Kidnapping Emergencies

When a person is kidnapped, they are taken against their will, usually by threats made against them or through lies and deceit. It is critical to quickly identify a call reporting a kidnapping incident and dispatch the appropriate response.

The purpose of this class is to familiarize telecommunicators with callers reporting kidnapping emergencies. You will learn the definition of kidnapping and a process to gather pertinent information that can assist emergency responders in locating the victim.

Goals

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

1. Discuss the differences between a kidnapping and a missing person.

2. List several questions to ask the caller that can expedite the appropriate response to a kidnapping.

3. Explain how caller party impacts how a call is handled by the telecommunicator.

4. Explain the role of an Amber Alert in kidnapping cases.

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 earn1.0 CEU.

- Desktop, laptop or mobile device

- Speakers / Headphones

- High-speed Internet access

- Internet Browser (Google Chrome preferred)