

Regulations
TITLE 28 CIVIL
Sec. 28-30-7

Public safety telecommunicator and private safety telecommunicator training standards.

Any individual requiring certification as a public safety telecommunicator or a private safety telecommunicator in accordance with Connecticut General Statutes subsection (2c) of section 28-30 shall successfully complete a state approval telecommunicator training program in which:

- a) The telecommunicator shall demonstrate an understanding of interpersonal communications, to include:
 - 1) The forms of communication;
 - 2) The factors that influence and complicate communications;
 - 3) SMCR (Sender or Source, Message or Method, Channel, Receiver) concept of communications;
 - 4) Loop of understanding and feedback;
 - 5) Barriers to effective communications;
 - 6) Communications symbols and the social environment; and
 - 7) Stress Management.
- b) The telecommunicator shall demonstrate an understanding of the organization of the public or private safety communications function, to include:
 - 1) The organizational structure of police, fire and EMS public or private safety telecommunications centers;
 - 2) Interrelation of the communications unit with other functional units within the parent organization, with other departments and the public; and
 - 3) Basic operational requirements of a public or private safety telecommunications system and the vital services provided.
- c) The telecommunicator shall demonstrate an understanding of public or private safety telecommunications systems, to include:
 - 1) The components that make up a telecommunications system including, but not limited to, the use of repeater base stations, satellite receivers, voting comparators, mobile repeaters, mobile data terminals and control consoles;
 - 2) Commonly encountered malfunctions in radio telecommunications systems, the corrective actions that may be taken to re-establish communications and the ability to communicate the nature of malfunctions to a radio technician; and
 - 3) Electromagnetic spectrum and spectrum management by the Federal Communications Commission (FCC).
- d) The telecommunicator shall demonstrate an understanding of the basic fundamentals of public safety radio broadcasting.
- e) The telecommunicator shall demonstrate a proficiency in the basics of fundamentals of public safety radio broadcasting to include:
 - 1) Effective transmission of information and descriptive data to field units or other public or private safety agencies;
 - 2) Theory and use of radio signal codes;
 - 3) Use of aural brevity codes and the phonic alphabet;
 - 4) Use of 2400 hour time in broadcasting; and
 - 5) Correct procedures for broadcasting including the following; street address numbers, vehicle identification numbers, registration numbers, serial numbers or model numbers and descriptive data concerning persons, property and vehicles.

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- f) The telecommunicator shall demonstrate an understanding of public safety telecommunications record systems, to include:
 - 1) The various types of records that shall be maintained within a public safety telecommunications center including, but not limited to, status records, dispatch records, daily logs, daily bulletins, and supervisor's daily log;
 - 2) Records retention schedules; and
 - 3) Laws associated with the taping of telephone calls and radio transmissions.
- g) The telecommunicator shall demonstrate an understanding of standard universally accepted broadcast rules and procedures, to include:
 - 1) The need for standardization of broadcast procedures;
 - 2) Technique for choosing appropriate words and rate of speech for broadcast messages;
 - 3) Logical sequencing of information, echo procedures, impersonal dispatching, concept of never guessing the content of written messages, and courtesy;
 - 4) Styles of call-up procedures
 - 5) Clipping;
 - 6) Acknowledging calls from mobile units or other stations;
 - 7) Terminating calls;
 - 8) Use of alert tones; and
 - 9) The parts of a dispatch message.
- h) The telecommunicator shall demonstrate understanding of telephone techniques; to include:
 - 1) Basic principles for handling calls from the general public and calls from other emergency service agencies;
 - 2) General telephone techniques, including clarity of speech, avoidance of the use of jargon or slang, explanation of waits and telephone courtesy;
 - 3) Specific telephone techniques, including taking charge of the conversation when dealing with the public, personality projection, repetitive persistence, obtaining pertinent information, classifying the nature of a complaint or report, and following through on information obtained.
 - 4) Procedures for handling multiple calls;
 - 5) Dealing with third party callers;
 - 6) Dealing with calls from children, the elderly, and non-English speaking persons;
 - 7) Dealing with calls involving violent crimes;
 - 8) Dealing with calls involving anonymous callers;
 - 9) Correct procedures for taking and recording telephone messages, including general message taking; dealing with confidential informants, procedures, for relaying routine and urgent messages, and radio paging of undercover operatives;
 - 10) Procedures for overcoming the hysteria threshold of distraught callers; and
 - 11) The key questions that shall be asked of a caller reporting an accident (who, where, what, when and why).
- i) The telecommunicator shall demonstrate an understanding of the enhanced 9-1-1 emergency telephone system, to include:
 - 1) Components and functions of the enhanced 9-1-1 telephone system network and the dynamics of 9-1-1 call flow and address information transmission;

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- 2) Enhanced 9-1-1 features, including, but not limited to, automatic number identification (ANI), automatic location identification (ALI) and selective routing, as defined in Connecticut General Statutes section 28-25; and default routing, alternate routing, selective call transfer, fixed call transfer, manual call transfer, disaster routing, 9-1-1 data management system and 9-1-1 printouts;
 - 3) Components and functions of enhanced 9-1-1 terminal equipment;
 - 4) Types of automatic location identification and trouble displays;
 - 5) Recognizing and reacting to conditions of 9-1-1 failure or equipment malfunctions; and
 - 6) Completion of inquiry forms
- j) Using a telecommunications device for the deaf (TDD) the telecommunicator shall demonstrate a proficiency in the processing of requests for assistance from the deaf and the hearing impaired to include:
- 1) Effective usage of language conventions and abbreviations typically used by the deaf and hearing impaired; and
 - 2) Appropriate procedures for establishing communications with the deaf and hearing impaired.
- k) The telecommunicator shall demonstrate an understanding of the functions of a law enforcement agency and law enforcement dispatch procedures to include:
- 1) Roles of field personnel and objectives of a law enforcement agency;
 - 2) Working relationship between law enforcement field personnel and telecommunicators;
 - 3) Proper classification and processing of the basic types of law enforcement emergency calls utilizing telephone complaint and report processing procedures; and
 - 4) Application of appropriate procedures for the processing of calls for emergency assistance related to law enforcement, including pre-arrival instructions.
- l) The telecommunicator shall demonstrate an understanding of the functions of a fire department and fire dispatch procedures to include:
- 1) Roles of field personnel and objectives of a fire and rescue operation agency;
 - 2) Working relationship between fire and rescue operation field personnel and telecommunicators;
 - 3) Proper classification and processing of the basic types of fire and rescue emergency calls utilizing telephone complaint and report processing procedures; and
 - 4) Application of appropriate procedures for the processing of calls for emergency assistance related to fire and rescue operations, including pre-arrival instructions.
- m) The telecommunicator shall demonstrate an understanding of emergency medical dispatch procedures to include:
- 1) Proper classification and processing of the basic types of emergency medical service calls utilizing telephone complaint and report processing procedures; and
 - 2) Application of appropriate procedures for pre-arrival instructions pertaining to emergency medical service operations or emergency medical dispatch cards as contained in the current U.S. Department of Transportation – National Highway Traffic Safety Administration Emergency Medical Dispatcher’s Call Guides available through the U.S. Department of Transportation, National Highway Traffic Safety Administration, 400 Seventh Street, S.W. Washington, D.C. 20590; and in accordance with the Standard Practice for Emergency Medical Dispatch ASTM

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Standard F1258-90, available from ASTM, 1916 Race Street, Philadelphia, PA 19103-1187

- n) The telecommunicator shall demonstrate an understanding of public or private safety telecommunicator liability issues, to include:
 - 1) Liability issues associated with each phase of the dispatch function with a review of appropriate court cases;
 - 2) Local government for liability as it applies to the dispatch function; and
 - 3) Liability protection offered by standard operating procedures and call guides.
- o) The telecommunications shall demonstrate an understanding of hazardous materials awareness training consistent with ANSI/NFPA 472, Chapter 2, Standard for Professional Competence of Responders to Hazardous Materials Incidents, available through the National Fire Protection Association, 1 Batterymarch Park, Quincy, Massachusetts 02269-9101.