Entrapment

Entrapment occurs when a person cannot escape from a situation because they are stuck, caught or physically unable to remove themselves. When the inability to escape is compounded with an increased threat of injury, illness, or death, a call to 911 is often made to seek guidance and emergency support.

This course explores the information gathering techniques used by telecommunicators to respond to entrapment calls. Because there are limitless possibilities for how, where and in what a person may become trapped, there is no single path of questioning that a telecommunicator can use to respond to all calls. This course explains how a combination of general questions, followed by event-specific questions, yields the most complete information to determine the appropriate dispatch and the necessary Pre-Arrival Instructions to offer the caller.

Goals

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

1. Explain how the initial survey process serves as the starting point for entrapment calls.

2. Explain how the foundation skills of guided flexibility, Journalistic Investigative Approach, situational awareness, thinking in multiples, red flags, inverted visualization, 300 Call Syndrome, where within the where, balcony approach and the Three C's are the building blocks for effective call handling and address the uniqueness of entrapment calls.

3. Explain how a telecommunicator's training prepares them to handle calls for which there is not a specific protocol available.

4. Explain how using a combination of broad and specific questioning strategies can lead to improved situational awareness on entrapment calls.

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 1.0 CEU.

- Desktop, laptop or mobile device

- Speakers / Headphones
- High-speed Internet access
- Internet Browser (Google Chrome preferred)