

## Hazardous Materials

Public safety telecommunicators manage a wide range of emergency and non-emergency calls from the public. One type of call that poses a challenge is the hazardous materials incident. These calls include common gas leaks and carbon monoxide alarms, but also the less frequent and potentially more disastrous, such as major chemical leaks in transportation or industrial facilities. This course offers a variety of techniques to recognize and respond to hazardous materials calls, including understanding how to interpret hazardous materials signage.

### Goals

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

1. Increased awareness of the potential for hazardous material accidents within their jurisdiction.
2. Identify the nine classes of hazardous materials.
3. Understand the organization and use of the Emergency Response Guidebook for identifying and responding to hazardous materials.
4. Effectively use primary and secondary questioning to protect callers and responders during calls involving hazardous materials.

### 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)