

WHAT IS THE CITIZEN'S ACADEMY FOR 9-1-1?

The Citizen's Academy for 91-1 is an award winning training opportunity for community-minded people who live or work in the County of Santa Cruz.

As an organization formed under a Joint Powers Agreement, SCCECC is interested in improving it's relationship with the community. This Citizen's Academy for 91-1 is a step in this direction.

TOPICS

Professional Orientation: Find out how SCCECC is structured, what it takes to be a dispatcher and how dispatchers are trained.

Call Taking: Find out how 9-1-1 calls are directed to the Center and what happens with a call from the time it's answered to dispatch. Understand why dispatchers ask a lot of questions and techniques they use to calm irrational, abuse, or hysterical callers to obtain information for responding officers.

Law Dispatching: Learn how we know which officers to send and the demographics of our Law User Agencies. Understand how Computer Aided Dispatch (CAD) makes our job easier.

Fire Dispatching: Understand how fire calls differ from law enforcement calls and the demographics of our Fire User Agencies. Learn about our Incident Dispatcher Program and it's importance to the community.

Emergency Medical Dispatch (EMD) Program: Find out what the EMD Program is and how it works. Understand dispatching determinants and pre-arrival instructions.

Quality Improvement Program: Learn what we are doing to serve our community the best we can.

Observation Time: A minimum of four hours observation time is required prior to the day of class and after you have been notified that your application has been accepted. You will spend time plugged in with a dispatcher and observe calls coming and going. You may also contact your local agency to arrange for a law enforcement ride along, or find out information about their Citizen Academy.

INSTRUCTORS

Instructors are all members of the Santa Cruz Consolidated Emergency Communications Center staff and highly trained in their different fields. They will share their knowledge, enabling you to learn about the diversity of 9-1-1 dispatching and how the User agencies work together.

QUALIFICATIONS

Potential candidates for the Citizen's Academy for 9-1-1 must meet the following criteria:

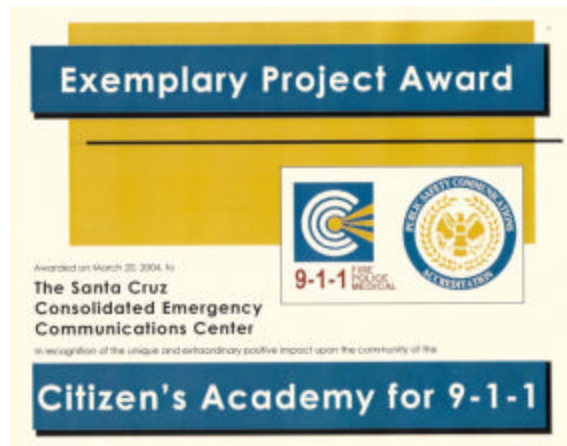
- ✍ Minimum age of 18 years
- ✍ Live or work in Santa Cruz County
- ✍ No felony convictions

Applicants must submit an application and be approved prior to attending. Persons selected to attend the academy will be notified by mail and/or phone prior to the beginning of classes. Applications received after the class has been filled will be retained and considered for future sessions.

The *Citizen's Academy for 9-1-1* will be held from 9:00 a.m. to 6:00 p.m. at the Santa Cruz Consolidated Emergency Communications Center, 495 Upper Park Road, Santa Cruz.

GROUP TRAINING

This course may be modified and/or presented to any group. To make arrangements for a group presentation, contact Rosanna McKinney, Training Supervisor, at 831-471-1006.



CITIZEN'S ACADEMY FOR 9-1-1 March 5, 2005



HOSTED BY

**SANTA CRUZ CONSOLIDATED
EMERGENCY
COMMUNICATIONS CENTER
(SCCECC)**

495 Upper Park Road
Santa Cruz, CA. 95065

For more information and/or an application contact:
Rosanna McKinney, Training Supervisor
831-471-1006
or check our website at www.sccecc.org