



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



911 ETHICS & LIABILITY

INSTRUCTOR: Paul Logan, Dane County Public Safety Communications Center in Madison, Wisconsin has more than twenty years of dispatch experience and currently serves as a Communications Supervisor. Paul has earned the professional designation of Registered Public-Safety Leader (RPL) from APCO, and is President of the Wisconsin chapter of APCO. Paul served as a Communications Specialist assigned to Aviation Security Operations at Hill Air Force Base as a member of the Olympic Public Safety Command for the 2002 Olympic winter Games in Salt Lake, City, Utah.

COURSE DESCRIPTION: This class will cover not only 911 liability issues but 911 ethics which are sometimes not addressed with liability training. Call-taking standards and special liability considerations will be included. This class will include group exercises and discussions. This training is highly recommended for all 911 staff. Mr. Logan is also a certified instructor with the National Academies of Emergency Dispatch (NAED).

TOPICS COVERED:

- Vicarious Liability issues
- Confidentiality in Dispatch
- Discretionary vs. Ministerial Duty
- Public Duty Doctrine
- 9-1-1 Perceptions of the public
- Need for adequate Policy, Procedure and Training
- Need for adequate standards in evaluation for Dispatch
- Trainees and subordinates
- Laws pertaining to 911 Liability
- Ethical Training
- Ethical Leadership

COURSE NAME: 911 Ethics & Liability

COURSE CODE: PBSV-5602

DATE: November 4, 2009

TIME: 8:00 am - 4:30 pm

COST: \$190.00

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

QUESTIONS: 911training@oaklandcc.edu

911 Fund #OCC200902A

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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TRAINING NOTICE