



OKLAHOMA 9-1-1 CALL TAKER MINIMUM TRAINING STANDARDS

OPERATIONS COMMITTEE – TRAINING STANDARDS SUBCOMMITTEE

Approved by the Oklahoma 9-1-1 Management Authority Board – November 5, 2020

The Oklahoma 9-1-1 Call Taker Standards are to be viewed as a model to build the local standard, procedures, and protocols on; based on the local need and resources available within the local center.

The Standard is to be used as a tool to build on, not to create a statewide curriculum. The bullet points are a collaborative effort to give talking points and reference points to use as tools to build training model on. They are from NENA, APCO, 911.org, and other agencies that have set standards in place for their curriculum.

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1 ROLE OF THE CALL TAKER

1.1 Duties (APCO 3.4, 3.5, 911.GOV)

- 1.1.1 A list of tasks and actions required to be performed by the Call Taker shall be provided, discussed, and demonstrated to the Call Taker.

1.2 Scope of Authority

- 1.2.1 The scope and limits of the Call Taker's authority shall be provided, discussed, and demonstrated to the Call Taker.

1.3 Public Safety Team

- 1.3.1 The public safety team of the agency shall be defined, discussed, and demonstrated to the Call Taker.

- 1.3.1.1 All members of the public safety team shall be identified and explained to the Call Taker. This should include all members of the command structure of the agency: sheriff or chief, mayor, city manager, undersheriff, majors, captains, lieutenants, sergeants, managers, supervisors, etc. This should include other personnel the Call Taker needs to be aware of to successfully complete their assignment, including but not limited to public information officers, investigators, detectives, deputies, officers, contracted wrecker services, animal control officers, etc.

1.4 Professional Conduct (APCO 3.3, 6.3.2)

- 1.4.1 A copy of Public Safety Telecommunicators' Code of Ethics shall be provided, discussed, and demonstrated to the Call Taker.

- <https://www.apcointl.org/resources/911-info/9-1-1-public-information-education/public-safety-telecommunicators-code-of-ethics/>

1.5 Industry Professional Standards (certification)

- 1.5.1 Minimum Training Standards from APCO, NENA, and 911.Gov shall be provided, discussed, and demonstrated to the Call Taker.

- <https://www.apcointl.org/download/recommended-minimum-training-guidelines-for-the-9-1-1-telecommunicator-pdf/?wpdmdl=6363>
- <https://www.apcointl.org/download/minimum-training-standards-for-public-safety-telecommunicators-3/?wpdmdl=6288>
- <https://www.nena.org/general/custom.asp?page=trainingguidelines>
- https://www.911.gov/project_recommended911minimumtrainingfortelecommunicators.html

1.6 Diversity Awareness (APCO 4.2.1)

- 1.6.1 The Call Taker shall be trained in diversity awareness; this shall be provided, discussed, and demonstrated to the Call Taker.

1.7 Agency Directives/State or Local EOPs (APCO 3.6, 6.4, 4.2.5.3)

- 1.7.1 All agency directives, State and Local Emergency Operation Plans, and Memorandums of Understanding relevant to the local agency shall be provided, discussed, and demonstrated to the Call Taker.

1.9 Terminology (APCO 4.2.3, 4.3.8.2)

- 1.9.1 The caller taker shall be provided a list of common terminology used by the agency; this shall be discussed and demonstrated to the Call Taker.

1.10 Identify Resources (APCO 4.2.4)

- 1.10.1 Local agency and adjacent agency resources, including agencies with automatic aid and

mutual aid agreements, shall be provided, discussed, and demonstrated to the Call Taker.

1.11 ICS/NIMS – The Call Taker Role

1.11.1 The caller taker shall complete ICS-100, ICS-200, and ICS-700, or the current equivalent of each course.

- <https://training.fema.gov/is/courseoverview.aspx?code=IS-100.c>
- <https://training.fema.gov/is/courseoverview.aspx?code=IS-200.c>
- <https://training.fema.gov/is/courseoverview.aspx?code=IS-700.b>

1.12 ADA Equal Access (APCO 5.3.4 & DOJ)

1.12.1 Training related to the Americans with Disabilities Act shall be provided, discussed, and demonstrated to the Call Taker.

2 COMMUNICATIONS WRITTEN/VERBAL (4.3.8., 4.3.2.4)

2.1 Active Listening (APCO 4.3.8.1)

2.1.1 Training related to active listening shall be provided, discussed, and demonstrated to the Call Taker.

2.2 Interpersonal Communications (APCO 4.3.7)

2.2.1 Training related to interpersonal communications shall be provided, discussed, and demonstrated to the Call Taker.

2.3 Documentation (APCO 7.3)

2.3.1 Training related to documentation, and its importance in court cases, shall be provided, discussed, and demonstrated to the Call Taker.

2.4 Customer Service (APCO 4.3.4)

2.4.1 Training related to customer service shall be provided, discussed, and demonstrated to the Call Taker. Phone etiquette should also be discussed and demonstrated for the Call Taker.

3 CALL PROCESSING

3.1 Prioritize Line Answering (NENA CAS-3.2, 911.GOV)

3.1.1 Training related to prioritizing line answering shall be provided, discussed, and demonstrated to the Call Taker.

4.1.2 9-1-1 (ANI/ALI, 911, E-911, Phase I, Phase II, NG-911)

4.1.3 10-digit emergency

4.1.4 Non-emergency

4.1.5 Administrative

3.2 Control the Call (911.GOV)

3.2.1 Training related to controlling a phone call shall be provided, discussed, and demonstrated to the Call Taker.

3.3 Obtain and Verify Basic Information (APCO 7.2.2, NENA 3.6, NENA 3.6.1)

3.3.1 Training related to obtaining and verifying basic information shall be provided, discussed, and demonstrated to the Call Taker.

3.3.2 Location of incident as well as the “location within the location”

3.3.3 Call back number

3.3.4 Incident type

3.3.5 Caller information

- 3.3.6 Hazards/safety information
- 3.3.7 Time lapse
- 3.3.8 Additional information
- 3.4 Problem-Solving/Critical Thinking/Decision-Making (APCO 4.3.1, 4.3.5, 4.3.6)
 - 3.4.1 Training related to problem-solving/critical thinking/decision-making shall be provided, discussed, and demonstrated to the Call Taker.
 - 3.4.2 Training related to transferring calls shall be provided, discussed, and demonstrated to the Call Taker.
- 3.5 Responder Safety Information (APCO 7.2.3, 7.2.4, NENA 3.6)
 - 3.5.1 Training related to responder safety information shall be provided, discussed, and demonstrated to the Call Taker.
 - 3.5.2 Training related to complacency shall be provided, discussed, and demonstrated to the Call Taker.
 - 3.5.3 Training related to first responder safety and the Call Taker's role in that safety shall be provided, discussed, and demonstrated to the Call Taker.
- 3.6 Caller Safety Information (APCO 7.2.3, 7.2.4, NENA 3.6)
 - 3.6.1 Training related to caller safety shall be provided, discussed, and demonstrated to the Call Taker
- 3.7 Multi-Task (APCO 4.3.3)
 - 3.7.1 Updates and dissemination/relay of information (APCO 7.5)
- 3.8 Challenging Callers (APCO 7.4)
 - 3.8.1 Training related to challenging/difficult callers shall be provided, discussed, and demonstrated to the Call Taker. Additional training should be provided for the following topics:
 - a. De-escalation
 - b. Crisis Intervention
 - c. Suicidal Callers
 - d. Active Assailant
 - e. ADA/Special Needs (APCO 7.4)
 - f. Child Callers
 - g. Communication Barriers
 - h. Elderly Callers
 - i. Silver/AMBER Alert
 - j. High Risk/Low Frequency (911.GOV)
 - Aircraft emergency
 - Hostage situations
 - Marine
 - Railroad
 - Terror attacks
 - k. High risk/high frequency (911.GOV)
 - Domestic
 - Disturbances

3.9 Telecommunicator CPR (OK Senate SB1845)

3.9.1 The Call Taker shall receive Telecommunicator CPR training and receive a passing score on the final exam, unless exempt by State Statute (SB1845).

4 TECHNOLOGY

4.1 Technical Equipment/Telephone Input (911.GOV)

4.1.1 Training related to the technology utilized by the local agency shall be provided, discussed, and demonstrated to the Call Taker. This includes computers, radios, copiers, fax machines, etc.

4.1.2 A basic understanding of the form and function of each of the following shall be provided, discussed, and demonstrated to the Call Taker.

- a. NG-911 (next generation 911)
- b. PBX/VOIP/MLTS
- c. TDD/TTY (Telecommunications Device for the Deaf)
- d. Text-to-911
- e. Telematics
 - OnStar, Ford SYNC, SiriusXM Guardian, etc.
- f. Logging Recorders
- g. Call Transfer/Management
- h. Language Line Services
- i. RapidSOS Portal
- j. Alternate/Default routing
- k. Emerging Technology

4.2 Technology/Equipment Output (911.GOV)

4.2.1 A basic understanding of the form and function of each of the following shall be provided, discussed, and demonstrated to the Call Taker.

- a. CAD (Computer Aided Dispatch)
- b. MDT (Mobile Data Terminal), AVL (Automatic Vehicle Locator)
- c. Paging
- d. Mass Notification Systems
- e. Pinging
- f. Security Breach/Cyber Security
- g. GIS (Geographic Information Systems)

5 LEGAL CONCEPTS

5.1 Training related to legal concepts in 911 shall be provided, discussed, and demonstrated to the Call Taker. A basic understanding of the form and function of each of the following shall be provided, discussed, and demonstrated to the Call Taker.

5.2 Knowledge of Laws (Federal, State, Local, Tribal)

5.2.1 The laws relevant to the agency and position shall be provided, discussed, and demonstrated to the Call Taker.

Law Enforcement (civil vs. criminal)

Fire

EMS (HIPAA)

5.3 Liability (911.GOV, APCO 3.11)

5.3.1 Training related to liability shall be provided, discussed, and demonstrated to the Call Taker. A basic understanding of the form and function of each of the following shall be provided, discussed, and demonstrated to the Call Taker.

- a. Negligence: Failure to do something a reasonable person, guided by consideration that ordinarily regulates human affairs, would do, or the doing of something that a reasonable and prudent person would not do. To prove negligence, the injured party must show: (1) that the defendant had a legal duty to the injured party; (2) that the actions taken (or failure to act) were negligent and not what a reasonable, prudent person would have done; and (3) that the damage or injury was caused by the negligence.
- b. Negligent Hiring: Holds an employer responsible for hiring an employee who is unqualified for the job
- c. Negligent Supervision: Holds management responsible for failure to enforce policies and procedures. This applies to any level of management. The failure to respond to inappropriate behavior or mistakes, and inadequate supervision to prevent and avoid mistakes.
- d. Negligent Retention: Holds an employer responsible for keeping an employee whose behavior demonstrates that they cannot meet the minimum performance standards of the job. Violates agency policies and procedures.
- e. Failure to Train: Holds an employer liable for not confirming the knowledge, skills, and abilities of trainees before assigning them to positions that could endanger life and/or property. Agencies are also required to provide proper training in the use of equipment and techniques and to provide on-going training to employees to ensure their skills remain adequate.
- f. Ministerial Duty: An act under the direction of management that involves obedience to instructions but demands no special discretion or judgment. A ministerial function is one in which there is no occasion to use judgment or discretion.
- g. Tort: The infraction of some public duty by which special damage accrues to the individual (plaintiff). Three elements of every tort action are: (1) existence of legal duty from defendant to plaintiff; (2) breach of duty; and (3) damages as a proximate result.

5.4 Documentation

5.4.1 Training related to documentation and its role in the legal process shall be provided, discussed, and demonstrated to the Call Taker

5.5 Confidentiality (911.GOV, APCO 3.10)

5.5.1 Training related to confidentiality/privacy/HIPAA shall be provided, discussed, and demonstrated to the Call Taker.

5.6 Oklahoma Open Records Act/ FOIA

5.6.1 Training related to the Oklahoma Open Records Act/ Freedom of Information Act, recording information requirements and records retention shall be provided, discussed, and

demonstrated to the Call Taker.

5.7 Preparing for/Testifying in Court

- 5.7.1 The caller taker should be given training on how to dress for court, what to expect during a deposition or trial, how to answer questions as a witness, and basic courtroom procedures.

6 STRESS MANAGEMENT (4.3.2)

6.1 Identify/Define (911.GOV)

- 6.1.1 Training related to identifying/defining stress shall be provided, discussed, and demonstrated to the Call Taker.

6.2 Stress Management Strategies (911.GOV)

- 6.2.1 Training related to stress management strategies and techniques shall be provided, discussed, and demonstrated to the Call Taker.

6.3 Management of Critical Incident Stress (911.GOV)

- 6.3.1 Training related to management of critical incident stress shall be provided, discussed, and demonstrated to the Call Taker.

6.4 Post-Incident Activities (APCO 7.8)

- 6.4.1 Training related to post-incident activities shall be provided, discussed, and demonstrated to the Call Taker. A basic understanding of the form and function of each of the following shall be provided, discussed, and demonstrated to the Call Taker.

- 6.4.2 EAP (Employee Assistance Program)

- a. Information and how to contact the agency's EAP should be provided to the Call Taker.
- b. Any Peer Support Programs available should be provided to the Call Taker
- c. ERAP (Emergency Responders Assistance Program)
 - <https://erapna.org/>
- d. Warrior's Rest
 - <https://www.warriorsrestfoundation.org/>

6.5 Hot Wash & Debriefing:

- 6.5.1 The immediate "after-action" discussion and evaluation of an agency's, or multiple agencies', performance following an exercise, training session, or major event, such as a tornado or active assailant incident.

6.6 AAR (After Action Review)

- 6.6.1 A structured review or debriefing process utilized for analyzing what happened, why it happened, and how it could be done better by the participants and those responsible for the project or event.

6.7 PTSD (Post Traumatic Stress Disorder)

- 6.7.1 Training related to Post Traumatic Stress Disorder and how to recognize it shall be provided, discussed, and demonstrated to the Call Taker.

7 PROFESSIONAL DEVELOPMENT

7.1 Participate in QA (Quality Assurance) and DORs (Daily Observation Reports) for quality improvement

- 7.1.1 During the training phase, the Call Taker shall be provided with daily documentation of

their performance, to be followed by daily discussion/counseling.

7.2 Training related to Industry standards for answering 911 calls shall be provided, discussed, and demonstrated to the Call Taker.

7.2.1 Answer 90% of 911 calls within 10 seconds and 95% of calls within 20 seconds (NENA 3.1)

7.3 Professional Organizations (APCO 6.3.6, 6.5, 6.5.2, 6.6, 6.6.1, 6.6.2)

7.3.1 Information about professional organizations, to include but not limited to the Association of Public Safety Communications Officials (APCO) and the National Emergency Number Association (NENA) shall be provided to the Call Taker. Benefits of membership including Publications, Resources, and Networking shall be explained to the Call Taker.

7.3.2 <https://www.apcointl.org>

7.3.3 <https://www.nena.org>

7.3.4 <https://www.911.gov>

7.4 Continuous Feedback

7.4.1 Once released from training, the Call Taker shall receive a minimum of one written evaluation of work performance per year.

7.5 Continuing Education

7.5.1 The Call Taker shall receive a minimum of sixteen (16) hours of documented continuing education each year.

7.6 Keeping up with trends and changes within the Industry.

7.6.1 The Call Taker should be kept up to date with changes, advancements, and trends within the 911 industry.

Citations used in this document:

- A. <https://www.apcointl.org/download/recommended-minimum-training-guidelines-for-the-9-1-1-telecommunicator-pdf/?wpdmdl=6363>
- B. <https://www.apcointl.org/download/minimum-training-standards-for-public-safety-telecommunicators-3/?wpdmdl=6288>
- C. <https://www.nena.org/general/custom.asp?page=trainingguidelines>
- D. https://www.911.gov/project_recommended911minimumtrainingfortelecommunicators.html

Terms in this standard can be found in the NENA Master Glossary of 911 Terminology:

- A. https://cdn.ymaws.com/www.nena.org/resource/resmgr/standards/NENA-ADM-000.23-2020_FINAL_2.pdf

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