

911 Liability

This course provides detailed descriptions of specific circumstances, behaviors and conditions that increase liability for telecommunicators and their agencies. It also provides techniques that enable the dispatcher and the agency to limit their liability to possible lawsuits, civil court actions, monetary fines and even job loss, by reducing risk and providing a higher level of service to protect both callers and responders.

Goals

Upon completion of this course, the student will be able to demonstrate the following skills.

1. Identify and discuss basic legal concepts and define terms associated with liability.
2. Identify areas that directly affect a public safety professional and his/her agency.
3. Define the term negligence and list the requirements necessary to prove a negligence case.
4. Apply techniques that reduce the risk of liability.
5. Apply a unified approach to call handling to limit liability.

Overview

- Module 1 Liability and You
- Module 2 Liability and You Examples
- Module 3 Liability and the Agency
- Module 4 Liability and the Agency Examples
- Module 5 Call Handling
- Final Quiz

Requirements

This self-paced, online course is part of an ongoing effort by PowerPhone to provide timely and essential learning to telecommunicators on new advisories and procedures important to the PSAP community. After completing all sections of this class, you will need to score a minimum of 75% on the final quiz to earn 8.0 CEUs.

- Desktop, laptop or mobile device
- Speakers / Headphones
- High-speed Internet access
- Internet Browser (Google Chrome preferred)