

School Emergencies

Preparation is the key to success when facing any type of emergency. Telecommunicators that are familiar with the schools in their territory are better prepared to respond to these situations. This course is designed to prepare telecommunicators to act quickly and confidently to a variety of school emergencies, including active shooter incidents.

Goals

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

1. Explain the importance of knowing basic information such as the names, addresses, door numbering schemas and assembly area locations for the schools in the agency's response territory.
2. Identify common types of medical emergencies that may occur in schools.
3. Define the terms lockout, lockdown and Standard Response Protocols as they pertain to school policies for responding to emergencies.
4. Explain the telecommunicator's role in an active shooting incident for obtaining information from callers and protecting callers by suggesting survival strategies or by providing medical Pre-Arrival Instructions.
5. Explain the telecommunicator's role in an active shooting incident for relaying information to inform and protect responders.

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)