



# 911 Emergency Dispatching Officer Safety Concerns for Dispatchers

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

Especially designed for:

**ALL Public Safety Dispatchers (Non-Sworn & Sworn)**

Tuesday: October 8, 2019

Sandwich 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: Officer Jeffrey F. Couture, Lead Training Officer of Chicopee PD

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

During this seminar we will thoroughly discuss the following areas:

- Learn how Dispatchers are the first line of defense as information gatherers for responding officers.
- The better the understanding a dispatcher has of which types of calls, suspects, circumstances, incidents, and factors which statistically compromise officer safety, the safer the outcome for everyone involved.
- How can dispatchers take their own “situational awareness” to the next level?
  1. Understanding calls for service which are inherently dangerous to police
  2. Obtaining the appropriate information for responding officers
  3. Developing a “tactical mindset” as information gatherers
  4. Improving as “active listeners” during call taking
  5. Recognizing potential suspect pre-attack indicators
- Included in the presentation will be a discussion of the types of calls which create increased levels of concern for responding officers including arrest situations, suicide by cop, domestic/family disputes, radical extremist, motor vehicle and foot pursuits, and mass casualty incidents.
- A better understanding and awareness of factors that contribute to suspect use of force ***against*** police is paramount to increasing officer safety.
- We will discuss reducing the amount of force used ***against*** police could be considered a means of reducing the amount of force ***used by*** police.
- Reducing the amount of force used by and against police:
  1. reduces the number of line of duty deaths
  2. decreases injury to arrested parties
  3. decreases injured on duty incidents and time missed at work recovering
  4. reduces civil liability for officers and municipalities
  5. improves the depiction of police in the media
  6. and can vastly improve the relationship between police and the community in which they serve.

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.) \_\_\_\_\_  
7.) \_\_\_\_\_ 8.) \_\_\_\_\_ 9.) \_\_\_\_\_

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