

Previous Workshop Comments:

- “The best training I’ve ever received.”
- “Every Dispatcher, Officer and Supervisor should go through this training.”
- “I will definitely bring what I learned here back to my agency.”

Lead Instructor



Daniel Jewiss
CT State Police (Ret)

Dan retired after 23 years of experience as a CT State Trooper. His career in law enforcement includes four years at a "country troop" as a front-line patrol Trooper where as a deskman he worked alongside some remarkable Dispatchers. Dan then spent 12 years as a Detective in the elite Major Crime Squad where he was assigned as the Lead Investigator for the tragic Sandy Hook School Shooting, in which 26 lives were taken. In 2014 Dan became an Instructor at the State Police Training Academy where his primary areas of instruction were Search & Seizure, Active Killer and Leadership. Dan is the Founder & President of The RAK Academy. He uses his vast experience, passion for crime solving and public safety, along with his unique teaching style to create a *must have* learning experience for all Law Enforcement, Dispatchers, School Staff and Civilians.

Lead Dispatcher Instructor



Teresa Lockwood

Teresa has been Dispatching for over 29 years. She began in 1992 with Middletown PD. That experience allows her to bridge the gap and understand the challenges faced by small and large agencies. In 2000, Teresa became a Dispatcher for the CT State Police and was assigned to Troop K in Colchester and then to Troop H in Hartford, which is one of the busiest PSAPs in CT. Teresa received commendations for her roles in the Manchester Distributors Active Shooter Incident, the Interstate 84 suicidal party stand-off and was named an E911 Commissioner in 2011. Teresa was awarded State Police Dispatcher Of The Year in 2012. She was a founding member of the Dispatch Training Committee for the State Police where she helped revolutionize the way Dispatchers are trained and how in-service opportunities are offered. Teresa continues to serve in this role and enjoys teaching sworn and civilian personnel alike. Teresa is currently assigned to the State Police Headquarters at the Message Center. She has been the Lead Dispatch Trainer for The RAK Academy since 2019.

Dispatch Response to Active Killers (D-RAK) (2-day course)

Dates: **October 28th - 29th, 2021**
Time: **8:30am - 4:30pm**
Location: **Acton Police Department**
371 Main Street, Acton, MA 01720



Registration Fee: Only \$269.00 !!!

Day #1 of this 2-day course consists of an in-depth analysis of law enforcement's response to the Sandy Hook School Shooting and other recent Active Killer events. This involves a detailed break-down of the time taken to report, dispatch, and respond to these scenes. This course teaches Dispatchers the benefit of *Scriptwriting*, a critical skill necessary for *Shaving Seconds to Save Lives*© during an Active Killer event. Dispatchers will be challenged to use their training, experience and the *Lessons Learned* that are discussed in class to develop D-RAK Scripts to take back to their own agencies.

Day #2 will build on the teaching points established during Day #1. Dispatchers will perform scenario-based training repetitions that are monitored, coached, and evaluated using a progressive (Crawl-Walk-Run) blended-learning, performance model. Dispatchers will be expected to identify the critical priorities of the first 1st Responders on scene at an Active Killer event so that the Dispatchers can provide effective and timely support to stopping the threat and saving lives. Dispatchers will be reminded to use this course information in alignment with their existing department policies and procedures. Lastly, Dispatchers will be presented with post-traumatic stress challenges they may encounter in the wake of an Active Killer event and some suggestions on how to mitigate these.

Dispatch Personnel will:

- Identify what Active Killer events are.
- Learn critical *Lessons Learned* from recent Active Killer events, including the 2012 Sandy Hook School Shooting, and the critical roles Dispatch played in each of them.
- Understand the importance of *scriptwriting*.
- Identify current training scripts for Dispatch Response to Active Killers.
- Identify current performance scripts for Dispatch Response to Active Killers.
- Identify ideal scripts for Dispatch Response to Active Killers to maximize the principles of *Shaving Seconds to Save Lives*©.
- Identify and clarify additional Dispatch task organization that should be addressed during an Active Killer event.
- Learn how to integrate their current agency's training and policies with the aforementioned teaching points.
- Discuss individual personnel wellness concerns in the wake of an Active Killer event.

Approved for Dispatcher CEUs/State 911 Reimbursement in MA!

Check out more info & other trainings at:
www.TheRAKacademy.com

Hosted By: Acton Police Department

Registration

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