

## Will County 9-1-1 System EMD Continuing Education Plan

**Flipchart Practical:** (Various dates) 4 HRS CE

- Study individual flipcharts
- Practice Using flipcharts (both paper and electronic)
- Perform scenarios demonstrating knowledge of application

**Ride –Alongs** (Scheduled Departmentally) 8 HRS CE

- Listen for radio transmissions and view laptops receiving information to determine if dispatch provided: Age, Sex, Patient Complaint
- Were Pre-Arrival instructions provided?
- Use mapping software to locate caller
- List types of calls EMD was able to observe

**EMD Refresher/CPR Re-certification** 8 HRS CE

- Review and practice use of EMD Protocol in classroom setting
- Attend CPR Training
  - Certify/Re-Certify CPR License

### **Vendor Training**

- **CISD**

- Stress Management 4 HRS CE
  - Identify sources of stress for dispatchers
  - Identify symptoms of stress
  - Identify methods to mediate stress

- **PowerPhone**

- Active Shooting Incidents 8 HRS CE
  - Identify what constitutes an active shooting incident
  - Identify methods for protecting potential victims, as well as responders
  - Identify the need for critical incident stress debriefing in relation to these incidents
- Suicide Intervention 8 HRS CE
  - Identify the warning signs of suicide
  - Identify methods dispatch can utilize to prevent suicide
  - Identify methods dispatchers can use to mitigate the stress of dealing with suicidal callers

- **Public Safety Training Consultants (PSTC)**

- Active Shooter Incidents 8 HRS CE
  - Identify what constitutes an active shooting incident
  - Identify methods for protecting potential victims, as well as responders
  - Identify the need for critical incident stress debriefing in relation to these incidents