



OAKLAND POLICE ACADEMY DISPATCH TRAINING Combined Regional Emergency Services Training Oakland Community College

2900 Featherstone Road • Auburn Hills, MI 48326-2845 • www.oaklandcc.edu/police



OAKLAND
POLICE
ACADEMY
JUSTICE THROUGH KNOWLEDGE

FIRE COMMUNICATIONS

INSTRUCTOR: Dave Larton (First Contact 911) of Morgan Hill, California is Chief of the Reserve Communications Unit, Costal Region, of the Governor’s Office of Emergency Services. Based at the State OES Regional Emergency Operations Center in Oakland, Dave currently manages the staff of a sixteen county area ranging from the Oregon border to the Monterey County line. Dave has more than twenty-five years of emergency services experience. Dave is Associate Editor of 9-1-1 Magazine where he writes the popular Fast Forward column.

COURSE DESCRIPTION: Utilizing the talent and experience of veteran fire communications dispatchers, this class addresses the ever-changing role of the fire service dispatcher such as:

- Improved understanding of the importance of accurate and reliable Fire Communications.
- Demonstrate a working knowledge of Fire Terminology and an awareness of the objective of the Fireground Commander.
- Have a working knowledge of the components of the Incident Command System, including the Command and General Staff, and the working relationship between the incident Commander and Communications staff.
- Have a working knowledge of the techniques necessary to answer a 9-1-1 (or non-emergency) call for service, have the ability to summon necessary aid, and to document that aid in an accurate and timely manner.
- Become aware of the critical importance of Communications during Critical Incidents, including High-Rise Structure Fires, Transportation Incidents, Multi-Casualty Incidents and Hazardous Materials Incidents.

SOME TOPICS INCLUDE:

- Duties of a Fire Telecommunicator
- Fire Terminology
- Fire Call Prioritization
- Fire Department Organization
- Incident Command System
- Fire Call-taking Skills
- Dispatching the Call
- Apparatus Types
- Structure Response
- Specialized Resource Response
- Mass Casualty Incident Management
- High Rise Fire
- Hazardous Materials
- Critical Incident Stress Management

COURSE NAME: Fire Communications

COURSE CODE: PBSV-5573

DATE: October 20-21, 2009

TIME: 8:00 am - 4:00 pm

COST: \$289.00

LOCATION: Oakland Community College
2900 Featherstone Road
Auburn Hills, MI 48326-2845
Phone: 248.232.4220
Fax: 248.232.4225

QUESTIONS: 911training@oaklandcc.edu

This course is 911 Fund Approved; #OCC200901B

CANCELLATION POLICY: Class reservations may be cancelled up to 7 calendar days prior to the first day of class with a 100% refund, less than 7 days, but prior to the first day of class with a 50% refund, on the first day of class with a 0% refund. All “no shows” will be charged full price. Please include the registered person’s name, course name and date, your signature and date.



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