability to explain the operation, maintenance, emergency back-up procedures, and notification processes related to the various pieces of equipment utilized within the center.

## Module 3 - Field Considerations (Fire, LE, & EMS)

### 3.1 LOCATION & TRACKING

#### 3.1.1 Responder Jurisdiction

Trainee needs to be able to identify city limits and jurisdictional boundaries.

#### 3.1.2 Monitor & Track Responders

Trainee needs to be able to monitor unit status and location and complete required status checks for assigned units. Trainee needs to demonstrate the ability to maintain contact and tracking information of assigned units in potentially dangerous situations.

#### 3.1.3 Discern Location Information for Responders

Trainee needs to be able to read and interpret maps, discerning the differences between locations. Trainee needs to be able to recognize mile posts and major highways in areas. Trainee needs to be able to use an agency's local addressing system to determine how to access a location.

#### 3.1.4 Access Resources

Trainee must demonstrate the ability to maintain resource's location and availability.

## **3.2 COMMUNICATIONS EQUIPMENT**

### **3.2.1 Dispatching**

Trainee needs to be able to dispatch mobile units (e.g. police, fire, EMS) in response to requests for service, dispatch and monitor on multiple frequencies, and dispatch on different repeater sites.

### **3.2.2 Radio Operation**

Trainee needs to demonstrate familiarity with procedures involving the radio console and associated actions. Trainee needs to be able to operate a radio console effectively, if part of trainee's regular duties.

### **3.2.3 Communication Methods**

Trainee must be able to communicate effectively using a variety of methods (verbal, written) and systems (e.g. CAD, Radio, Mutual Aid Radio).

## **3.3 ASSESSMENT & DEPLOYMENT**

### **3.3.1 Needs Assessment & Response**

Trainee needs to be able to determine appropriate resources to be dispatched and assign correct agency to a given event. Trainee needs to be able to determine units to be dispatched based on CAD recommendations or agency procedures. Trainee needs to understand and respond to an emergency request for assistance (verbally or electronically). Trainee needs to be able to determine a course of action based on knowledge and experience that may not be specified in policy.

### **3.3.2 Deployment Procedures**

Trainee needs to demonstrate the ability to effectively deploy, assign, and track units utilizing proper procedure. Trainee needs to be alert to and able to follow procedures related to incidents involving emergency radio traffic, such as pursuits, officer needing assistance, high risk traffic stops, and high impact incidents.

### **3.3.3 Resources Development**

Trainee needs to be able to anticipate requests and have the resource or information available. Trainee needs to be able to send additional units or resources as the situation requires as well as implement appropriate call-out procedures for special teams (e.g. major crimes, bomb squad, etc.) or resources (e.g. helicopter, Red Cross, etc.).

### **3.3.4 Responder Safety**

Trainee needs to be able to relay history or hazard information to responders (e.g. weapons, drugs, alcohol, mental health concerns) to promote responder safety.

### **3.3.5 Extreme Risk Protection Orders**

Trainee needs to understand the nature and deployment of an Extreme Risk Protection Order to promote responder safety.

### **3.3.6 Sanctuary Promise**

Trainee needs to understand Oregon's Sanctuary Promise Law as referenced by the Oregon Department of Justice. [www.doj.state.or.us](http://www.doj.state.or.us)

## **3.4 RELATIONSHIPS**

### **3.4.1 Role in External Relationships**

Trainee is able to explain their role in providing customer service to their communities, responder partners, and colleagues.

### **3.4.2 Experiential Training**

Trainee needs to participate in training exercise(s), such as a ride-along, with local fire/rescue and law enforcement providers to gain insight into their jurisdictional boundaries, the complexities of their roles and the impact of the call center personnel's interactions on these providers' abilities to do their jobs.



## Module 4 - High-Complexity Situations

### 4.1 HIGH-COMPLEXITY SITUATIONS

#### 4.1.1 Communication

Trainee needs to demonstrate the ability to utilize different methods of communication with situations of active threat, active shooter, or weapons of mass destruction.

#### 4.1.2 Response

Trainee needs to be able to respond effectively and appropriately to Emergency Management/Critical Incidents - ICS, NIMS, Natural Disasters, FEMA, Mass Casualty Incidents, Active Shooter, etc.

#### 4.1.3 Required Trainings

Trainee must complete required training associated with high risk events or circumstances. ICS100, ICS200, ICS700, AWR160

[FEMA - Emergency Management Institute \(EMI\) Course | IS-100.C: Introduction to the Incident Command System, ICS 100](#)

[FEMA - Emergency Management Institute \(EMI\) Course | IS-200.C: Basic Incident Command System for Initial Response, ICS-200](#)

[FEMA - Emergency Management Institute \(EMI\) Course | IS-700.B: An Introduction to the National Incident Management System](#)

[WMD/Terrorism Awareness for Emergency Responders Online | TEEX.ORG](#)

## Module 5 - Wellness

### 5.1 RESILIENCE

#### 5.1.1 Coping Strategies

Trainee needs to demonstrate the ability to cope appropriately with the emotional and physical impact of hearing about events with high emotional content and occurrences as well as the emotional and physical impact of shift work. Trainee needs to identify ways to cope effectively with the stressors related to mental alertness and self-confidence, shift work, grasping their role in the community, vicarious trauma, balancing workload, and self-motivation.

Trainee needs to be able to use coping and resiliency skills, along with available resources, to mitigate the emotional and physical effects of stress.

## **5.2 INDIVIDUAL WELLNESS & FITNESS**

### **5.2.1 Physical Wellness**

Trainee needs to understand and be able to explain how a healthy lifestyle and fitness counteracts the sedentary nature, high stress, and/or adrenaline spikes associated with telecommunications. Trainee is attentive to physical wellness that contributes to job effectiveness – able to explain the benefits and health risks associated with sleep, nutrition, and fitness.

### **5.2.2 Role Expectations**

Trainee needs to understand and be able to explain the liability issues specific to the telecommunications discipline. Trainee can articulate their responsibility and commitment to adhering to the certification standards as well as agency and public expectations in their role as a telecommunicator. Trainee displays professional behavior and upholds confidentiality and the Telecommunicators Code of Ethics.

### **5.2.3 Stress Awareness**

Trainee needs to be able to recognize / identify the physical and emotional symptoms of stress in self and others. Trainee is aware of situations that cause personal stress.

### **5.2.4 Prepared for Work**

Trainee is prepared mentally and emotionally for each shift.

## 5.3 RELATIONAL WELLNESS

### 5.3.1 Teamwork Efforts

Trainee must be able to accept criticism in a positive manner and apply it to improve work performance and future learning. Trainee should not argue or blame others for errors. Trainee is accountable for own actions. Trainee demonstrates social awareness and relationship management skills through conscientious efforts with co-workers and supervisors. Trainee demonstrates the ability to effectively communicate with co-workers and supervisors in verbal and written formats, sometimes during stressful situations, as well as work as a part of a team.

### 5.3.2 Positive Interactions

Trainee demonstrates the ability to regulate their behavior to maintain professionalism and effective responses no matter the situation. Trainee demonstrates grace under pressure by remaining calm, self-controlled and respectful in stressful situations. Trainee needs to be able to attempt to prevent situations from further deteriorating using verbal skills for defusing situations, crisis intervention techniques, and facilitating collaboration. Trainee should be able to explain the impact of their interaction on community relations with public safety.

### 5.3.3 Relationship Building

Trainee makes rapport-building efforts with others (e.g. callers, call center personnel, partner agencies) to promote teamwork. Trainee promotes a positive culture in the call center and demonstrates relationship-building efforts internally and externally.

## Module 6 - Professional Development

### 6.1 PROFESSION

#### 6.1.1 Professional Growth

Trainee needs to be able to identify memberships, associations, and avenues for continued learning and development (e.g. APCO, IAED, NENA, DPSST, QA). Trainee needs to maintain required certification hours as well as demonstrate knowledge of additional certifications able to be pursued.

#### 6.1.2 Technology Trends

Trainee needs to demonstrate (emerging) technology awareness – for example: legacy phone system, WPH1/WPH2 wireless calls, NG911, FirstNet, TDD SMS/MMS.

### 6.2 SELF

#### 6.2.1 Assessment & Reflection

Trainee should be able to perform self-assessment to determine areas of strength and potential improvement. Trainee should demonstrate the ability to recall previous events, situations, and instructions and apply them to current situation. Trainee should be able to reflect on past circumstances to grow using lessons learned by self and others.

## **Appendix A - Requirements & Reminders**

These appendices include topics and areas of consideration for areas in which an agency may need to address with a new trainee that they need to know to complete training for their region, which are not included in this FTM. Below are reminders of potential resources, references and considerations to review throughout the field training process.

### **CONFIDENTIALITY – USE / POLICY**

- CAD, MCDs, MDTs, ANI/ALI
- Email, Internet, Electronic Messaging, Cell Phones, Radio & Phone systems
- LEADS(Manual/Certification), DMV, NCIC
- Agency Records, Public Records
- Other

### **OBTAINING INFORMATION - COMMON PRACTICES**

- Questioning – W's: Where, What, When, Who, Why, Weapons, How
- Descriptions - Person: Outside In, Head to Toe
- Descriptions - Vehicle: CYMBALS [C-Color, Y-Year (newer/older), M-Make, B-Body (Sport, sedan, SUV, Truck), A-Additional Information (decals, body damage), L-License plate, S-State]
- Location Verification - OAR 104-080-0120

### **OBTAINING INFORMATION - COMMON PRACTICES**

- Weapons of Mass Destruction (WMD)
- LEADS
- NCIC
- Other:

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## Appendix B – Specific Calls For Service

Below are reminders of potential resources, references and considerations to review throughout the field training process.

- |  |   |
|--|---|
| <input type="checkbox"/> Alarm activations         | <input type="checkbox"/> Public Assists             |
| <input type="checkbox"/> Motor vehicle crashes     | <input type="checkbox"/> Animal Complaints          |
| <input type="checkbox"/> Traffic Hazards           | <input type="checkbox"/> Water / Marine Incidents   |
| <input type="checkbox"/> Property Incidents        | <input type="checkbox"/> Aircraft Incidents         |
| <input type="checkbox"/> Incidents against persons | <input type="checkbox"/> Train Incidents or Crashes |
| <input type="checkbox"/> Juvenile / Child          | <input type="checkbox"/> Other:_____                |
| <input type="checkbox"/> Lost / Missing person(s)  | _____   |
| <input type="checkbox"/> Alcohol Violations        | _____   |
| <input type="checkbox"/> Drugs / Narcotics         | _____   |
| <input type="checkbox"/> Suicidal Subjects         |   |

### **MISCELLANEOUS**

- |   |  |
|---|--|
| <input type="checkbox"/> Gang Activity        | <input type="checkbox"/> Civil Rights Violations   |
| <input type="checkbox"/> Parole Violation     | <input type="checkbox"/> Private Businesses        |
| <input type="checkbox"/> Sex Offenders        | <input type="checkbox"/> Parades / Large Events    |
| <input type="checkbox"/> Terrorist Watch List | <input type="checkbox"/> City / County Regulations |
| <input type="checkbox"/> Warrants             | <input type="checkbox"/> Sex Trafficking           |
| <input type="checkbox"/> Code Violations      |  |

## **Appendix C – Special Circumstances**

Below are reminders of potential resources, references and considerations to review throughout the field training process.

### **CALLERS**

- Child
- Senior citizen
- Seeking non-law enforcement related information or assistance
- Hostile
- Hysterical
- Angry
- Intoxicated
- Emotionally disturbed person / mental health crisis
- Veteran / Soldier
- Suicidal
- Vulgar or profanity (directed at call taker)
- Uncooperative
- Callers who refuse to identify themselves or are reluctant to be contacted

### **SITUATIONS**

- Situation where person cannot give a location / address
- Callers with an observation point of an in-progress call
- Safety concerns

### **CHALLENGES**

- Non-English speaking
- Deaf and Hard of Hearing
- Recognizing circumstances when communications are futile and some kind of action must be taken; and when to involve a supervisor
- Speech disability
- Developmental disability



## **Appendix D – High Complexity Situations**

Below are reminders of potential resources, references and considerations to review throughout the field training process.

### **LAW ENFORCEMENT PARTNERS**

- Officer needs assistance (emergency and non-emergency)
- Pursuits
- High risk / felony vehicle stops

### **HIGH IMPACT INCIDENTS**

- |  |   |
|--|---|
| <input type="checkbox"/> Hazardous materials         | <input type="checkbox"/> FEMA             |
| <input type="checkbox"/> Mass casualty               | <input type="checkbox"/> Active Shooter   |
| <input type="checkbox"/> Weapons of mass destruction | <input type="checkbox"/> Bombs            |
| <input type="checkbox"/> Natural disasters           | <input type="checkbox"/> Terrorist action |

### **ASSOCIATED POLICIES / PROCEDURES**

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

## Appendix E – Equipment & Radio

Below are reminders of potential resources, references and considerations to review throughout the field training process.

### EQUIPMENT TYPES

- |   |   |
|---|---|
| <input type="checkbox"/> 9-1-1 Lines (Enhanced 9-1-1)       | <input type="checkbox"/> Call check                                   |
| <input type="checkbox"/> Business phone lines               | <input type="checkbox"/> Databases                                    |
| <input type="checkbox"/> Headset & assoc. equip.            | <input type="checkbox"/> Mapping systems                              |
| <input type="checkbox"/> Console                            | <input type="checkbox"/> Scanner                                      |
| <input type="checkbox"/> Radio                              | <input type="checkbox"/> Storage                                      |
| <input type="checkbox"/> TDD (Telecom. Device for the Deaf) | <input type="checkbox"/> Building security / access                   |
| <input type="checkbox"/> Teletypes                          | <input type="checkbox"/> EOC (Emergency Ops. Ctr.)                    |
| <input type="checkbox"/> Recorder                           | <input type="checkbox"/> First Aid                                    |
| <input type="checkbox"/> Local resources                    | <input type="checkbox"/> Fire extinguishers<br>Emergency power supply |

### RADIO SKILLS

- |  |  |
|--|--|
| <input type="checkbox"/> Radio traffic   | <input type="checkbox"/> Update status, locations & new information                              |
| <input type="checkbox"/> Transmission recognition (reception/response)                       | <input type="checkbox"/> Dispatch appropriate resources  |
| <input type="checkbox"/> Adjustments (volume, channel/frequency)                             | <input type="checkbox"/> APB/ATL   |
| <input type="checkbox"/> Transmitter   | <input type="checkbox"/> Prioritization  |
| <input type="checkbox"/> Processing multiple tasks and activities                            | <input type="checkbox"/> Familiar with available resources, associated frequencies and their use |
| <input type="checkbox"/> Coordinate communication  | <input type="checkbox"/> Monitor incidents in progress or pending                                |
| <input type="checkbox"/> Proper procedures (modulation, VU meter, keying up, concise, clear) |  |

## Appendix F – Law Enforcement Resources

Below are reminders of potential resources and considerations to review throughout the field training process.

## **LAW ENFORCEMENT RESOURCES / SERVICES**

### *CITY / LOCAL*

- Services, jurisdiction/operational boundaries, contact info
- City, County, State, Federal, Miscellaneous
- Police Department, Code Enforcement, Municipal Court, Jail
- Local Emergency Management, Specialty Units (SWAT, CERT, Traffic reconstruction, etc.)
- Community Resources / Facilities (private security, hospital security, campus security, neighborhood watch, animal control, etc.)

### *COUNTY*

- Sheriff's Office, Timber Deputies, Search & Rescue, Marine Patrol
- DA's Office, Public Defender, Juvenile Department, Jail, Community Corrections

### *STATE*

- Oregon State Police, Fish & Game (Wildlife), Office of Emergency Management
- ODOT/DMV, LEDS, CJIS, DOJ, OLCC, OSHA
- Sex offender registry, Community Corrections

### *FEDERAL*

- Safety Board (NTSB), NLETS, Crime Info Center (NCIC)
- ATF, US Marshal, Postal Inspection Service, FBI
- Citizenship (USCIS), Military LE, BLM, Forest (USFS), Coast Guard (USCG), Secret Service

### *MISCELLANEOUS*

- Airports, TSA, Airport Police, FAA
- Railroads, Public Transit

Tribal

## **Appendix G – Fire Resources**

Below are reminders of potential resources and considerations to review throughout the field training process.

### **SERVICES, JURISDICTION/OPERATIONAL BOUNDARIES, & CONTACT INFO**

- Fire department(s), including special teams (regional & local)
- EMS providers (fire-rescue, ambulance, etc.)
- Local and Regional Hazardous Materials Response Team(s)
- Water rescue / dive teams
- Heavy rescue / confined space rescue teams, high angle rescue teams
- Search and rescue
- Oregon State Police - Arson Investigation Team (OSP-AIT)
- Local fire and arson investigation resources
- Office of the State Fire Marshal (OSFM)
- Oregon Office of EMS & Trauma Systems (OR-EMS)
- United States Forest Service (USFS)
- Oregon Department of Forestry (ODF)
- Bureau of Land Management (BLM)
- National Inter-Agency Fire Coordination Center (Boise, ID)
- Military air rescue
- Non-military air ambulance (Reach, Life Flight, etc.)

### **PROCEDURES / SERVICES**

- Urban  Outside of fire district /  
unprotected area(s)
- Rural
- Wildland

## **Appendix H – Other Resources / Processes**

Below are reminders of potential resources and considerations to review throughout the field training process.

### **LOCAL**

- After hours (directories, protocol)
- Emergency notification
- Critical Incident notification
- Agency bulletins / briefing board
- Agency policy / procedure manuals
- Standard Operating Procedures / Guidelines
- Equipment manuals
- City code / County ordinances
- Oregon Criminal Code (ORS)
- Oregon Vehicle Code
- Telephone directory
- DOT Hazardous Materials
- LEDS Manual
- Maps
- Radio Code
- Approved abbreviations, incident type listings
- Wanted persons bulletins
- Weather equipment
- FCC Manual
- Labor Contract
- Internet / cell phone companies
- Satellite phone companies

### **OTHER**

- Utilities
- Social Services
- Private Services
- Governmental Services

Instructions for updating this Document.

This document is broken into three sections with specific owners who are authorized to change:

**Introduction Section** is shared by the Center for Policing Excellence (CPE) and Criminal Justice (CJ) Certifications, any changes must have both groups' review.

**Modules:** Shared CPE and Academy Operations responsibility, needing review by both groups

**Completion Form:** CJ Certification responsibility

Board Approved modifications to the FTM will have a new Identification Number assigned (M41-24A) by CJ Certifications

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In the Styles section of the Home Tab you will see Module, Section, Topic, List Bullet, Normal, and TOC Heading. When you click text anywhere in the document, one of those styles will be highlighted. In order to maintain consistent formatting you must ensure you do not change these styles.

The Module Section and Topic Styles are tied to the Table of Contents. Do not use these styles anywhere else, as it will be added to the TOC when updated.

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