Metro North Regional Emergency Communications Center

Training Program

Table of Contents

Director's Welcome

Welcome, and Congratulations on your decision to begin a career in the emergency communications field. Your journey with our department is promised to be intellectually exciting, personally rewarding and emotionally transformative. Indeed, this is a remarkable time to enter the 911/Emergency Communications field. The recent explosion of technology, and advancements in radio and 911 communications equipment have proven to be challenging, complex, and yet extremely gratifying for 911 call takers and dispatchers.

Our training program prepares trainees for this challenging field by setting the knowledge foundation needed to succeed. During the first year of employment trainees should expect an intense series of classroom and on the job training sessions. Trainees will be assigned to derive experiences from a wide cross-section of calls and situations, while working a rotation schedule of assignment to different shifts with different days at work. This is imperative to the ultimate success of the trainee.

As a new employee, you are joining the team that has made our department a community asset, a respected emergency communications agency, and a leader in 911 technology and training. I wish you success in your new career and hope that you quickly feel at home.

At the Metro North Regional Emergency Communications Center, every position is imperative to our success as an agency. I hope you will immediately connect with our core values, mission and vision to provide the services needed to preserve life, conserve property, and build long-term relationships with the public, demonstrating compassion, commitment, teamwork, and high-quality service. Your commitment to these values is critical for our mutual success in speed and quality of emergency response, public service, and responder safety.

I am glad you have decided to join us on our mission, and we look forward to your contributions as we achieve those goals together.

Sincerely,

Elizabeth Belmonte
Executive Director

1. Introduction

This document identifies the minimum training requirements for both new and current Emergency Telecommunications Dispatchers and Emergency Communications Supervisors employed by the Metro North Regional Emergency Communications Center. In this position employees are tasked with receiving, processing, transmitting, and conveying public safety information to law enforcement officers, fire fighters, emergency medical personnel, and other emergency managing agencies as needed. This document seeks to define training to be provided to Emergency Telecommunications Dispatchers and Emergency Communications Supervisors by the Metro North Regional Emergency Communications Center.

The purpose of this document is to define and guide the training program at the Metro North Regional Emergency Communications Center. The requirements outlined in this document are based on the APCO ANS 3.103.2.2015, Metro North Regional Emergency Communications Center Policies and Procedures and The Massachusetts State 911 Department's 560 CMR 5.00.

Training questions, issues, and concerns must be directed to the Training Supervisor by phone, e-mail or face to face meeting. The Training Supervisor may escalate any questions, issues, or concerns to the administration as needed. The Training Supervisor will provide their business cards to all employees upon hire, during employee orientation.

1.1 Department Introduction and History

The Emergency Communications Department operates the City of Revere and Town of Winthrop combined Police, Fire and EMS Emergency Communications and 911 Center (ECC) located at the Revere Police Department. The Center receives over 12,200 911 and dispatches 34,200 Police incidents and 13,500 fire incidents annually.

Our staffing compliment is a total of twenty-nine (29) certified telecommunicators made up of five (5) lead dispatchers, nine (9) ECC Supervisors, two (2) Administrative Supervisors and one (1) Training Supervisor. As an Emergency Telecommunications Dispatcher (ETD), there are many important duties and responsibilities you will perform to assist the public and first responders. Responsibilities include coordinating the operations and activities in the Emergency Communications Center (ECC). Test, monitor, and operate police and fire signaling systems. Receive and process police, fire, and EMS-related emergency calls using various national, state, and local protocols. Dispatch police, fire, EMS, and other emergency units and personnel as needed. Monitor and operate radios, computers, telephones, and other specialized equipment in support of public safety communications and dispatch functions. Perform other dispatch, signal monitoring, and communications support duties as assigned. The ETD hiring process consists of many phases including test components such as: Typing Test, CritiCall Test, Personality Test and Geography Knowledge Exam.

1.2 Mission

It is the mission of the Metro North Regional Emergency Communications Center to provide professional, efficient and courteous service to the public while providing vital communication

link and support services between Fire, Police, and EMS responders and the citizens and visitors of the City of Revere and Town of Winthrop. We vow to assist the Fire, Police and Emergency Medical Responders in all tasks needed to preserve life, protect property and build long-term relationships with the public with compassion, motivation, teamwork, commitment and quality.

1.3 Vision

Employees of the Metro North Regional Emergency Communications Center shall at all times, maintain the highest standards of professional ethics and integrity. All employees shall share a commitment to the community collaboration and service. We will provide a well-trained workforce and fair and professional emergency services while striving for excellence in everything we do.

1.4 Core Values

The department's core values and guiding principles consist of Excellence in Customer Service through Tolerance, Empathy, Compassion, Competency, Professionalism, Dedication, and Dependability. The department recognizes the following Core Values as follows:

Pride

Emergency Communications Department shall take pride in their work performance, contributions to the community and first responders while going the distance in all our activity.

Respect

Emergency Communications Department employees shall respect differences in our community and each other while providing a safe environment in which individuals are valued and encouraged to engage in open communication.

Integrity

Emergency Communications Department shall maintain the highest level of integrity and accountability.

Excellence

Emergency Communications Department shall be committed to the highest standards. Continuous improvement in all areas of our work. We celebrate our accomplishments and seek to improve the impact of our work.

1.5 Code of Conduct

As an emergency communications professional, I will regard myself as a member of an important and honorable profession.

I will treat all coworkers and the public with respect, dignity and professionalism.

I will accept responsibility for my actions.

I will dedicate my time at work to serve the public; to safeguard life and protect property; to assist all public safety personnel in the performance of their duties; assuring that all rules and regulations which govern my position are not violated in any manner.

I will be exemplary in my private and professional conduct; maintain a calm attitude during times of stress and emergencies; develop self-control; and be constantly mindful of the welfare of others, regardless of race, creed, or religion.

I will obey the laws of the land, rules, and regulations of the Federal Communications Commission and of the City of Revere and Town of Winthrop.

Whatever information I receive of a confidential nature will be revealed only in the official performance of my duties.

I will abide by the rules and regulations of my department and the City of Revere and Town of Winthrop without fear, favor or ill will, never accepting gratuities, gifts, or bribes.

I recognize the high responsibility of my position as a symbol of public faith and trust and I expect to be held to a high degree of moral and ethical behavior for as long as I am employed as a member of the Metro North Regional Emergency Communications Center.

I will constantly strive to achieve the above objectives and ideals, which govern my profession and my employment with the Metro North Regional Emergency Communications Center, while dedicating myself to it.

2. Abbreviations and Definitions

For the purposes of this manual and all Metro North Regional Emergency Communications Center training materials the following definitions of abbreviations and terms apply.

2.1 Abbreviations

ADA	Americans with Disabilities Act
AED	Automated External Defibrillator
AHJ	Authority Having Jurisdiction
ANS	American National Standard
ANSI	American National Standard Institute
APCO	Association of Public-Safety Communications Officials
CALEA	Commission on Accreditation for law Enforcement Agencies
CISM	Critical Incident Stress Management
CJI	Criminal Justice Information
CJIS	Criminal Justice Information Systems
CPR	Cardiopulmonary Resuscitation
CTO	Public Safety Communications Training Officer
EAP	Employee Assistance Program
ECD	Emergency Communications Department
ECC	Emergency Communications Center
ECS	Emergency Communications Supervisor
EMD	Emergency Medical Dispatch
ETD	Emergency Telecommunications Dispatcher
ETDII	Emergency Telecommunications Dispatcher II
FLSA	Fair Labor Standards Act
FMLA	Family Medical and Leave Act
HIPPA	Health Insurance Portability and Accountability Act
ICS	Incident Command System
NCIC	National Crime Information Center

NFPA	National Fire Protection Association
NIMS	National Incident Management System
OSHA	Occupational Health and Safety Administration
PSAP	Public Safety Answering Point
QA/QI	Quality Assurance (QA) and Quality Improvement (QI) Program
RECC	Regional Emergency Communications Center
TTY/TDD	Teletypewriters / Telecommunications Device for the Deaf

2.2 Definitions

2.2.1 **911 Caller:** A person who places a 911 call.

2.2.2 **Abandoned Call:** A call placed to 911 in which the caller disconnects before the call can be answered by the ETD.

2.2.3 **Affective Domain:** This is the learning domain that deals with a person and how they act and feel. Emotions, feelings, and different behaviors, such as a person's attitude, are characteristics of this domain.

2.2.4 **Agency**: The hiring authority or also referred to as the Authority Having Jurisdiction (AHJ). The Agency or body that defines the roles, responsibilities, policies and procedures, and performance standards that direct the activity of the ETD. As we are a multi-discipline center, the Agency or ECD governs the operation providing call taking/dispatch and related services to its customer agencies:

2.2.5 **The Americans With Disabilities Act (ADA):** A Federal law that requires all PSAPs to provide direct and equal access to emergency telephone services to individuals with disabilities who use TTYs and other communication devices or services.

2.2.6 **Automatic Location Identification (ALI)**: means an enhanced 911 service capability that allows for the automatic display of information relating to the geographical location of the communication device used to place a 911 call.

2.2.7 **Automatic Number Identification (ANI):** An enhanced 911 service capability that allows for the automatic display of a telephone number used to route or place a 911 call.

2.2.8 **CAD System:** An automated system to manage calls for service, available units, and dispatchable locations.

2.2.9 **Calls for Service or Request for Service:** A call that results in the provision of a public safety service or response.

2.2.10 **Calltaker:** An ETD who processes incoming calls through the analyzing, prioritizing, and disseminating of information to aid in the safety of the public and responders.

2.2.11 **Cardiopulmonary Resuscitation (CPR) Certification**: A certification demonstrating successful completion of an American Red Cross, American Heart Association, or other cardiopulmonary resuscitation training and certification program that is approved by the MA State 911 Department.

2.2.12 **Certified Emergency Medical Dispatcher:** A certified 911 telecommunicator who meets the certification requirements to provide EMD services and to act as a certified emergency medical dispatcher for a PSAP.

2.2.13 **Cognitive Domain:** This is a learning domain that involves knowledge and the development of intellectual skills. This includes the recall or recognition of specific facts, procedural patterns, and concepts that serve in the development of intellectual abilities and skills. There are six major categories: knowledge, comprehension, application, analysis, synthesis, and evaluation.

2.2.14 **Core Competency:** The unique traits, requisite knowledge, comprehension and application of skills, and situational analysis leading to the appropriate response to the caller, co-worker, other public safety stakeholder, or event(s) consistent with general practices and locally defined parameters.

2.2.15 **Criminal Justice Information Systems (CJIS):** This is a system, automated or manual, operated by local, state, regional, federal, tribal, or international governments or governmental organizations for collecting, processing, preserving, or disseminating criminal justice information.

2.2.16 **Fire Service Dispatcher:** An ETD who provides dispatch services by analyzing, prioritizing, and processing calls while maintaining radio contact with responders to ensure safe, efficient, and effective responses to requests for fire services, in accordance with local, state, tribal, or national standards.

2.2.17 **Hang Up Call:** A call placed to 911 in which the caller disconnects when the call is answered by the enhanced 911 telecommunicator.

2.2.18 **Knowledge:** Fundamental understanding one must have in order to perform a specific task.

2.2.19 **Law Enforcement Dispatcher:** A Telecommunicator who provides dispatch services by analyzing, prioritizing, and processing calls, while maintaining radio contact with responders to ensure safe, efficient, and effective responses to requests for law enforcement services, in accordance with local, state, tribal, or national standards.

2.2.20 **National Incident Management System/Incident Command System (NIMS/ICS):** An organized method to define roles, responsibilities, and standard operating procedures used to unify multiple disciplines in order to manage emergency operations under one functional organization.

2.2.21 **Police Dispatcher:** Same as Law Enforcement Dispatcher above.

2.2.22 **Public Safety Answering Point (PSAP):** A facility equipped and staffed to receive emergency and non-emergency calls requesting public safety services

via telephone and other communication devices. Emergency calls are first answered, assessed, classified, and prioritized. The FCC further defines a primary PSAP as a facility to which 9-1-1 calls are routed directly from the 9-1-1 Control Office. A secondary PSAP is defined as a facility to which 9-1-1 calls are transferred from a primary PSAP.

2.2.23 **Public Safety Communications Center:** A public safety entity (which may include a PSAP or be referred to as an Emergency Communications Center or communications center) where emergency calls for service or 9-1-1 phone calls culminate, and/or where calls for service are dispatched to public safety service providers.

2.2.24 **Public Safety Communications Supervisor (Supervisor)/Emergency Communications Supervisor (ECS):** The first-level public safety communications professional who provides leadership to employees through experience and training in order to achieve the agency's mission, standards, and goals.

2.2.25 **Public Safety Telecommunicator (Telecommunicator)/Emergency Telecommunications Dispatcher (ETD):** The individual employed by a public safety agency as the first of the first responders whose primary responsibility is to receive, process, transmit, and/or dispatch emergency and nonemergency calls for law enforcement, fire, emergency medical, and other public safety services via telephone, radio, and other communication devices.

2.2.26 **Records Management System (RMS):** It is an automated system used to manage public safety records.

2.2.27 **Quality Assurance (QA):** All actions taken to ensure that standards and procedures are adhered to and that delivered products or services meet performance requirements.

2.2.28 **Quality Assurance and Improvement Program:** An on-going program providing at a minimum, the random case review evaluating emergency dispatch performance, feedback of protocol compliance, commendation, retraining and remediation as appropriate, and submission of compliance data to the Agency.

2.2.29 **Quality Assurance / Improvement Process**: A formal assessment process by which actual performance, behavior, and outcomes are compared against established standards to ensure compliance, consistency, and accuracy in the delivery of quality service.

2.2.30 **Shall:** Within the context of this standard, "shall" indicates a mandatory requirement.

2.2.31 **Should:** Within the context of this standard, "should" indicates a recommendation.

2.2.32 **Silent Call:** A 911 call received at a PSAP in which no audible voice or tone is received, and the caller does not disconnect.

2.2.33 **Silent Call Procedure:** The 911 service feature, as prescribed by the MA State 911 Department, that allows an ETD to respond to silent calls so that a

911 caller who is unable to verbally communicate the emergency over the telephone may receive the appropriate response.

2.2.34 **System:** An integrated set of elements that are combined in an operational or support environment to accomplish a defined objective. These elements may include people, hardware, software, firmware, information, procedures, facilities, services, and environment.

2.2.35 **Telematics:** A technology that uses two-way wireless communications between a vehicle and a processing center to transmit voice and data information from the vehicle and the driver. Also used to describe the industry that uses this technology to deliver services to consumers (consumer telematics) and to commercial fleet owners and managers (commercial telematics).

2.2.36 **Trainee:** An ETD being trained in any one of the disciplines covered by this document.

2.2.37 **Written Directives:** A set of agency specific policies, procedures, rules, regulations, and guidelines.

3. Preparing for a Career in Emergency Communications

Public safety dispatchers are often the first contact the public has with an agency. It is important to make a good impression with each contact. The tone you set will impact the outcome of any call. You are required to maintain your composure and be professional during stressful situations. In order to do that, be honest with yourself when you answer these questions:

- Can you operate within a paramilitary organization with a highly organized chain-of-command?
- Can you work in a focused manner with intense concentration for extended periods of time?
- Can you work where someone is screaming at you or using obscene language without taking it personally?
- Do you think you can remain calm, gather information or dispatch units during a violent crime in progress?
- Can you make sound decisions quickly with limited information?

Public safety dispatching is a complex profession. Television and news media may portray incidents in a very simplistic manner. There is considerably more going on behind the scenes than is captured on a brief news clip. This may lead to a preconceived notion of what the job of a public safety dispatcher entails. Therefore, it is imperative that you carefully consider the challenges and rewards inherent in this position. Hard work, self-control, and the ability to keep a positive attitude in a challenging environment are required to be an exemplary public safety dispatcher

3.1 ETD Pre-Employment Disclosure

This document outlines features of the Emergency Telecommunicator Dispatcher position which many people are unaware. It is part of our new-hire employment package. It is mailed to the newly hired employee along with the employment offer letter. Trainees are advised to discuss questions or concerns with the Director of Emergency Communications or his/her designee. Trainees are also advised to consider the disclosure carefully, and if pertinent, items should be discussed with their family or whomever else they feel items may impact. This signed form will become part of the employee's permanent personnel file:

Pre-Employment Disclosure

3.2 Cognitive Abilities Required of a Public Safety Dispatcher

Verbal

The ability to read, listen to information, identify facts, draw conclusions and write clearly.

Reasoning

The ability to apply general rules to specific problems to attain logical answers and the ability to correctly follow rules to arrange things or actions in a certain order.

Memory

The ability to store and retrieve facts, details, and other information.

Perceptual

The ability to quickly and accurately compare letters and numbers presented orally and in written form. The ability to shift back and forth between two or more sources of information; both written and oral.

3.3 Personality Traits

There are personality traits that represent behavioral characteristics, attributes, and enduring patterns of behavior demonstrated by the manner in which people act under various conditions.

These traits are:

- Tolerance of stress
- Integrity
- Dependability
- Emotional control
- Tolerance of unpleasant work environment
- Adaptability
- Teamwork
- Maturity
- Productivity
- Positive attitude
- Assertiveness
- Social concern
- Motivation
- Interpersonal sensitivity

3.4 Equal Opportunity Employment

The Metro North Regional Emergency Communications Center provides an equal opportunity to employment without regard to race, color, sex, religion, creed, national origin, ancestry, sexual orientation, disability, Vietnam era veteran's status, marital status or age. This policy applies to all areas of employment, including recruitment, hiring, training and development, promotion, transfer, termination, layoff, compensation, benefits, and all other conditions and privileges of employment in accordance with applicable federal, state, and local laws.

Equal employment opportunity notices are posted on appropriate employee bulletin boards as required by law. The notices summarize the rights of employees to equal opportunity in employment and list the names and addresses of the various government agencies that may be contacted in the event that any person believes he or she has been discriminated against.

Any employee, including managers, involved in intentionally discriminatory practices will be subject to discharge.

2. The Training Program

The training program is divided into three (3) stages:

Telecommunications Academy: newly hired ETDs may be required to attend a Public Safety Telecommunications Academy. At the discretion of the administration they will be assigned to the Metro North Regional Emergency Communications Center Academy or the Massachusetts State 911 Department Public Safety Telecommunicator Academy.

MNRECC OTJ Program: all new hires will be paired with experienced Communications Training Officers (CTOs), whom will be their hands-on trainer for this stage of the training. This program will be divided into three areas of expertise: Call Taking, Police Dispatch and Fire Dispatch. Each area of expertise will be divided into phases. Progress and final certification will be determined by the number of hours completed in training, achieving stipulated benchmarks, certification exam grades, and supervisor observation.

Probationary Period: once the employee is released from training they will work independently until the end of their probationary period. The Training Supervisor alongside the Assigned Group Supervisor(s) will continue to monitor and evaluate the ETD through the end of the probationary period.

All training materials, evaluations and training aid sheets will be provided by the department to the assigned CTO prior to training and will follow the department's training curriculum and established benchmarks. Training Manuals will be updated as needed by the Training Supervisor with the assistance of the CTOs and reissued to the staff for review periodically. The ETD is responsible for all information covered during initial training or added to the manuals after the initial training period is over. Updates to the training manuals and documents will be posted in PowerDMS and distributed to the staff accordingly.

2.1 Telecommunications Academy

The Metro North Regional Emergency Communications Academy consists of five (5) weeks of classroom training paired with simulations, quizzes, exams, and observation exercises. All Classes and curriculum exercises have been previously vetted by the Metro North Regional Emergency Communications Center's Administration and approved for continuing education credit by the Massachusetts State 911 Department. They are introductory classes to the Emergency Communications Career, required MA State 911 Certifications and the MNRECC required personnel training. All academy classes follow APCO, NENA and Massachusetts State 911 minimum training standards and guidelines. There is also a State 911 Dispatch Academy that trainees may attend if offered by the State 911 Department.

2.1.1 Academy Orientation

Trainee orientation is completed prior to the beginning of the training academy. It is a two-hour session in which the following administrative tasks are completed:

- Meeting with Administrative Coordinator to discuss health insurance and retirement benefits, accrual for paid time off and additional benefits provided by the MNRECC.
- Fingerprinting for final pre-employment background check.
- Picture for Employee ID
- Uniform Measurements
- Overview of the Training Program and Academy Assignment - Training Supervisor, Assistant Director, and Executive Director.

2.1.2 Academy Curriculum

The academic portion of the training is defined by the following classes:

1. APCO – Public Safety Telecommunicator (PST) (40hrs)
2. APCO – Fire Service Communications (32hrs)
3. APCO – Law Enforcement Communications (32hrs)
4. Active Shooter Response – SRT Team & Tac Medics Overview (2hrs)
5. CAD Overview – I.M.C. (3hrs)
6. City of Revere and Town of Winthrop Geography-City Tour (2.5hrs)
7. Call Simulations (2+hrs)
8. Revere & Winthrop Fire Department – Introduction & Overview (1hr)
9. Revere & Winthrop Police Department – Introduction & Overview (1hr)
10. CPR – BLS for Healthcare Providers (6hrs)
11. CPR Recertification – BLS for Healthcare Providers (4hrs)
12. CJIS Security – Online Training & Exam (2hrs)
13. CJIS Functionality and Simulation (2.5hrs)
14. Computer Access and Policies (1hr)
15. Customer Service: Passing the 10 o'clock News Test (1hr)
16. Dispatching with Pen and Paper (1hr)
17. ECD Introduction & Overview (1hr)
18. ECD – PowerDMS - Policies and Procedures (1hr)
19. FEMA – ICS 100 – Online Training
20. FEMA – ICS 200 – Online Training
21. FEMA – IS – 700 NIMS – Online Training
22. Handling Domestic Violence Calls (8hrs)
23. Handling In-Progress Calls (1hr)
24. Liability (2hrs)
25. Missing Persons: Overview (8hrs)
26. NG-911 Equipment Training Class (16hrs)
27. Overview of the Call Taker Manual (2hrs)
28. Overview of the Fire Dispatcher Manual (2hrs)
29. Overview of the Police Dispatcher Manuals (2hrs)

30. Quality Assurance (1.5hrs)
31. Radio Equipment/Etiquette Training (1hr)
32. Recognizing and Handling Mental Health Emergencies (3hrs)
33. Room Observation(2+hrs)
34. ShotSpotter Online Training (1hr)
35. Wellness & Peer Support (1.5hrs)

2.1.3   Academy Schedule

The Academy Schedule will be set based on the academy curriculum by the Training Supervisor, The Training Supervisor is responsible for scheduling and re-scheduling classes as needed. The Training Supervisor is also responsible for contacting instructors and assisting them in the delivery of their respective topics.

2.1.4   Academy Exam

At the end of the academic portion of the training, all trainees must satisfactory complete the academy exam with a passing grade of 80% or above.

Trainees who fail to complete any training activity, to achieve a passing grade on quizzes and final exams, or to progress within the established time parameters, will be subject to remediation, reassignment, or termination procedures.

2.1.5   Academy Graduation (Suspended during Covid-precautions)

The Department honors and celebrates ETDs who have completed the academic portion of the training and who satisfactory complete the academy exam with a passing grade of 80% or above with a Graduation Ceremony. This ceremony is held at the Revere Police Department. ETD's are encouraged to invite their families to celebrate their academic achievement and the beginning of their career. Attendees include members of the department who assisted in teaching during the academy, City Dignitaries, and Police and Fire Representatives.

The graduating class chooses a speaker to address the graduating class and attendees of the graduation ceremony. A keynote speaker is also chosen to address the graduating class.

2.2 On-The-Job Training

Once ETD's complete the academic phase of their training, they will be assigned to a communications center work groups and to their respective CTOs. During this phase of the training the trainee is expected to take the information learned during the academy and apply it to the situations reported to the communications center. This portion of the program will be divided into three areas of expertise: Call Taking, Police Dispatch and Fire Dispatch. Each area of expertise will be divided into phases.

2.2.1   Call taking

The Call Taking (CT) training period is estimated to last between __60_ and __100_ hours. The call taking training period is divided up into three phases with specific timelines and benchmarks to be achieved.

2.2.2 Fire Dispatch

The complete Fire Dispatch training period is estimated to last between <u>100</u> and <u>150</u> hours. The goal of the training program is to provide benchmarks, timelines, learning methods and tools that support the trainee and the trainer throughout the training process. The provided forms and guidelines clearly identify the performance expectations of the trainee. The Communications Training Officer (CTO) will act as a coach, and mentor providing regular feedback and evaluations.

2.2.3 Police Dispatch

The complete Police Dispatch training period is estimated to last between <u>100</u> and <u>150</u> hours. The goal of the training program is to provide benchmarks, timelines, learning methods and tools that support the trainee and the trainer throughout the training process. The provided forms and guidelines clearly identify the performance expectations of the trainee. The Communications Training Officer (CTO) will act as a coach, and mentor providing regular feedback and evaluations.

2.3 Certification Requirements

The training period ends with several different activities to ensure the ETD is ready to work independently. The following are the steps that must be followed for each phase of the on-the-job training:

1. Review of all Training Documentation
   a. Daily Observation Reports
   b. Supervisor Tour Observation Reports
   c. Standard/Task Check Lists
   d. Total of training hours
2. Meetings with ETD, CTO, and Group Supervisor to prepare the trainee for certification tour.
3. Certification Exam (First dayshift of certification tour)
4. Supervisor Observation – 8hours (4hrs on the 2nd dayshift, and 4hours on 1st evening shift of certification tour)
5. Certification:
   a. Training Acknowledgement Form – Signed by EDT, CTO, Supervisor and Assistant Director at the next business day.
   b. E-mail sent to supervisors, cc'ing the ETD and CTOs advising of training certification.

These certification steps must be completed in the order listed, and for all trainees.

2. The Communications Training Officer (CTO)

At the Metro North Regional Emergency Communications Center, CTO's are considered leadership positions, and extremely important functions of the operation. CTOs are at the

forefront of the training program. CTOs are responsible for conducting the training and helping the trainees build their knowledge, skills, and abilities.

CTOs must:

Professional Requirements:

⇨ Successfully complete the APCO Communications Training Officer Class, and any subsequent re-certifications, training assignments, or reviews.
⇨ Attend CTO Meetings, and other training meetings as assigned.
⇨ Remain operationally and technically proficient in all department policies, procedures, and memoranda.
⇨ Be familiar with and supportive of the agency's mission, vision, core values, and goals.
⇨ Remain in good standing with the department.
⇨ Demonstrate the ability to effectively use training methods and tools.
⇨ Be available, willing, and able to train with or without advanced notice as assigned by the Training Supervisor.
⇨ Review the training calendar every shift to ensure all training scheduled is completed.
⇨ Commit for the duration of the assignment when assigned a new trainee, and be mindful of training when requesting time off and swaps

Conduct Requirements:

⇨ Model professionalism and courteous behavior towards all members of the department, and of the public.
⇨ Model predictable and reliable attendance and should not have any current disciplinary action imposed for performance issues, tardiness or sick leave usage.
⇨ Project a positive attitude, exhibit positive behavior and provide a constructive setting for daily training.
⇨ Demonstrate effective problem-solving skills and teamwork.
⇨ Exhibit the highest standards of professional behavior when handling sensitive personnel information for which confidentiality is required and expected. The CTO must not share confidential information with anyone who is not a CTO or a supervisor and only share information with those that are directly involved in that particular trainee program/plan.
⇨ Disclose any personal relationships with an employee assigned to you for an active training session.

Training Program and Feedback Requirements:

⇨ Abide by the training program timelines outlined in the Training Curriculums.
⇨ Abide by the training information outlined in the Training Manuals.

- ⇨ Abide by the rules of trainee assignment, login sequence, or exercises as prescribed by the department.
- ⇨ Provide effective, honest, specific and objective feedback, verbally during the training session and reflective on the DORs.
- ⇨ Complete DORs daily at the end of the shift, allowing time for discussion of highlight points with the trainee.
- ⇨ Complete all evaluation forms on the document they are formatted in.
- ⇨ Utilize the Evaluation Guidelines each time when completing an evaluation form, to ensure consistency in evaluation.
- ⇨ Notify the Training Supervisor of any identified issues with a trainee.

3. Continued Education

The State of Massachusetts 911 Department along with Metro North Regional Emergency Communications require that all certified telecommunicators receive at least 16 hours of continued education. The staff at MNRECC averages 24-36 hours of training per year. Our goal is to offer training courses to ensure the highest quality of emergency response to our communities and public safety partners. The department offers a fall in-service training to review fundamentals and soring in-service is dedicated to a specific topic partnering with our public safety partners.