



*Denise Amber Lee*  
FOUNDATION

## **Westborough Fire Department**

42 Milk Street

Westborough, MA 05181

### **April 11th, 2022: Best Practices of a Successful CTO 0800-1200 & 1300-1700 EDT**

This course will revisit and refresh the minds of your current and future CTOs. As the greatest initial influence of new telecommunications and as a representative of your agency, we will discuss the vital role of setting the standard and direction of your communications center. From the first orientation, including phased training, documentation, and grading, we will work through proven best practices from experienced CTOs and supervision. Training adult learners is always a challenge, adding the factors of a high stressed work environment, the challenge reaches nearly impossible levels, all while meeting the needs for adult learners while also meeting the needs and demands of successful CTO Training Program. (4 hour course)

### **April 13th, 2022: A Victim's Plea; Meeting Expectations 0800-1700 EDT**

Nathan Lee, founder and President of the Denise Amber Lee Foundation join forces with an industry professional to tie together the elements of the Denise Amber Lee tragedy. Students learn of the obvious failures that day to the more in-depth concepts such as leadership, hiring, training and encouraging employees in a communication center. (8 hour course)

### **April 14th, 2022:**

### **Hope in the Midst of Chaos: The Las Vegas Shooting Story 0800-1700 EDT**

Quiet turned to terror the evening Sunday October 1, 2017 at the Combined Communications Center of Las Vegas. A lone gunman had opened fire on the Route 91 Harvest Music Festival, on the famous Las Vegas Strip, where 22,000 concert-goers were in attendance. Calls poured into the center as people were running for their lives. From gunshot wounds to trample victims, misinformation to scene safety issues, Matt Grogan event, and how you can prepare and adapt for a new normal. (8 hour course)

### **April 20th, 2022: Human Trafficking Preparedness for the 9-1-1 Professional 0800-1700 EDT**

Human trafficking is perhaps the fastest growing crime in our nation. Despite media awareness in recent times, human trafficking is almost hidden in many circumstances. It manifests itself in unimaginable ways and is growing at an incredible pace. According to Polaris, the global leader in the fight against human trafficking, more than 49,000 cases of human trafficking have been reported to the Human Trafficking Hotline in the last ten years. It is estimated that the total number of victims nationally reaches hundreds of thousands. In this full day course 9-1-1 professionals will learn critical factors about human trafficking, its link to other heinous crimes, and resources to aid them in these calls. Awareness and preparedness for this ever-growing threat is key to identifying victims and traffickers. (8 hour course)