



# OAKLAND POLICE ACADEMY DISPATCH TRAINING

Combined Regional Emergency Services Training  
Oakland Community College

2900 Featherstone Road • Auburn Hills, MI 48326-2845 • [oaklandcc.edu/crest](http://oaklandcc.edu/crest)



OAKLAND  
DISPATCH  
ACADEMY  
SERVICE THROUGH EDUCATION

## 911 ETHICS AND LIABILITY FOR DISPATCHERS

**INSTRUCTOR:** Paul Logan has more than 30 years of 9-1-1 experiences. He currently serves as Operations Manager of Dane County (Madison, WI) Department of Public Safety Communications. In this role he manages 35 position PSAP with 75 dispatchers and 8 supervisors. This PSAP provides service to more than 65 agencies. Paul has managed numerous major projects including the consolidation of 3 PSAP's (and staff) into 1, implemented new CAD, radio and telephone systems, and became the first PSAP in Wisconsin to implement ASAP to PSAP for alarms.

**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

**DATE:** May 24, 2022

**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:** [policetraining@oaklandcc.edu](mailto:policetraining@oaklandcc.edu)  
Phone: 248.232.4220  
Fax: 248.232.4225

**QUESTIONS:** [911training@oaklandcc.edu](mailto: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.



OAKLAND COMMUNITY COLLEGE

# TRAINING NOTICE