



911 Emergency Dispatching; Legal Issues for Massachusetts Call Takers and Dispatchers

Presented by: **Commonwealth Police Legacy, Inc.**

Especially designed for:

ALL Public Safety Dispatchers (Non-Sworn & Sworn)

Tuesday: January 10, 2023

Host: Agawam Police Department

The seminar will run from 8:00 a.m.- 4:00 p.m. The cost of the seminar is \$225.00 per official.

Instructor: Attorney John Moore; Retired Police Chief of Commonwealth Police Legacy, Inc.

To register, simply complete the form below and fax this page to 508-622-1820 or call 508-989-9848

Course Overview:

Being a public safety dispatcher is one of the most stressful occupations in law enforcement- especially in Massachusetts. This presentation will discuss legal issues concerning public safety dispatchers.

Effective initial training is critical for public safety dispatchers to acquire the necessary knowledge, skills, and abilities in order to provide quality service to the public and the law enforcement agencies they serve.

We will discuss the following:

- 911 Calls, Medical Emergency calls; how to properly obtain and confirm addresses
- Customer Service, how to effectively manage calls, quality control
- Review and discussion of actual 911 calls
- CORI and Public Records
- Missing Person requirements; what constitutes a missing person;
- Establishing probable cause
- The two-pronged Aguillar-Spinelli test
- Jurisdictional issues
- Admissibility of statements
- The First Complaint Rule
- ID Fraud

Direct Department Billing Available for 911 Dispatch Clinic

Agency _____

Street Address _____

Phone _____

Dept. email _____

Names of Officials Attending 911 Public Safety Dispatch Clinic (include rank if applicable)

1.) _____ 2.) _____ 3.) _____

4.) _____ 5.) _____ 6.) _____

Please make check payable to:

Commonwealth Police Legacy, Inc. and send to P.O. Box 752 Norton, MA 02766

General Questions please contact Paula Heagney at 508-989-9848