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**

OAKLAND DISPATCH ACADEMY
SERVICE THROUGH EDUCATION

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
DATE:	November 9-11, 2015
TIME:	8:00 am - 5:00 pm
COST:	$380.00
	2-Day Recertification: $250.00
	1-Day Recertification: $125.00
	(911 SNC Con Ed Approval #PDIS200806A)
LOCATION:	Oakland Community College – Auburn Hills Campus
	2900 Featherstone Road
	Auburn Hills, MI 48326-2845
REGISTRATION:	Phone: (248) 232-4220
	Fax: (248) 232-4225
QUESTIONS:	911training@oaklandcc.edu

OAKLAND COMMUNITY COLLEGE
Community is our middle name.®

TRAINING NOTICE