



OAKLAND POLICE ACADEMY DISPATCH TRAINING

Combined Regional Emergency Services Training
Oakland Community College

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



OAKLAND
DISPATCH
ACADEMY
SERVICE THROUGH EDUCATION

911 ETHICS AND LIABILITY FOR DISPATCHERS

INSTRUCTOR: Cathy "C.J." Jones-Gooding is Communications Director for Hilton Head's South Carolina 9-1-1 Communications Center. She has over fifteen years of experience and her certifications include: Emergency Medical Dispatcher (with honors) and a Quality Assurance certificate, both through the National Academy of Emergency Medical Dispatch; NIMS IS-700 and 800 through FEMA; and has completed the Communications Center Supervisor Course through APCO. She is also a member of APCO and NENA. She is a former firefighter/EMT.

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. **Module II approved.**

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 and Liability
DATE: May 22, 2019
TIME: 8:00 am - 4:30 pm
COST: \$200.00 (911 SNC Module II Approval #OCC200902A)
LOCATION: Oakland Community College
Auburn Hills Campus - J-Building
2900 Featherstone Road
Auburn Hills, MI 48326-2845
REGISTRATION: Phone: 248.232.4220
Fax: 248.232.4225
QUESTIONS: 911training@oaklandcc.edu

– This Course is SNC Approved – Module II –

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. Students are responsible for amounts not covered by third party sponsors or departments unwilling to satisfy the invoice.



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