



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



EMERGENCY FIRE DISPATCH TRAINING (EFD)

INSTRUCTION BY: PRIORITY DISPATCH CORP

COURSE DESCRIPTION: This course takes the science of structured call processing to the fire-rescue environment. The protocol uses logic-based Case Entry and Key Question interrogation to safely and accurately prioritize responses to fire-rescue incidents. Post-Dispatch and Pre-Arrival Instructions provide a Zero Minute Response™ to callers at the scene, thereby improving scene safety and response effectiveness. While users of the associated Medical Priority Dispatch System™ already understand these components, the graphical design and intuitive flow of the FPDS™ provide an easy transition for the newcomer to structured call processing.

COURSE INCLUDES:

- Improve quality of service to the caller
- Correctly identify Chief Complaints
- Assign needed resources
- Improve scene safety
- Provide effective Dispatch Life Support
- Safely prioritize calls
- Acquire National Certification

SUCCESSFUL ATTENDEES RECEIVE:

- NAEFD™ certification
- EFD Course Manual
- Embossed Diploma
- Membership card
- Uniform patch
- Journal subscription
- Window sticker

COURSE NAME: Emergency Fire Dispatch Training (EFD)

COURSE CODE: PBSV-5494

DATES: November 17-19, 2009

TIME: 8:00 am - 5:00 pm

COST: \$325.00

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 #PDIS200806A

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