



## 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:** Tracy Ertl – 28-year veteran with Brown County Public Safety Communications (Green Bay Wisconsin), retired. Tracy has served thousands of public safety students as a devoted APCO Adjunct Instructor, presenting nationally and internationally. She is also Owner and Publisher at TitleTown Publishing, a mainstream publishing house specializing in survival and police titles.

**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, 2023

**TIME:** 8:30 am - 5:00 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 or [policetraining@oaklandcc.edu](mailto:policetraining@oaklandcc.edu)

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

**- This Course is SNC Approved -**

**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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## TRAINING NOTICE