

The State 911 Department has compiled a listing of courses previously requested by PSAPs and authorized by the Department. All courses found on this list are considered to be approved and no further advance written authorization from the State 911 Department is required. This list is not intended to limit training opportunities but is merely provided as a resource to Grantees. Please note that this list is subject to change. As this list of training courses is compiled from requests received from Grantees for training courses, Grantees are encouraged to periodically visit [www.Mass.Gov/E911](http://www.Mass.Gov/E911) for an updated list. Please note this list is not intended to support or promote course providers, it is merely a compilation of courses requested by Grantees and reviewed and approved by the State 911 Department. Only Grantees and not vendors are permitted to submit courses for consideration of approval. Grantees are encouraged to seek other training opportunities and submit the sponsor of the course; vendor name; course curriculum, agenda, or syllabus; course location; and course cost to the State 911 Department for approval by e-mailing request to:

[911DeptGrants@mass.gov](mailto:911DeptGrants@mass.gov).

**\*Please Note: Course reimbursement is based on actual training hours, not CDE or CDU credits advertised by a vendor.**

(UPDATED 1/7/2025)

### **Behavioral Health Approved Courses**

| NAME OF TRAINING  | PROVIDED BY   | NUMBER OF HOURS |
|---|---|-----------------|
| 911 Emergency Dispatching: Behind the Call: Stress Management *online/in-person*  | Commonwealth Police Legacy, Inc.  | 4               |
| 911 Emergency Dispatching: Dealing with the Crisis Call: Keeping them on the Line *on-line or in person*  | Commonwealth Police Legacy, Inc   | 4               |
| 911 Emergency Dispatching: Effective Communication: Active Listening in Police Dispatch   | Commonwealth Police Legacy, Inc.  | 4               |
| 911 Emergency Dispatching: How to Survive Dispatch Stress   | Commonwealth Police Legacy, Incorporated                                    | 4               |
| 911 Emergency Dispatching: How to Avoid Dispatcher Fatigue *can be online*  | Commonwealth Police Service, Inc. /Commonwealth Police Legacy, Incorporated | 4               |
| 911 Emergency Dispatching: Identifying and Responding to Callers Experiencing Behavioral Health Crisis *online or in-person*                                    | Commonwealth Police Legacy, Inc   | 8               |
| 911 Emergency Dispatching: Identifying and Responding to Callers Experiencing Behavioral Health Crisis *online or in-person*                                    | Commonwealth Police Legacy, Inc   | 4               |
| 911 Emergency Dispatching: Talking to Individuals in Crisis Resulting from Domestic Incidents and Other & Managing Emotionally Disturbed People for Dispatchers | Commonwealth Police Service, Inc. /Commonwealth Police Legacy, Incorporated | 4 or 8          |
| 911 Emergency Dispatch; Answering the Call: Prioritizing Mental Wellness and Stress Management for 911 Dispatchers *can be on-line or in person*                | Commonwealth Police Legacy, Inc   | 8               |
| 911 Emergency Dispatching: Mental Health First Aid for Dispatchers  | Commonwealth Police Service, Inc./Commonwealth Police Legacy, Incorporated  | 4 or 8          |
| 911 Emergency Dispatching: Mental Health and Wellness for Dispatchers and Call Takers * Online or In Person*  | Commonwealth Police Legacy, Inc.  | 4               |
| 911 Emergency Dispatching: The Dispatcher and Behavioral Health Emergencies   | Commonwealth Police Legacy, Inc.  | 4               |
| 911 Emergency Dispatching: When 911 & 988 collide; Mental Health Awareness and Wellness for the First Responder Telecommunicator                                | Commonwealth Police Legacy, Inc.  | 4               |
| 911: Generational Communication for Dispatchers and Call Takers   | Municipal Police Institute (MPI)  | 4               |

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| 911 Emergency Dispatching: Enhancing Communication and Managing 911 Dispatcher Stress *In Person or Online*              | Commonwealth Police Legacy, Inc.                                    | 4   |
| 911 Emergency Dispatching: Thriving Under Pressure: Advanced Stress Management for 911 Dispatchers *In Person or Online* | Commonwealth Police Legacy, Inc.                                    | 4   |
| 911 Emergency Dispatching: What Public Safety Dispatchers MUST Know about Calls Regarding Persons with Autism            | Commonwealth Police Legacy, Inc.                                    | 4   |
| 911 Emergency Dispatching; Critical Incident Stress Management   | Commonwealth Police Legacy, Inc.                                    | 8   |
| 9-8-8: Suicide & Crisis Line   | 9-1-1 Heros   | 2   |
| 2025 Training Day Prioritizing Emotional Health and Resilience   | MassNena  | 8   |
| Autism Spectrum Disorder   | 9-1-1 Heros   | 2   |
| Public Disturbances/Nuisance Issues for Dispatchers and Call Takers  | Municipal Police Institute (MPI)                                    | 4   |
| Building Tough High Moral 911 Teams (online)   | Jim Marshall  | 2   |
| Building Mentally Tough High Moral 911 Teams   | 911 Training Institute  | 8   |
| CIT for Dispatchers  | NORFOLK COUNTY CIT TRAINING AND TECHNICAL ASSISTANCE CENTER         | 8   |
| Crisis Intervention Team Training for Dispatchers  | Western Massachusetts CIT-TTAC                                      | 7   |
| Critical Incident Stress Management (CISM) Monthly Meetings  | CISM – Monthly meetings   | 2   |
| De-escalation for Mental Health Calls<br>A course for First Responders & 911 Call-Takers                                 | Hanrahan Consulting   | 4   |
| Handling Mental Health, Cognitive Impairment & Substance Abuse Calls for 9-1-1 Call Takers                               | Hanrahan Consulting   | 8   |
| Individual and Systematic review of Behavioral Health and Substance Use  | Dr. Joanne Barros   | 7   |
| Mental Health First Aid For FIRE/EMS   | Mental Health First Aid from National Council for Mental Wellbeing  | 7.5 |
| Mental Health First Aid  | National Council for Mental Health                                  | 8   |
| Mental Illness   | 9-1-1 Heros   | 2   |
| Moral Injury   | Virtual Academy   | 1   |
| Navigating Children's Mental Health for Dispatchers & First Responders *Online*  | PPALs   | 2   |
| Organizational Interventions for Mental and Physical Health Issues   | Virtual Academy   | 1   |
| Post Traumatic Purpose   | Travis Howze  | 3   |
| Protocol 41: Caller in Crisis *Online*   | International Academies of Emergency Dispatch/<br>Priority Dispatch | 4   |
| Psychological First Aid (In-Person)  | Advanced CIT  | 8   |
| Psychological First Aid for Dispatcher   | Northeast Essex County CIT-TTAC                                     | 8   |
| Psychological First Aid  | The Western Mass CIT-TTAC   | 8   |
| PTSD Basics  | Virtual Academy   | 1   |
| Staying Out of the Red Zone (online)   | The Academy Hour  | 2   |
| Stress Identification and Management   | United Communications Solutions                                     | 8   |
| Stress Management and Moving Beyond Resiliency   | Chaplin Bruce Arbour  | 2   |
| Struggle Well  | Boulder Crest Foundation  | 16  |

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|--|--|---|
| Suicide Intervention   | The Public Safety Group/Profile Evaluations, Inc.<br>(PEI)/Equature          | 8 |
| Suicide Prevention/Intervention 30 Days *on-line*                      | Academy Hour   | 2 |
| Supporting Children's Mental Health for Dispatchers & First Responders | PPALs  | 4 |
| The MA Roadmap for Behavioral Health Reform: System Updates            | Department of Mental Health/State 911 Department                             | 2 |
| The Blue Envelope, Managing the Response to Persons With Autism        | Municipal Police Institute (MPI)   | 4 |
| The Resilience Mindset   | Virtual Academy  | 1 |
| Understanding People with Autism for 9-1-1                             | Virtual Academy  | 2 |
| One Mind Campaign for Dispatchers and Call Takers                      | Municipal Police Institute   | 4 |
| Crisis Communications Training   | Total Response (Formerly PowerPhone)<br>Hours part of Site Licensed Training | 8 |
| Rewire 4 By Roca for 911 Dispatchers                                   | Roca   | 8 |
| Stress Identification and Management                                   | Total Response (Formerly PowerPhone)<br>Hours part of Site Licensed Training | 8 |
| Suicide Intervention   | Total Response (Formerly PowerPhone)<br>Hours part of Site Licensed Training | 8 |

### **Subscription Courses**

For clarity, proof of course completion for subscription-based learning programs will be the number of total hours promoted by the vendor for its subscription-based learning program annually. In the event the subscription-based learning program does not clearly define the number of hours annually, then sixteen (16) hours will be required for course completion.

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### **Equature:**

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|---|----------|---|
| 911 Challenges  | Equature | 1 |
| 911's Least Wanted Callers                            | Equature | 1 |
| Active Listening Skills                               | Equature | 1 |
| Active Shooter and Terrorism                          | Equature | 1 |
| Active Shooter Lessons Learned                        | Equature | 1 |
| Becoming More Than Just a Dispatcher                  | Equature | 1 |
| Breeding Success In Your Training Program             | Equature | 1 |
| Business of Leadership                                | Equature | 1 |
| Children and 911                                      | Equature | 1 |
| Communication in the Dispatch Center Webinar (online) | Equature | 1 |
| Communications in the Dispatch Center                 | Equature | 1 |
| Crisis Intervention                                   | Equature | 1 |
| Critical Incidents                                    | Equature | 1 |
| CTO   | Equature | 1 |
| Cultural Diversity                                    | Equature | 1 |
| Dispatcher Improvement Fight, Flight, or Freeze       | Equature | 1 |
| Dispatcher Improvement Webinar (online)               | Equature | 1 |

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|---|----------|---|
| Domestic Violence Webinar                       | Equature | 1 |
| Everyday Ethics                                 | Equature | 1 |
| From Failure to Success                         | Equature | 1 |
| Front Line Leader Success                       | Equature | 1 |
| Generational Differences Webinar                | Equature | 1 |
| Improving Morale in Your Agency                 | Equature | 1 |
| Liability for the Communications Center         | Equature | 1 |
| NG9-1-1 Webinar                                 | Equature | 1 |
| PSAP Front Line Leader Success Webinar (online) | Equature | 1 |
| PTSD  | Equature | 1 |
| Responder Safety Webinar                        | Equature | 1 |
| Stress and Your Mental Health                   | Equature | 1 |
| Stress Management Webinar (online)              | Equature | 1 |
| Suicide Webinar                                 | Equature | 1 |
| Supervisor Skills                               | Equature | 1 |
| Supervisor Skills Webinar (online)              | Equature | 1 |
| The Business of Leadership (online)             | Equature | 1 |
| The Staffing Conundrum                          | Equature | 1 |

#### **APCO:**

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|--|------|---|
| APCO CDE 1 hour – The Resilient Telecommunicator   | APCO | 1 |
| APCO CDE 1 hour – EMD Standards What Do They Mean  | APCO | 1 |
| Illuminations  | APCO |   |
| Resources and Recommendations for Calls Involving Missing Children on the Autism Spectrum (online) | APCO | 1 |
| Using Technology to Address First Responder Health and Wellness                                    | APCO | 1 |

#### **Training 911 Heroes:**

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|---|---------------------|---|
| 9-8-8: Suicide & Crisis Line *online*                   | Training 911 Heroes | 2 |
| Animal Calls  | Training 911 Heroes | 2 |
| ASL   | Training 911 Heroes | 2 |
| Autism Spectrum Disorder Lesson Plan (online)           | Training 911 Heroes | 2 |
| Back to the Basics: Customer Service (online/in-person) | Training 911 Heroes | 2 |
| Barricaded Persons                                      | Training 911 Heroes | 2 |
| Bombs and Explosive Devices                             | Training 911 Heroes | 2 |
| Bullying in the ECC (online)                            | Training 911 Heroes | 2 |
| Chemical Suicide (online)                               | Training 911 Heroes | 2 |
| Cultural Awareness                                      | Training 911 Heroes | 2 |
| Domestic Violence                                       | Training 911 Heroes | 2 |
| Ethics for TCs  | Training 911 Heroes | 2 |
| Excited Delirium  | Training 911 Heroes | 2 |
| Gangs (online)  | Training 911 Heroes | 2 |
| Hate Crimes   | Training 911 Heroes | 2 |
| Hidden Hazards  | Training 911 Heroes | 2 |
| Human Trafficking                                       | Training 911 Heroes | 2 |
| Hurricanes (online)                                     | Training 911 Heroes | 2 |
| Implicit Bias   | Training 911 Heroes | 2 |
| Liability for Emergency Communication Professional      | Training 911 Heroes | 2 |
| Mass Casualty Incident                                  | Training 911 Heroes | 2 |
| Mental Illness  | Training 911 Heroes | 2 |
| Missing Children & Stolen Vehicles                      | Training 911 Heroes | 2 |
| Outlaw Motorcycle Gangs                                 | Training 911 Heroes | 2 |
| Protective Orders (online)                              | Training 911 Heroes | 2 |

|                              |                     |   |
|------------------------------|---------------------|---|
| Sexual Assault               | Training 911 Heroes | 2 |
| Sovereign Citizens           | Training 911 Heroes | 2 |
| Speech Disabilities (online) | Training 911 Heroes | 4 |
| Spring Weather Emergencies   | Training 911 Heroes | 2 |
| Stalking                     | Training 911 Heroes | 2 |
| Structure Fires              | Training 911 Heroes | 2 |
| Suicidal Callers             | Training 911 Heroes | 2 |
| Suicide by Cop (online)      | Training 911 Heroes | 2 |
| Swatting (online)            | Training 911 Heroes | 2 |
| TDD: Refresher ASL           | Training 911 Heroes | 2 |
| Terrorist Active Shooter     | Training 911 Heroes | 2 |
| Traffic Stops                | Training 911 Heroes | 2 |
| Train Accidents              | Training 911 Heroes | 2 |
| Traumatic Brain Injury (TBI) | Training 911 Heroes | 2 |
| Water Rescue                 | Training 911 Heroes | 2 |
| Weapons of Mass Destruction  | Training 911 Heroes | 2 |
| Wildfires                    | Training 911 Heroes | 2 |

### **International Academies of Emergency Dispatch (IAED)**

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|---|--|---|
| College of Emergency Dispatch Training Program (online) | International Academies of Emergency Dispatch                              |   |
| Continuing Dispatch Education (CDE)                     | Emergency Service Consulting/International Academies of Emergency Dispatch |   |
| Customer Service Techniques (Advancement Series)        | IAED College for Priority EMD  | 1 |
| Completely Alert (Journal Quiz)                         | IAED College for Priority EMD  | 1 |
| Determining Status of Breathing on Case Entry V13.2     | IAED College for Priority EMD  |   |
| MPDS ECHO Determinant Practice v13.3                    | IAED College for Priority EMD  | 2 |
| Understanding Mental Disorder *online*                  | IAED College   | 1 |

### **Total Response (Formerly PowerPhone)**

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|------------------------|--------------------------------------|----|
| Site Licensed Training | Total Response (Formerly PowerPhone) | 16 |
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### **Police Legal Sciences**

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|--|-----------------------|--------------------------------|
| Dispatch Pro – 12-month online training subscription                   | Police Legal Sciences | 1 hour per credit              |
| Public Safety Telecommunicator Online Training                         | Police Legal Sciences | 1 hour monthly/12 hours yearly |
| Reality-Based Online Training for Dispatchers (online training system) | Police Legal Sciences |                                |

### **Jim Marshall, Virtual Academy – Subscription-Based Training**

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|--|-------------------------------|---|
| Building Lifebridges (Introduction) *online/on-demand*                               | Jim Marshall, Virtual Academy | 2 |
| Foundations of Emergency Mental Health Dispatching (Introduction) *online/on-demand* | Jim Marshall, Virtual Academy | 1 |

## **Approved Courses**

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| NAME OF TRAINING   | PROVIDED BY  | NUMBER OF HOURS |
|--|--|-----------------|
| 22Mohawks QPR SAP-C Training   | 22Mohawks  | 2               |
| 2022 MCSA Emergency Communications Leadership Conference/ Set your GPS for Sales Success                                     | MCSA/Wayne Lee CE  | 8               |
| 2022 Pipeline Awareness & Education (online/in person)   | Paradigm o/b/o Enbridge (Algonquin) & Buckeye Partners                     | 2               |
| 2024 MCSA Annual Workshop – Training & CTOs  | MCSA   | 8               |
| 2024 MCSA Annual Workshop – Supervisors & Directors  | MCSA   | 8               |
| 2024 MCSA Annual Training Blink Twice for Help   | Denise Amber Lee Foundation/MCSA   | 4               |
| 2024 MCSA Annual Training Domestic Violence  | Denise Amber Lee Foundation/MCSA   | 4               |
| 2024 MCSA Annual Training Overcoming Adversity   | Denise Amber Lee Foundation/MCSA   | 4               |
| 2024 MCSA Annual Training is a Team Sport  | Denise Amber Lee Foundation/MCSA   | 4               |
| 2025 MCSA Annual Training  | Massachusetts Communications Supervisors Association                       | 8               |
| 911 Best Practices: Leadership in Action   | The 360 Dispatcher   | 4 days          |
| 911 Call-Taker Legal Issues (in-person/online/on-demand)   | Hanrahan Consulting  | 8               |
| 911 Center Culture- A Strategy for Personal and Organizational Success   | NENA Education & Training  | 8               |
| 911 Center Supervisor  | NENA   | 24              |
| 911 Center Culture and Communication   | MassNENA   | 8               |
| 911 Cultural Competency  | Indigo Consulting, Compliance, and Training, LLC                           |                 |
| 911 Customer Experience Strategies   | Twenty Seven Degrees Consulting  | 4               |
| 911 Customer Service   | NENA   | 8               |
| 911 Emergency Dispatching: Enhancing Communication and Managing 911 Dispatcher Stress *In Person or Online*                  | Commonwealth Police Legacy, Inc.   | 4               |
| 911 Emergency Dispatching: Sexual and other Forms of Harassment in the Workplace for Dispatchers and Call Takers *in-person* | Commonwealth Police Legacy, Inc  | 4               |
| 911 Emergency Dispatching: Thriving Under Pressure: Advanced Stress Management for 911 Dispatchers *In Person or Online*     | Commonwealth Police Legacy, Inc.   | 4               |
| 91 1 Emergency Dispatching: Handling of Crimes in Progress for Dispatchers * Online or In Person*                            | Commonwealth Police Legacy, Inc.   | 4               |
| 911 Dispatchers and Call Takers Managing Stress *online*   | MPI  | 4               |
| 911 Dispatch Priming & Cognitive Bias  | Municipal Police Institute   | 4               |
| MCSA - 911 Dispatch: The Why, How and How Long   | The Kari Hunt Foundation   | 9               |
| 911 Emergency Communications & Legal Concerns *online*   | MPI  | 4               |
| 911 Emergency Dispatch   | Commonwealth Police Service, Inc.  | 16              |
| 911 Emergency Dispatching: Dispatcher Response Procedures and Follow Up to Swatting Calls                                    | Commonwealth Police Legacy, Inc.   | 4               |
| 911 Emergency Dispatching: 209A Issues (can be online)   | Commonwealth Police Service, Inc/Commonwealth Police Legacy, Incorporated  | 4 or 8          |
| 911 Emergency Dispatching: 911 Anonymous Calls; The Legality of Police Action when the Caller refuses to cooperate           | Commonwealth Police Service, Inc./Commonwealth Police Legacy, Incorporated | 4               |
| 911 Emergency Dispatching: Active Shooter  | Commonwealth Police Service, Inc.  | 4               |
| 911 Emergency Dispatching: Active Shooter & Emergency Situations   | Commonwealth Police Legacy, Incorporated                                   | 4               |

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| 911 Emergency Dispatching: Active Shooters and Hostile Events (ASHER) (can be online)                          | Commonwealth Police Legacy, Incorporated                                    | 4                                  |
| 911 Emergency Dispatching: Air Medical   | Commonwealth Police Service, Inc.   | 4 or 8                             |
| 911 Emergency Dispatching: Bias Free Professional Policing for Dispatchers and Call Takers *online/in-person*  | Commonwealth Police Legacy, Inc.  | 4                                  |
| 911 Emergency Dispatching: Career Survival Resiliency Training for Dispatchers                                 | Commonwealth Police Service, Inc.   | 4                                  |
| 911 Emergency Dispatching: CJS and FireFox for Dispatch  | Commonwealth Police Service, Inc.   | 6                                  |
| 911 Emergency Dispatching: Communications Center Liability   | Commonwealth Police Service, Inc.   | 8                                  |
| 911 Emergency Dispatching: Conflict of Interest and Ethical Decision Making *online/in-person*                 | Commonwealth Police Legacy, Inc   | 4                                  |
| 911 Emergency Dispatching: Constitutional Law Issues   | Commonwealth Police Service, Inc. /Commonwealth Police Legacy, Incorporated | 4                                  |
| 911 Emergency Dispatching: Constitutional Law Issues   | Commonwealth Police Service, Inc. /Commonwealth Police Legacy, Incorporated | 8                                  |
| 911 Emergency Dispatching: CORI & Public Records   | Commonwealth Police Service, Inc. /Commonwealth Police Legacy, Incorporated | 4 or 8                             |
| 911 Emergency Dispatching: Court Testimony for Dispatchers   | Commonwealth Police Service, Inc.   | 4                                  |
| 911 Emergency Dispatching: Crisis Negotiations for Dispatchers and First Responders *can be online*            | Commonwealth Police Legacy, Incorporated                                    | 8                                  |
| 911 Emergency Dispatching: Critical Incident Stress Management   | Commonwealth Police Service, Inc. /Commonwealth Police Legacy, Incorporated | 8                                  |
| 911 Emergency Dispatching: Cybersecurity for Dispatchers & Call Takers *on-line/in person*                     | Commonwealth Police Legacy, Inc.  | 8                                  |
| 911 Emergency Dispatching: De-Escalation Skills for Dispatchers  | Commonwealth Police Legacy, Incorporated                                    | 4                                  |
| 911 Emergency Dispatching: Disclosing HIV & AIDS Info  | Commonwealth Police Service, Inc.   | Request<br>State 911<br>Reapproval |
| 911 Emergency Dispatching: Dispatch Priming  | Commonwealth Police Legacy, Incorporated                                    | 4 or 8                             |
| 911 Emergency Dispatching: Dispatcher's Role in Times of Disaster  | Commonwealth Police Legacy, Incorporated                                    | 4                                  |
| 911 Emergency Dispatching: Drug Recognition & Impairment Awareness for Public Safety Personnel (can be online) | Commonwealth Police Service, Inc./Commonwealth Police Legacy, Incorporated  | 8                                  |
| 911 Emergency Dispatching: Duty to Intervene (online or in-person)   | Commonwealth Police Legacy, Inc.  | 4                                  |
| 911 Emergency Dispatching: Duty to Intervene and Procedural Justice for Dispatchers and Call Takers            | Commonwealth Police Legacy, Inc.  | 8                                  |
| 911 Emergency Dispatching: Emotional Survival for Dispatchers and Call Takers *can be online*                  | Commonwealth Police Legacy, Inc.  | 4                                  |
| 911 EMERGENCY DISPATCHING: Extremism and Radicalization Overview for Dispatchers *can be online*               | Commonwealth Police Legacy, Inc.  | 4 or 8                             |
| 911 Emergency Dispatching: Health & Wellness Issues for Dispatch (can be online)                               | Commonwealth Police Legacy, Incorporated                                    | 4                                  |
| 911 Emergency Dispatching: HIPAA Issues  | Commonwealth Police Service, Inc.   | 4                                  |
| 911 Emergency Dispatching: HIPAA Training for Dispatchers and Call Takers *online/in-person*                   | Commonwealth Police Legacy, Inc   | 4                                  |
| 911 Emergency Dispatching: How Dispatchers Should Handle Bomb Threat Calls                                     | Commonwealth Police Service, Inc. / Commonwealth Police Legacy, Inc.        | 4                                  |
| 911 Emergency Dispatching: How to Handle Calls from Difficult People in Dispatch                               | Commonwealth Police Service, Inc.   | 4                                  |
| 911 Emergency Dispatching: ICAT De-escalation  | Commonwealth Police Legacy, Incorporated                                    | 4                                  |

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| Training for Dispatchers & Call Takers (can be online)  |   |                                    |
| 911 Emergency Dispatching: ICAT De-escalation skills for Dispatchers (online/In-person)   | Commonwealth Police Legacy, Inc.  | 8                                  |
| 911 Emergency Dispatching: ICAT De-escalation skills for Dispatchers (online/In-person)   | Commonwealth Police Legacy, Inc.  | 4                                  |
| 911 Emergency Dispatching: Implicit Bias for Dispatchers (can be online)  | Commonwealth Police Legacy, Incorporated                                    | 4                                  |
| 911 Emergency Dispatching: Implicit Bias for Dispatchers and Call takers  | Commonwealth Police Legacy, Inc   | 8                                  |
| 911 Emergency Dispatching: Improving Dispatcher Performance *can be online*   | Commonwealth Police Service, Inc./Commonwealth Police Legacy, Incorporated  | 8                                  |
| 911 Emergency Dispatching: Improving relations and building trust through the use of social media for Dispatchers and Call Takers *can be online* | Commonwealth Police Legacy Inc.   | 4                                  |
| 911 Emergency Dispatching: Intake of Cyber Crime Complaints for Dispatchers   | Commonwealth Police Service, Inc./ Commonwealth Police Legacy, Incorporated | 4                                  |
| 911 Emergency Dispatching: Juvenile Justice Issues for Public Safety Dispatchers  | Commonwealth Police Legacy, Incorporated                                    | 8                                  |
| 911 Emergency Dispatching: Legal Aspects and Coordination of an Arson Investigation Policies & Procedures   | Commonwealth Police Service, Inc.   | 4                                  |
| 911 Emergency Dispatching: Legal Issues for Massachusetts Call Takers and Dispatchers (can be online)   | Commonwealth Police Legacy, Inc.  | 4 or 8                             |
| 911 Emergency Dispatching: Liability Issues (can be online)   | Commonwealth Police Service, Inc. Commonwealth Police Legacy, Incorporated  | 4 or 8                             |
| 911 Emergency Dispatching: Massachusetts Terrorism Act  | Commonwealth Police Service, Inc.   | 8                                  |
| 911 Emergency Dispatching: Massachusetts Terrorism Act (Update 2013, 2010)  | Commonwealth Police Service, Inc.   | 4                                  |
| 911 Emergency Dispatching: Maximizing Public Safety Dispatching Performance   | Commonwealth Police Legacy, Incorporated                                    | 4                                  |
| 911 Emergency Dispatching: Mental Illness & Cognitive Impairment for Dispatchers  | Commonwealth Police Service, Inc. /Commonwealth Police Legacy, Incorporated | 4                                  |
| 911 Emergency Dispatching: Meth Awareness for Dispatchers   | Commonwealth Police Service, Inc.   | Request<br>State 911<br>Reapproval |
| 911 Emergency Dispatching: Officer Safety Concerns for Dispatchers  | Commonwealth Police Legacy, Incorporated                                    | 8                                  |
| 911 Emergency Dispatching: Overdose Response *can be online*  | Commonwealth Police Legacy, Incorporated                                    | 4                                  |
| 911 Emergency Dispatching: Overdoses for Dispatch   | Commonwealth Police Legacy, Inc.  | 4                                  |
| 911 EMERGENCY DISPATCHING: Procedural Justice for Dispatchers and Call Takers (can be online)   | Commonwealth Police Legacy, Incorporated                                    | 4                                  |
| 911 Emergency Dispatching: Providing Customer Service (can be online)   | Commonwealth Police Service, Inc. /Commonwealth Police Legacy, Incorporated | 4                                  |
| 911 Emergency Dispatching: PTSD & the Call Handler  | Commonwealth Police Service, Inc.   | 4                                  |
| 911 Emergency Dispatching: Public Information Ambassador for Dispatchers *online/in-person*   | Commonwealth Police Legacy, Inc   | 4                                  |
| 911 Emergency Dispatching: Radio Communications for Dispatch  | Commonwealth Police Service, Inc.   | 4                                  |
| 911 Emergency Dispatching: Radio Discipline and Procedure for Dispatchers   | Commonwealth Police Service, Inc.   | 4                                  |
| 911 Emergency Dispatching: Rail Road Related Issues for Dispatch  | Commonwealth Police Service, Inc.   | 4                                  |



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|---|---|--------|
| 911 Emergency Dispatching: Scams 101 for Dispatchers and Call Takers *online/in-person*   | Commonwealth Police Legacy, Inc   | 4      |
| 911 Emergency Dispatching: Seminar for Supervisors  | Commonwealth Police Service, Inc.   | 8      |
| 911 Emergency Dispatching: Sexual and Other Forms of Harassment in the Workplace for Dispatchers  | Commonwealth Police Service, Inc.   | 4      |
| 911 Emergency Dispatching: Social Media and Police Communications   | Commonwealth Police Service, Inc.   | 4      |
| 911 Emergency Dispatching: Spanish for Dispatchers  | Commonwealth Police Service, Inc./Commonwealth Police Legacy, Incorporated      | 4      |
| 911 Emergency Dispatching: Stress Inoculation Training for Dispatchers and Call Takers  | Commonwealth Police Legacy, Incorporated  | 4      |
| 911 Emergency Dispatching: Terrorism Overview (can be online)   | Commonwealth Police Legacy, Incorporated  | 4 or 8 |
| 911 Emergency Dispatching: Testifying   | Commonwealth Police Service, Inc.   | 4 or 8 |
| 911 Emergency Dispatching: The Dynamics of Domestic and Family Violence for Dispatchers   | Commonwealth Police Legacy, Incorporated  | 4      |
| 911 Emergency Dispatching: The Edge of Chaos, Gathering and Communicating Information in the Golden Hour of Crisis (online or in-person)          | Commonwealth Police Legacy, Incorporated  | 8      |
| 911 Emergency Dispatching: The Truthfulness Issue for Call Takers & Dispatchers *online/in-pers   | Commonwealth Police Legacy, Inc   | 4      |
| 911 Emergency Dispatching: Tips and Tricks for the Dispatcher   | Commonwealth Police Service, Inc./Commonwealth Police Legacy, Incorporated      | 4      |
| 911 Emergency Dispatching: Understanding the Massachusetts Opioid Crisis for Dispatchers  | Commonwealth Police Service, Inc. /Commonwealth Police Legacy, Incorporated     | 4      |
| 911 Emergency Dispatching: Verbal Judo for Telecommunication Professionals *can be online or in classroom*  | Commonwealth Police Service, Inc./ Commonwealth Police Legacy, Incorporated     | 4      |
| 911 Emergency Dispatching: Vital Responsibilities of Dispatch During a Pursuit  | Commonwealth Police Service, Inc./ Commonwealth Police Legacy, Incorporated     | 4      |
| 911 Emergency Dispatching: Weapons  | Commonwealth Police Service, Inc.   | 4      |
| 911 Emergency Dispatching: Weapons of Mass Destruction Overview (can be online)   | Commonwealth Police Legacy, Inc   | 8      |
| 911 Emergency Dispatching: Well Being Checks  | Commonwealth Police Legacy, Inc   | 8      |
| 911 Emergency Dispatching: What Public Safety Dispatchers MUST know about Handling Potential Suicide Calls & Active Suicide Calls *can be online* | Commonwealth Police Service, Inc./Commonwealth Police Legacy, Incorporated      | 4 or 8 |
| 911 Emergency Dispatching: What Public Safety Dispatchers MUST know about Calls Regarding Persons with Autism                                     | Commonwealth Police Service, Inc./Commonwealth Police Legacy, Incorporated      | 4      |
| 911 Emergency Dispatching: What to know about Amber Alerts for Dispatchers (online or in-person)  | Commonwealth Police Service, Inc. / Commonwealth Police Legacy, Inc.            | 4      |
| 911 Emergency Dispatching: Effective Communication: Active Listening in Police Dispatch   | Commonwealth Police Legacy, Inc.  | 4      |
| 9-1-1 Leadership Training Event   | 360 Dispatcher  | 28     |
| 911 Liability   | The Public Safety Group/Success Communications/Commonwealth Police Service, Inc | 8      |
| 9-1-1 Operator Strength in Crisis   | Academy Hour On-Line Solutions  | 2      |
| 9-1-1 Operator Strength in Crisis 30 Days *on-line*   | Academy Hour  | 2      |
| 911 Peak Performance through Optimized Home Life (online)   | The 911 Training Institute  | 8      |
| 911 Recognizing and Managing the Response to Swatting Calls *on-line*   | MPI   | 4      |
| 911 Response to Active Assailant Incidents *online*   | United Communication Solutions (UCS)  | 4      |
| 911 Responding to Crisis (online)   | MPI   | 4      |

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| 911 Supervision Advanced  | United Communications Solutions  | 24                           |
| 911 Supervision Basics  | United Communications Solutions  | 8                            |
| 911 Supervisor Leadership Academy   | The 360 Dispatcher   | 48                           |
| 911's Least Wanted  | The Public Safety Group  | 8                            |
| 911-The Call Starts with You! (online)                                      | Municipal Police Institute   | 4                            |
| 911/The Blue Envelope/Managing the Response to Persons with Autism *online* | MPI  | 4                            |
| A Dispatcher's Life: How to Build Support from Family and Friends           | Success Communications   | 8                            |
| A Victim's Plea (Also known as-The Perfect Storm)                           | Denise Amber Lee Foundation Staff  | 4 or 16                      |
| A Victim's Plea, Meeting Expectations                                       | Denise Amber Lee Foundation  | 9                            |
| A Victim's Plea, Meeting Expectations, July Virtual                         | Denise Amber Lee Foundation and The Healthy Dispatcher   | 9                            |
| A Witness; The Dispatcher's Complete Guide to Court Testimony               | Progressive Law Enforcement Consultants LLC  | 4                            |
| Active Assailant  | The Public Safety Group  | 4 or 8                       |
| Active Assailant (Shooter) Course   | Priority Dispatch  | 4                            |
| Active Attack Emergency Communications *online*                             | ALERTT   | 3                            |
| Active Attack Emergency Communications                                      | ALERTT (Advanced Law Enforcement Rapid Response Training at Texas State University)  | 3                            |
| Active Attack Integrated Response System                                    | Western Region Homeland Security Response System/Advisory Council/Texas State University/ALERTT  | 16                           |
| Active Shooter  | APCO/Profile Evaluation, Inc. (PEI)/SRR Training/The Public Safety Group   | 8                            |
| Active Shooter & Emergency Situations                                       | Commonwealth Police Service, Inc   | 4                            |
| Active Shooter Calls *in-person or on-demand*                               | Hanrahan Consulting  | 8                            |
| Active Shooter Dispatch Training (2 days)                                   | Team Training Associates/Shaving Seconds Saving Lives/Daniel Jewiss  | 15 or 16                     |
| Active Shooter Incidents for Public Safety Communications                   | APCO   | 8                            |
| Active Shooter Incidents for Telecommunicators                              | Orange County New York Division of Emergency Communications, Orange County Sheriff's   | 8                            |
| Active Shooter Response Training Course                                     | ALICE Training Institute   | 2 Days/16 hrs                |
| Active Shooter Situations Expanded Course Outline (online/In person)        | Kim Turner, LLC  | 8                            |
| Active Shooter Situations for 911 Professionals                             | Public Safety Training Consultants   | 8                            |
| Active Shooter Symposium  | Western Region Homeland Security Advisory  | Request State 911 Reapproval |
| Active Threat Response for Dispatch; Everything You Need to Know            | Progressive Law Enforcement Consultants LLC  | 8                            |
| Active Violence Call Considerations for Dispatch                            | SRR Training   |                              |
| Address the Stress a Wellness Program for First Responders                  | Conducted by the Roger Williams University Justice System Training & Research Institute<br>In partnership with the New England Association of Chiefs of Police, Inc. | 4                            |
| Administrative Software   | IMC/TriTech  | 7                            |
| Advance Life Support Training for APCO EMD Instructor                       | APCO   | Request State 911 Reapproval |
| Advanced CIT for ECO's: A Closer Look at "Excited Delirium"                 | SRR Training   | 8                            |

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| Advanced CIT Psychological First Aid   | Advanced CIT/Sarah W. Gaer  | 8                                  |
| Advanced Crisis Communications Strategies for Public Safety Communications Supervisors   | MEMA  | 8                                  |
| Advanced ECO: "Kickin' the Blues," Managing ECO Stress                                   | SRR Training  | 8                                  |
| Advanced ECO: Guide to Report Writing, Evals, and Documentation                          | SRR Training  | Request<br>State 911<br>Reapproval |
| Advanced ECO: Hostage/Crisis Negotiations for Emergency Communications Officers          | SRR Training  | Request<br>State 911<br>Reapproval |
| Advanced ECO: The 10 Most Unwanted-An Instructor's Guide to Student Management           | SRR Training  | 8                                  |
| Advanced Emergency Medical Dispatch Certification  | Priority Dispatch Corporation   | Request<br>State 911<br>Reapproval |
| Advanced Fire/EMS Dispatch   | NENA Education & Training   | 8                                  |
| Advanced General Instructor: Fine Tuning Basic/Entry Level Instruction                   | SRR Training  | 8                                  |
| Advanced Law Enforcement   | The Public Safety Group/Equature  | 16                                 |
| Advanced Law Enforcement Rapid Response Training: CRASE                                  | ALERTT  | 4                                  |
| Advanced Medical Life Support (AMLS) (online)  | Jones & Bartlett Learning/National Association of Emergency Medical Technicians | 8                                  |
| Enhanced Police Dispatching (online or in-person)  | NENA  | 7                                  |
| Advanced Social Media Practices for First Responder Agencies (Classroom & Virtual Class) | John Guilfoil Public Relations (JGPR)   | 4.5                                |
| After the First 20 Seconds (Advanced ECO)  | SRR Training  | 8                                  |
| AHA 2020 On-Line for HeartCode BLS for Blended Learning                                  | Allied 100  | 2                                  |
| AHA Basic Life Support On-line   | Your Home CPR LLC   | 2.5                                |
| AHA Heartsaver CPR   | Pawtuxet Valley Educators   | 4                                  |
| Air Medical Utilization, LZ Prep and Safety  | Boston MedFlight  | 2                                  |
| ALEC (Autism and Law Enforcement Education Coalition)                                    | The ARC South Norfolk   | 3                                  |
| Am I Just a Dispatcher?  | The Public Safety Group   | 8                                  |
| American Heart Association CPR/BLS Training  | The American Heart Association  | 4                                  |
| American Heart Association BLS CPR Certification   | The American Heart Association  | 6                                  |
| American Heart Association BLS CPR Recertification                                       | The American Heart Association  | 4                                  |
| Anatomy of Critical Incident- The Las Vegas Shooting Story                               | The Denise Amber Lee Foundation   | 8                                  |
| Anger Management   | Success Communications, Inc.  | 8                                  |
| Anti-Terrorism Intelligence Awareness Training Program                                   | Department of Homeland Security, Federal Law Enforcement Training Center        | 8                                  |
| APCO Atlantic Chapter Training Workshop  | APCO  | 8                                  |
| APCO Communications Center Supv 5 <sup>th</sup> Ed, Version 1, Online                    | APCO  | 24                                 |
| APCO Fundamentals of Tactical Dispatch (online)  | APCO  | 16                                 |
| APCO Nexus (online)  | APCO  | 9                                  |
| AQUA Software Training (online or in-person)   | Priority Dispatch Corporation   | 6                                  |
| ASIM Advanced Active Shooter Incident Management with Complex Incidents.                 | C3 Pathways   | 24                                 |
| Assisting Individuals in Crisis and Group Crisis   | ICISF   | 27                                 |

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| Attendance & Scheduling   | IMC/TriTech  | 7                                  |
| Avoiding Burnout in a Challenging Work Environment  | Academy Hour On-Line Solutions   | 4                                  |
| Avoiding Burnout in a Challenging Work Environment 30 days (online)   | Academy Hour   | 4                                  |
| AWR 148: Crisis Management for School-Based Incidents – Partnering Rural Law Enforcement, First Responders, and Local School Systems (in person/online) | D.H.S/FEMA   | 8                                  |
| BAPERN and Dispatch Best Practices  | Greater Boston Police Council  | 4                                  |
| BAPERN Training for 911 Dispatchers   | Greater Boston Police Council  | 4                                  |
| Basic Crisis Negotiations   | National Tactical Officers Association   | 40                                 |
| Basic Critical Incident Response (online)   | Municipal Police Institute   | 4                                  |
| Basic Cyber Security Concepts for Telecommunicators*ONLINE*   | United Communications Solutions (USC)  | 4                                  |
| Basic Emergency Communications Officer Course   | SRR Training   | 40                                 |
| Basic Fire Communications   | The Public Safety Group  | 8                                  |
| Basic Life Support Instructor Essentials Course   | The American Heart Association   | 7                                  |
| Basic Medical Knowledge for Telecommunicators   | United Communications Solutions  | 8                                  |
| Basic Telecommunicator  | The Public Safety Group  | 40                                 |
| Being an Encourager & Bridging the Gap for Supervisors  | Under the Headset with Halcyon   | 8                                  |
| Best Practices of a Successful CTO: Training the Adult Learner  | The Denise Amber Lee Foundation  | 9                                  |
| Beyond Sandy Hook   | NEMLEC Police Foundation/NEMLEC Police Foundation/Daniel Jewiss  | 6                                  |
| Beyond the Basics Leadership Under Pressure   | The Healthy Dispatcher Training Hub  | 2                                  |
| BLS (CPR/AED) for Health Care Providers   | Basic Life Support (BLS)   | 4                                  |
| Bomb Threat Assessment Training coordinated by Department of Fire Services, Office of the State Fire Marshal  | MA State Police Bomb Squad, MA State Police Fire Investigation Unit, North Eastern MA Law Enforcement Council, STARS, and the Commonwealth Fusion Center | 3                                  |
| Boston Bombing, Lessons Learned   | Daniel Linskey of the Daniel Group   | Request<br>State 911<br>Reapproval |
| Breeding Success in your Training Program   | The Public Safety Group  | Request<br>State 911<br>Reapproval |
| Breeding Success In Your Training Program   | Equature   | 8                                  |
| Bring It On *online*  | PEI Online   | 8                                  |
| Bringing you're A Game to Fire/EMS Dispatching AKA: Advanced Fire/EMS Dispatching   | NENA   | 8                                  |
| Building 911 LifeBridges to Suicide Callers (can be online)   | Jim Marshall 911 Training Institute  | 8                                  |
| Building an Effective Team  | United Communication Solutions   | 8                                  |
| Building for Excellence: Management and Leadership Tools for 911 Professionals  | Profile Evaluations, Inc. (PEI)/The Public Safety Group  | 6 weeks                            |
| Building Resiliency & Understanding Stress  | MPI  | 4                                  |
| Building Your 911 Liability Shield Call Taker and Dispatch Training!  | Public Safety Training Consultants   | 8                                  |
| Bulletproof Leadership  | Glidden Training and Consulting/MPI  | 8                                  |
| Bullying and Negativity in the Communications Center  | APCO   | 8                                  |
| Burnout-How to Survive (In class or online)   | Success Communications/Success 911   | 8                                  |
| CAD User Training   | Caliber Public Safety  | 16                                 |
| CALEA Public Safety Communications Accreditation  | APCO   | 24                                 |

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| Manager, Online #34172  |  |  |
| Call Processing Incidents Involving Veterans with PTSD                                      | APCO   | 8  |
| Cardio Cerebro Resuscitation  | American Medical Response  | Request<br>State 911<br>Reapproval         |
| Center Manager Certification Program (CMCP)   | NENA   | 40   |
| Center Supervisor *online*  | Denise Amber Lee Foundation  | 24   |
| Certified Public Safety Executive Program (CPE)   | APCO   | 12 weeks<br>online/ 9<br>days<br>classroom |
| Certified Public Safety Executive Program (CPE) Alumni<br>Retreat Day                       | APCO   | 8  |
| Challenging Callers - Communicating with Children, the<br>Elderly and the Mentally-Impaired | Profile Evaluations, Inc. (PEI)  | 8  |
| Change Management in 9-1-1 *on-line*  | NENA Education & Training  | 7  |
| Child Callers   | Success Communications   | 8  |
| CISM & Peer Support Dispatch Symposium  | Sandra Scerra  | 4  |
| CIT Overview and the Role of Dispatch   | Patty Contente, Sara Gaer & Sgt. Mark<br>Higginbottom-Andover Police                             | 8  |
| CIT Support Training for 9-1-1 *online*   | International Crisis Intervention Team   | 8  |
| CIT for Dispatchers   | Middlesex County CIT-TTAC  | 8  |
| CIT Training for Dispatchers - Central Mass Crisis<br>Intervention Training                 | Open Sky   | 8  |
| Civilian Dispatcher: Essential Training for Enhanced<br>Effectiveness                       | Law Enforcement Dimensions (John Sofis Scheft,<br>Esq.)  | 4  |
| CJIS and CORI Policy Training   | DCJIS  | 4  |
| CJIS and NCIC Training *can be online*  | DCJIS  | 4  |
| CJIS Training   | DCJIS  | 4  |
| CJIS Validation Training  | Criminal Justice Information Systems (CJIS)  | 2  |
| Combatting Complacency  | Denise Amber Lee Foundation  | 4  |
| Combating Complacency   | Under the Headset with Halcyon   | 8  |
| Command Curriculum Train the Trainer  | MEMA   | 22.23                                      |
| Communication Center Liability  | Equature   | 8  |
| Communication Center Liability  | The Public Safety Group  | 3 weeks                                    |
| Communications Center Supervisor  | APCO   | 24   |
| Communication Center Manager *online or in-person*  | APCO / The Public Safety Group/NENA  | 40   |
| Communication Center Manager Program  | Fitch & Associates   | Request<br>State 911<br>Reapproval         |
| Communication Skills, Interpersonal Skills &<br>Business Etiquette *online*                 | Fred Pryor Seminars  | 7  |
| Communications Boot Camp, Building<br>Interpersonal Communication Skills                    | Government Leadership Training   | 24   |
| Communications Center Supervisor  | APCO/ The Public Safety Group  | 32   |
| Communications Center Supervisor Course   | Equature   | 16   |
| Communications for Responders   | APCO   |  |
| Communications Training Officer   | APCO / First Contact 911 / LLC / The Public Safety<br>Group / Public Safety Training Consultants | 16   |
| Communications Training Officer   | SRR Training/APCO  | 24   |
| Communications Training Officer (CTO) 6 <sup>th</sup> Edition<br>Instructor Update          | APCO   | 2  |

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| Communications Training Officer (CTO) 6 <sup>th</sup> Edition Student Update                        | APCO   | 2                                  |
| Communications Training Officer (online)  | The Dispatch Lab/Denise Amber Lee Foundation   | 24                                 |
| Communications Training Officer Instructor  | APCO   | 40                                 |
| Communications Training Officer Training Day  | MCSA and the APCO Atlantic Chapter   | 8                                  |
| Communications Training Officer Workshop  | Public Safety Training Consultants/American Emergency Preparedness   | 24                                 |
| Communications Training Professional  | Profile Evaluations, Inc. (PEI)/The Public Safety Group  | Request<br>State 911<br>Reapproval |
| Communications Unit Technician Training (COMT)  | Melissa Nazzaro, MA SWIC   | 40                                 |
| Complacency - Cannibalism & Critical Thinking   | Public Safety Training Consultants   | 8                                  |
| Complete Dispatcher Course  | Commonwealth Police Service, Inc.  | 4 Days                             |
| Completely Alert (Journal Quiz)   | IAE College  | 1                                  |
| Comprehensive NLETS   | Department of Criminal Justice Information Services (DCJIS)  | 5                                  |
| Comprehensive Quality Program   | APCO   | 16                                 |
| Conflict Management   | Success Communications   | 8                                  |
| Considering Our Personnel & The Public  | Commonwealth Police Service, Inc.  | 8                                  |
| Constitutional and Criminal Law for Dispatchers and Call Takers in Massachusetts                    | Commonwealth Police Service, Inc.  | Request<br>State 911<br>Reapproval |
| CrimeTracer (formerly known as CopLink X)   | Massachusetts Fusion Center  | 2                                  |
| Counseling Techniques/Conflict Resolution   | EAP Network  | 1                                  |
| Courtroom Testimony for 911 Call-Takers (in-person/online/on-demand)                                | Hanrahan Consulting  | 8                                  |
| CPR   | National CPR Foundation  | 2                                  |
| CPR   | SEMPA  | 5                                  |
| CPR (Adult High Quality CPR)  | ECSI (Emergency Care and Safety Institute)   | 4                                  |
| CPR/BLS   | ShopCPR  | 4                                  |
| CPR Certification & Recertification Utilizing the American Heart Association Curriculum             | Emergency Medical Teaching Services  | Request State<br>911<br>Reapproval |
| CPR / First Responder BLS Instructor Course   | Brian Geraghty, Instructor for the American Heart Association  | 24                                 |
| CPR and AED   | Links to Life/Glenn Nunes  | 4                                  |
| CPR/ AED Training   | HSI  | 4                                  |
| CPR and First Aid Training (As of July 1, 2012 must be related to EMD )                             | When Seconds Count, Inc./Southeastern Massachusetts Police Training Association (SEMPA)  | Request<br>State 911<br>Reapproval |
| CPR Certification   | McNeilly EMS   | 4                                  |
| CPR and First Responder   | Berkshire County Law Enforcement Council   | 8                                  |
| CPR and First Responder - Certification/Recertification (As of July 1, 2012 must be related to EMD) | American Red Cross / American Heart Association / Comprehensive Medical Teaching Institute / Safety Program Consultants, Inc. / MPTC/ SEMPTA | 8                                  |
| CPR Recertification   | American Processual Educational Services   | 3                                  |
| CPR, AED, BLS Certification   | Baystate Noble Hospital  | 5                                  |
| CPR/First Responder   | South Suburban Police Institute  | 7                                  |
| CPR/First Responder/Suicide Prevention /Stress  | Commonwealth Police Service, Inc.  | 16                                 |
| Crimes in Progress  | The Public Safety Group/Equature   | 8                                  |

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| Criminal Law & Procedure for 911 Call-Takers *can be online*                                | Hanrahan Consulting  | 16                                 |
| Criminal Law for 911 Call-Takers (online or in-person)                                      | Hanrahan Consulting  | 8                                  |
| Criminal Procedure for 911 Call-Takers (online or in-person)                                | Hanrahan Consulting  | 8                                  |
| Crisis Communications Skill Building for 911 Professionals                                  | Public Safety Training Consultants   | 8                                  |
| Crisis Communications, the Definitive Guide to Crisis Call Taking and Dispatching *on-line* | American Emergency Preparedness  | 8                                  |
| Crisis Intervention   | The Public Safety Group  | 8                                  |
| Crisis Intervention Team for Dispatch   | Officer Jay St. Ives, Clinician Megan Scott- Braintree Police  | 8                                  |
| Crisis Intervention Team for Dispatchers  | Behavioral Health Network, Springfield MA  | 8                                  |
| Crisis Intervention Team Training   | Open Sky   | 8                                  |
| Crisis Intervention Team Training (CIT)   | BHN Crisis Intervention Team Training and Technical Assistance Center/ Mass Department of Mental Health  | 40                                 |
| Crisis Intervention Training for Dispatch   | Norfolk County/Brookline Police Crisis Intervention (CIT) and Technical Teaching and Assistance Center (TTAC)/National Alliance on Mental Illness (NAMI) | 8                                  |
| Crisis Leadership (Leadership lessons learned from The Boston Marathon Bombing)             | MCSA   | Request<br>State 911<br>Reapproval |
| Crisis Negotiations for Telecommunicators   | APCO   | 8                                  |
| Critical Incident Dispatch  | Priority Dispatch Corporation / The Public Safety Group  | Request<br>State 911<br>Reapproval |
| Critical Incident Response Tips for 911 Dispatchers, Call-Takers and Front Desk Personnel   | Police Training Systems  | Request<br>State 911<br>Reapproval |
| Critical Incident Stress  | Public Safety Group  | 4                                  |
| Critical Incident Stress  | Equature   | 8                                  |
| Critical Incident Stress Awareness for Dispatchers  | United Communications Solutions  | 4                                  |
| Critical Incident Stress Debriefing   | Commonwealth Police Service, Inc.  | 8                                  |
| Critical Incident Stress Management/PEER Debriefing Certification Course                    | SRR Training   | 16                                 |
| Critical Incident Total Disaster Response   | Equature   | 8                                  |
| Critical Incident Training  | Ted Bourgeois/Waltham 911  | 7.5                                |
| Criticism & Discipline Skills for Managers and Supervisors                                  | Fred Pryor/Career Track  | 8                                  |
| CTO Course  | Equature   | 16                                 |
| Cultural Diversity-Ripped from the Headlines  | The Public Safety Group/PEI  | 15                                 |
| Customer Service  | First Contact 911 / LLC / Total Response (Formerly PowerPhone, Inc). / The Public Safety Group   | 4 or 8                             |
| Customer Service Techniques (Advancement Series)  | IAE College  | 1                                  |
| Customer Service in Today's Public Safety Communications Center                             | APCO   | 8                                  |
| Customer Service Skills for Public Safety Professionals                                     | Equature   | 8                                  |
| Customer Service the 911 Way  | Professional Dispatch Management/Public Safety Training Consultants  | 8                                  |
| Cybersecurity in the PSAP   | The Public Safety Group  | Request                            |

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|   |   | State 911 Reapproval                                    |
| Dangerous Driving Calls for 9-1-1 call Takers (in-person/online/on-demand)  | Hanrahan Consulting   | 8   |
| Database Training   | CentralSquare/IMC/TriTech                                       | 12 Hours-(2) 6-Hour Days<br>or 18 hours-(3) 6-Hour Days |
| DCJIS Criminal Justice Information Systems (CJIS) and Criminal Offender Record Information (CORI) Policy Training                   | CJIS Support Services   | Request State 911 Reapproval                            |
| Deaf Culture and TDD Training (on-line)   | 911 Heroes  | 4   |
| Dealing with Difficult Callers  | United Communications Solutions                                 | 4 or 8  |
| Dealing with Difficult Coworkers  | United Communications Solutions                                 | 8   |
| Dealing with Difficult People   | Fred Pryor/Career Track/Municipal Police Institute/SRR Training | 8   |
| December TERT Training  | Katrina Shamshak  | 4   |
| De-Escalation Calming Intense Situations *on-line*  | Academy Hour  | 2   |
| De-escalation for Mental Health Calls A course for First-Responders & 911 Call-Takers (offered online)                              | Hanrahan Consulting   | 8   |
| De-escalation Training for Dispatchers (online)   | KT Kim Turner LLC   | 8   |
| Defeating Dispatch Center Drama to Ensure Peak Performance  | Public Safety Training Consultants                              | Request State 911 Reapproval                            |
| Defining Leaders, CPE 202   | APCO  | 43  |
| Defusing Comm Center Conflict   | The Healthy Dispatcher  | 9   |
| Delivering Exceptional Customer Service (can be online)   | United Communications Solutions                                 | 4 or 8  |
| Delivering Great Customer Service...When Dealing with Impossible People   | The Health Dispatcher   | 8   |
| De-Stress and Get More “Me” Time for Emergency Dispatchers  | The Healthy Dispatcher  | 8   |
| Difficult Conversations   | Academy Hour On-Line Solutions                                  | 2   |
| Disaster Operations and the Communications Center   | APCO  | 8   |
| Disaster Planning for the PSAP  | NENA  | 8   |
| Disasters of Uncertainty (online)   | The International Critical Incident Stress Foundation (ICISF)   | 3   |
| Discriminatory Harassment & Code of Conduct Training  | Safety and Respect at Work                                      | 4   |
| DIScover the People Centered- Leadership Perspective  | On Scene First, Tracy Eldridge                                  | 8   |
| Dispatch Basic Review-911 & CJIS (online)   | United Communications Solutions (UCS)                           | 4   |
| Dispatch Communications During Major Incidents and Large Scale Events   | Progressive Law Enforcement Consultants                         | 4   |
| Dispatch Emotional Survival for Communications Personnel  | SRR Training  | 8   |
| Dispatch Legal Issues (offered online)  | Lieutenant Justin Hanrahan, Esq./Hanrahan Consulting            | 8   |
| Dispatch Mission Critical Leadership for 9-1-1 Communications   | SRR Training  | 8   |
| Dispatch Refinement: Take Your Culture from Threatening to Thriving & Mastering Effective Communication and Difficult Conversations | MassNENA  | 8   |



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| Dispatch Response to Active Killers (D-RAK)                                       | The RAK Academy   | 15 or 16                           |
| Dispatch Response to Domestic & Sexual Violence; Safety & Evidentiary Concerns    | Progressive Law Enforcement Consultants LLC   | 4                                  |
| Dispatch Review- Call Type and CJIS   | United Communications Solutions (UCS)   | 4                                  |
| Dispatch Review- Domestic Violence and Suicidal Callers (online)                  | United Communications Solutions (UCS)   | 4                                  |
| Dispatch Review- Elderly Response and Suicidal Callers                            | United Communications Solutions (UCS)   | 4                                  |
| Dispatch Review- Fire Incidents and the Dispatcher (online)                       | United Communications Solutions (UCS)   | 4                                  |
| Dispatch Review- Life Threatening Incidents                                       | United Communications Solutions (UCS)   | 4                                  |
| Dispatch Review- PARS and Hazmat Incidents  | United Communications Solutions (UCS)   | 4                                  |
| Dispatch Review- Quality Assurance and the Telephone                              | United Communications Solutions (UCS)   | 4                                  |
| Dispatch Supervisor   | Fred Pryor/Career Track   | 1                                  |
| Dispatcher & Call Taker: Essential Training                                       | Law Enforcement Dimensions (John Sofis Scheft, Esq.)                                      | 8                                  |
| Dispatcher and Active Shooter Incidents (online)                                  | Municipal Police Institute  | 4                                  |
| Dispatcher Crisis Communications Skills (online/in person)                        | Kim Turner, LLC   | 8                                  |
| Dispatchers and the Swatting Call: What to Know and How to Respond *on-line*      | Commonwealth Police Legacy, Inc   | 4                                  |
| Dispatcher's Role in Search & Rescue for Alzheimer's & Dementia Patients          | SRRTraining, Renee B. Meador  | 8                                  |
| Dispatcher's Better Understanding of Mental Illness                               | Commonwealth Police Service, Inc.   | 8                                  |
| Dispatchers response to persons with mental illness (online)                      | Municipal Police Institute  | 4                                  |
| Dispatcher's Role in Times of Disaster  | Commonwealth Police Service, Inc.   | 4 or 8                             |
| Dispatchers/Call Takers First Responder Training (Online)                         | Municipal Police Institute  | 4                                  |
| Dispatching Like You Mean It  | R9 Training   | Request<br>State 911<br>Reapproval |
| Domestic Abuse Dispatcher Training  | The Public Safety Group   | 8                                  |
| Domestic Terrorism  | United Communication Solutions  | 8                                  |
| Domestic Terrorism Incidents for Telecommunicators                                | United Communications Solutions   | 4                                  |
| Domestic Violence   | United Communication Solutions  | 8                                  |
| Domestic Violence   | Equateure   | 8                                  |
| Domestic Violence/The Emergency Communication Center Response*online*             | Municipal Police Institute  | 4                                  |
| Domestic Violence Classes for Dispatchers   | Municipal Police Training Council/Profile Evaluations, Inc. (PEI)/The Public Safety Group | 4 or 8                             |
| Domestic Violence for Communications Professionals                                | Officer Michael Lariviere   | 8                                  |
| Domestic Violence Handbook for Emergency Communications                           | SRR Training  | 8                                  |
| Domestic Violence Intervention  | The Public Safety Group   | 8                                  |
| Domestic Violence Responses for Dispatchers                                       | United Communications Solutions   | 4                                  |
| Domestic, Youth, & Family Violence  | PSTC Instructor   | Request<br>State 911<br>Reapproval |
| Drugs, Brain, and Behavior  | The Academy Hour  | 4                                  |
| Dynamics of Domestic Violence : Handling Domestic Violence Calls (offered online) | Hanrahan Consulting   | 8                                  |

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| ECATS Training   | ECATS   | 2                                  |
| ED-Q Certification Course- Refresher   | Priority Dispatch Corporation   | 8                                  |
| ED-Q Training  | Priority Dispatch Corporation   | Request<br>State 911<br>Reapproval |
| Effective Feedback & Handling Criticism  | Denise Amber Lee Foundation   | 4                                  |
| Effective interventions with Persons with Alzheimer's and Dementia for Dispatcher and Call takers (classroom/online) | Municipal Police Institute  | 4                                  |
| Effective Public Service Communication   | Relevant Leadership Consultants (RLC)                                       | 4                                  |
| Effective Supervision Training Event for 911 Telecommunicators   | The Healthy Dispatcher  | Request<br>State 911<br>Reapproval |
| Effectively Managing Problem Employees (online)  | Training Force USA  | 4                                  |
| Electrical Safety (online)   | National Grid First Responder Utility Safety Training Program               | 3                                  |
| Elite Continuous Training  | Equature  | 8                                  |
| EMD Certification Course-Refresher   | Priority Dispatch Corporation   | 8                                  |
| EMD Online Medical Portion Only  | APCO  | 40                                 |
| EMD Q Day  | Trinity Ambulance   | 8                                  |
| EMD: Special Medical Considerations  | Cape & Islands EMS  | 4                                  |
| Emergency Communications and Customer Service (online)   | E Law Enforcement Learning  | 8                                  |
| Emergency Fire Dispatch  | Priority Dispatch Corporation   | Request<br>State 911<br>Reapproval |
| Emergency Medical Dispatch - Instructor Recertification Program  | APCO  | 40                                 |
| Emergency Medical Dispatch - Manager   | APCO  | 8                                  |
| EMD Mentor   | Priority Dispatch   | 24                                 |
| Emergency Medical Dispatch - Protocol Software Training  | APCO / Priority Dispatch Corporation  | Request<br>State 911<br>Reapproval |
| Emergency Medical Dispatch - Q Certification Course<br>*can be online*   | Priority Dispatch Corporation   | 24                                 |
| Emergency Medical Dispatch - Q Certification Course<br>*can be online*   | Priority Dispatch Corporation   | 16                                 |
| Emergency Medical Dispatch - QA Protocol Software Training   | APCO / Priority Dispatch Corporation  | Request<br>State 911<br>Reapproval |
| Emergency Medical Dispatch - Recertification (Classroom/Online)  | Priority Dispatch Corporation/National Academies of Emergency Dispatch/APCO | Request<br>State 911<br>Reapproval |
| Emergency Medical Dispatch 5.4 (Online course)   | APCO  | 32                                 |
| Emergency Medical Dispatch Certification   | APCO/ Priority Dispatch Corporation/Emergency Service Consulting            | 32                                 |
| Emergency Medical Dispatch QA Certification/Recertification Online   | APCO / Priority Dispatch Corporation  | Request<br>State 911<br>Reapproval |
| Emergency Medical Dispatch Reciprocity   | APCO  | Request<br>State 911<br>Reapproval |
| Emergency Medical Dispatch, 5th Addition, Version 2, Instructor Upgrade.   | APCO  | Request<br>State 911               |

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|  |   | Reapproval                         |
| Emergency Medical Dispatch, 5 <sup>th</sup> Ed. Version 4 *online*   | APCO International                                      | 32                                 |
| Emergency Medical Dispatch: MPDS Version 13 Update (online)  | Priority Dispatch Corporation                           | Request<br>State 911<br>Reapproval |
| Emergency Medical Dispatch-Advancement Series-Continuing Education Modules   | Priority Dispatch Corporation                           | 4                                  |
| Emergency Medical Dispatch-Concepts  | APCO  | 8                                  |
| Emergency Medical Dispatcher - Instructor Course   | APCO/National Academies of Emergency Dispatch           | 8                                  |
| Emergency Mental Health Dispatching (can be online)  | 911 Training Institute                                  | 8                                  |
| Emergency Mental Health Dispatching Training *Online or in person*   | Priority Dispatch                                       | 3 days/27                          |
| Emergency Operations Center Management and Operations  | MEMA  | 8                                  |
| Emergency Police Dispatch  | Priority Dispatch Corporation                           | Request<br>State 911<br>Reapproval |
| Emergency Preparedness   | Massachusetts Bay Commuter Railroad (MBCR)              | Request<br>State 911<br>Reapproval |
| Emergency Technology Forum   | APCO  | 16                                 |
| Emergency Telecommunicator (Train-the-Trainer)   | Priority Dispatch Corporation                           | Request<br>State 911<br>Reapproval |
| Emergency Telecommunicator Certification Course  | AMR Natick  | Request<br>State 911<br>Reapproval |
| Emergency Telecommunicator Course (ETC)  | Priority Dispatch Corporation                           | 40                                 |
| Emerging Threats: Clandestine Lab Awareness-The Public Safety Response to Clandestine Drug & Explosive Labs / Clandestine Lab Recognition Course | Jon Devine Northampton Fire Rescue Hazmat Response Team | 3                                  |
| Emotional Intelligence for Comm Center Success   | The Healthy Dispatcher                                  | 8                                  |
| Enhanced Fire Dispatching  | NENA  | 8                                  |
| Enhanced Caller Management (online)  | NENA  | 6                                  |
| Enhancing 9-1-1 Operations with Automated Abandoned Callback & Location Accuracy (online)  | Motorola Solutions                                      | 1                                  |
| Enhancing Response, Protecting Dignity: Disability Tips and Tools for First Responders   | Western Region Homeland Security Advisory Council       | 8                                  |
| Enhancing Your Emotional Intelligence  | Cambridge Personnel Department                          | 7                                  |
| ENP Bootcamp   | Ty Wooten/911der Women                                  | 8                                  |
| ENP Certification TEST   | NENA  | 3                                  |
| ENP Study Group (online)   | NENA for the ENP Exam                                   | 6                                  |
| Ensuring Effective Communication for Telecommunicators (online)  | United Communication Solutions, LLC (UCS)               | 4                                  |
| EOC Management and Operations Course   | MEMA  | 7                                  |
| Equature Mentor Performance Suite (online/ondemand)  | Equature  | 24                                 |
| Essential Skills for First Time Manager or Supervisor  | Fred Pryor Seminar                                      | 8                                  |
| Essential Training for Enhanced Effectiveness  | Law Enforcement Dimensions (John Sofis Scheft, Esq.)    | Request<br>State 911<br>Reapproval |
| Establishing a Powerful Mentoring Program *on-line*  | Fred Pryor Seminar (Pryor Learning)                     | 3                                  |
| ETC Fire Certification   | Priority Dispatch Corporation                           | 40                                 |
| ETC Medical Certification  | Priority Dispatch Corporation                           | 40                                 |

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| ETC Police Certification  | Priority Dispatch Corporation                   | 40                                 |
| ETC-1 Fire Certification  | Priority Dispatch Corporation                   | 24                                 |
| ETC-1 Medical Certification   | Priority Dispatch Corporation                   | 24                                 |
| ETC-1 Police Certification  | Priority Dispatch Corporation                   | 24                                 |
| Ethical Considerations in Dispatch - Not "Just A Dispatcher"  | R9 Training                                     | Request<br>State 911<br>Reapproval |
| Ethics  | Success Communications                          | Request<br>State 911<br>Reapproval |
| Ethics an Understanding   | Municipal Police Institute                      | Request<br>State 911<br>Reapproval |
| Ethics and Well Being   | The Academy Hour                                | 1                                  |
| Evaluating Call-Taker/Dispatcher Job Skill  | Benchmark Professional Seminar, Inc.            | Request<br>State 911<br>Reapproval |
| Evidence and Toxicology Lab   | The Academy Hour                                | 1                                  |
| Excited Delirium for Dispatchers (classroom/online)   | Municipal Police Institute                      | 4                                  |
| Executive Leadership in Action, CPE 303   | APCO  | 42                                 |
| Face That Fire  | Denise Amber Lee Foundation                     | 8                                  |
| FEMA 2200   | FEMA  | 4                                  |
| FEMA 2300   | FEMA  | 6                                  |
| FEMA IS 240   | FEMA  | 3                                  |
| FEMA IS 241   | FEMA  | 2                                  |
| Field Transfusion Program Activation and Response   | Canton Firefighter/Paramedic Leo Reardon        | 2                                  |
| Fire Communications   | The Public Safety Group                         | 16                                 |
| Fire Communications Course  | Equature  | 16                                 |
| Fire Dispatch Basics: Incidents and Insights *online*   | United Communications Solutions, LLS            | 4                                  |
| Fire Dispatch Basics: Firefighter Safety *online*   | United Communications Solutions, LLS            | 4                                  |
| Fire Service Communications (classroom/online)  | APCO  | 32                                 |
| Fire Service Communications 3 <sup>rd</sup> Edition   | APCO  | 32                                 |
| Fire Service Communications 3 <sup>rd</sup> Edition Student Update                                    | APCO  | 2                                  |
| Fire Service Communications Instructor  | APCO  | 40                                 |
| Fire Service Communications Instructor 3 <sup>rd</sup> Edition  | APCO  | 2                                  |
| Fire Service Resources in Norfolk County  | Norfolk County Fire Chiefs Association          | 6                                  |
| Firefighter Safety for the Dispatcher   | United Communications Solutions                 | 8                                  |
| First Aid/CPR/AED Instructor – BL-r.21  | American Red Cross                              | 8                                  |
| First Responder   | Northampton Fire Department                     | 24                                 |
| First Responder   | Massachusetts Criminal Justice Training Council | 4                                  |
| First Responder & HCP CPR/AED Training  | Critical Knowledge Inc.                         | 24                                 |
| First Responder CPR Instructor Recertification  | Springfield Technical Community College         | 8                                  |
| First Responder Round Table   | The Public Safety Group                         | 4                                  |
| First Responder Training  | Alzheimer's Association                         | 3                                  |
| Focus Achieving your Highest Priorities -Time Management Workshop (for Managers and Supervisors Only) | FranklinCovey                                   | 8                                  |
| For Dispatchers Only - Surviving in the Communication Center Environment                              | Public Safety Communication Management Services | 16                                 |

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| For Dispatchers: Serving Yourself and the Public  | Law Enforcement Dimensions – John Sofis Scheft, Esq | 8                                  |
| Foundations of Emergency Mental Health Dispatching (can be online)  | Jim Marshall 911 Training Institute                 | 8                                  |
| Friend or Foe? New Supervisors Guide to Success   | SRR Training  | 8                                  |
| From Communicator to Crisis Manager: Dispatching in the 21 <sup>st</sup> Century  | SRR Training  | Request<br>State 911<br>Reapproval |
| Fundamentals of Tactical Dispatch   | APCO  | 16                                 |
| Grant Writing, How to Get What You Need When You Need It  | MPI   | 6                                  |
| Hacked, Attacked, Where's That  | The Public Safety Group                             | 8                                  |
| Handling Callers with Mental Health Issues  | SRR Training  | 8                                  |
| Handling Domestic Violence Calls  | Professional Dispatch Management                    | Request<br>State 911<br>Reapproval |
| Handling mental health, Cognitive Impairment, and Substance Abuse Calls for 9-1-1 Call Takers. (offered online)                   | Hanrahan Consulting                                 | 8                                  |
| Handling Missing Persons & Abducted Children for the Communication Center   | Commonwealth Police Legacy, Inc.                    | 8                                  |
| Handling Suicide Callers - What Public Safety Dispatchers Must Know About Handling Potential Suicide Calls & Active Suicide Calls | Commonwealth Police Service, Inc.                   | Request<br>State 911<br>Reapproval |
| Hazardous Materials for First Responders, Awareness Level (HAZ01) - Online  | MEMA  | 6                                  |
| Health & Wellness Issues for Dispatch   | Commonwealth Police Service, Inc.                   | 4                                  |
| Hexagon CAD System Administration- Core Training  | Hexagon   | 32                                 |
| Hexagon CAD System Administration- Introduction Training  | Hexagon   | 24                                 |
| High Risk! 911 & Dispatch Training  | Public Safety Training Consultants                  | 8                                  |
| High Voltage Emergency Awareness  | MASS Dept. of Fire Services (DFS)                   | 4                                  |
| Hiring Right for 911 2 <sup>nd</sup> Edition (online)   | PEI 911 On-Line                                     | 20                                 |
| Hope in the Midst of Chaos *can be online*  | The Denise Amber Lee Foundation                     | 4 or 8                             |
| Hope in the Midst of Chaos: The Las Vegas Shooting Story (online)   | The Denise Amber Lee Foundation                     | 8                                  |
| Hostage Negotiation   | Equature  | 8                                  |
| Hostage Negotiations  | The Public Safety Group                             | 8                                  |
| Hostage/Crisis Negotiations for Emergency Communications Officers   | SRR Training  | 16                                 |
| Hostage/Crisis Negotiations for First Responders  | Team Training Associates                            | 8                                  |
| How to be an Assertive Manager or Supervisor  | Fred Pryor Seminar                                  | 7                                  |
| How to Build a Great Workplace Culture (online)   | Harpers Payroll Services                            | 3                                  |
| How to Communicate with Tact & Professionalism  | Fred Pryor Seminar/Career Track Training            | 16                                 |
| How to Deliver Exceptional Customer Service   | Fred Pryor Seminar                                  | Request<br>State 911<br>Reapproval |
| How to Improve Employee Accountability  | Fred Pryor Seminar                                  | Request<br>State 911<br>Reapproval |
| How to Make Training A Priority with No Budget and Dispatch Wellness Among the Mandatory Overtime and Energy Drinks               | APCO  | 8                                  |
| How to Manage Emotions Under Pressure   | Fred Pryor Seminar                                  | Request                            |

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|  |  | State 911 Reapproval         |
| How to Save a Life; Yours!   | The Public Safety Group/Equature   | 8                            |
| How to Supervise People  | Fred Pryor Seminar   | Request State 911 Reapproval |
| How to Survive Bad Attitudes and Negative Behaviors  | Fred Pryor Seminar   | 7                            |
| How To Survive Dispatch Stress   | Commonwealth Police Service, Inc.  | 8                            |
| Human Trafficking for Dispatchers  | Municipal Police Institute (MPI)   | Request State 911 Reapproval |
| Human Trafficking and Preparedness for 9-1-1 Professionals (online)  | The Denise Amber Lee Foundation  | 8                            |
| Human Trafficking Awareness for the 9-1-1 Professional   | The Denise Amber Lee Foundation  | 8                            |
| Human Trafficking Preparedness for the 9-1-1 Professional (in-person)  | The Denise Amber Lee Foundation  | 9                            |
| Hurricane Katrina Lessons Learned  | Professional Dispatch Management   | Request State 911 Reapproval |
| ICAT/Integrating Communication, Assessment and Tactics   | Municipal Police Institute (MPI)   | 4                            |
| Identifying the Imposter   | Identifying the Imposter/James Scott   | 8                            |
| If They Are the Problem, Why Do I Have to Change?  | On Scene First   | 4                            |
| ILO - Recruit, Hire, Retain, & Promote for Success (online)  | NENA Education and Training  | 6                            |
| IMC System Manager Training  | TriTech Software Systems   | Request State 911 Reapproval |
| IMC/TriTech Software Systems   | IMC/TriTech  | Request State 911 Reapproval |
| Implicit Bias for Dispatchers and Call Takers  | MPI  | 4                            |
| In Progress-911 Dispatch Training  | Public Safety Training Consultants   | Request State 911 Reapproval |
| Incident Command & Scene Operations for Dispatchers (online)   | United Communications Solutions (UCS)  | 4                            |
| Incident Command and Scene Operations for Dispatchers  | United Communications Solutions  | 8                            |
| Incident Communication Center Manager (INCM) Virtual/Online  | All Hazards Incident Communications Center                                     | 24                           |
| Incident Dispatcher - Fire, Tactical, All Risk/All Hazard  | First Contact 911 / LLC  | 16                           |
| Incident Response to Terrorist Bombing   | Homeland Security  | 4                            |
| Incident Response to Terrorist Bombings (IRTB), awareness and Prevention of and Response to Suicide Bombing Incidents (PRSBI), Awareness | MEMA   | 8                            |
| Incident Tactical Dispatcher (INTD)  | DHS/CISA/MEMA  | 32                           |
| Incivility in the Workplace  | Success Communications   | Request State 911 Reapproval |
| Individual and Group Crisis Intervention (GRIN)  | Sandy Scerra, Consultant for International Critical Incident Stress Foundation | 27                           |
| Individual Crisis Intervention and Peer Support and Group Crisis Intervention Training (ICISF)(GRIN)                                     | Merrimac Valley Training Center Inc (MVTC)                                     | 24                           |
| Individual Crisis Intervention and Peer Support and Group Crisis Intervention (GRIN)   | DFS  | 27                           |

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| Inner Resilience for First Responders: Mindfulness & Wellbeing for the Front Lines | Western Region Homeland Security Advisory Council (WRHSAC) | 8                                  |
| Instructor Techniques Enrichment   | APCO   | Request<br>State 911<br>Reapproval |
| Instructor Techniques for General Instructors                                      | APCO   | Request<br>State 911<br>Reapproval |
| Interacting with Autistic Persons  | Officer David Muri, Buddies with Badges                    | 8                                  |
| Intermediate Administrative  | IMC/TriTech  | Request<br>State 911<br>Reapproval |
| Intermediate Dispatch Training   | IMC/Triteck  | Request<br>State 911<br>Reapproval |
| International Academy of Emergency Dispatch Priority Dispatch MPDS v13.0 Upgrade   | Priority Dispatch  | Request<br>State 911<br>Reapproval |
| Intro to Terrorism: Boston Marathon Case Study                                     | Captain Phillip Terenzi, Boston Police                     | 4-5                                |
| Introduction to 911 Management   | The Public Safety Group                                    | Request<br>State 911<br>Reapproval |
| Introduction to Crisis Intervention  | APCO Virtual College (AVC)                                 | Request<br>State 911<br>Reapproval |
| Introduction to Executive Leadership, CPE 101                                      | APCO   | 43                                 |
| Introduction to Hostage Crisis Protocol for Dispatchers                            | SRR  | 8                                  |
| IS-00100.c Introduction to Incident Command System                                 | FEMA   | 2                                  |
| IS-00200.c Basic Incident Command System for Initial Response                      | FEMA   | 4                                  |
| IS-1200 Telecommunicator Emergency Response Taskforce Team Leader Course           | FEMA   | 4                                  |
| IS-144 Telecommunicators Emergency Response Taskforce (TERT) BasicCourse           | FEMA   | Request<br>State 911<br>Reapproval |
| IS-144 Telecommunicators Emergency Response Taskforce (TERT) BasicCourse (online)  | FEMA   | 3                                  |
| IS-242b/IS-242c Effective Communication (online)                                   | FEMA   | 8                                  |
| IS-5.A: An Introduction to Hazardous Materials                                     | FEMA   | 10                                 |
| IS-700.B: Intro to National Incident Mgmt System                                   | FEMA   | 3.5                                |
| IS-703.B: National Incident Management System Resource Management                  | FEMA   | 3.5                                |
| IS-800 National Response Framework, an introduction                                | FEMA   | 3                                  |
| IS-904: Active Shooter Prevention: You Can Make a Difference                       | FEMA   | 1                                  |
| IS-906 Basic Workplace Security Awareness  | FEMA   | 1                                  |
| IS-907 Active Shooter: What you can do   | FEMA   | 1                                  |
| It's Your Ship! – Leadership - Navigating the Waters of Your Communications Center | MCSA   | 3.5                                |
| January TERT Training  | Katrina Shamshak   | 4                                  |
| Keeping Your Cool : Dealing with Difficult Co-                                     | United Communications Solutions                            | 8                                  |

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| Workers   |  |                                    |
| Law Enforcement Communications Instructor   | APCO   | Request<br>State 911<br>Reapproval |
| Law Enforcement Communications, (classroom/online)  | APCO   | 32                                 |
| Law Enforcement Dimensions: Domestic Violence & Court Testimony                                     | Law Enforcement Dimensions                             | 8                                  |
| Laws Academy – Social Media Fundamentals  | Laws Communications                                    | Request<br>State 911<br>Reapproval |
| Lead, Follow, or Get Out of the Way (online)  | Equature   | 1                                  |
| Lead, Follow, or Get out of the Way   | The Public Safety Group                                | 8                                  |
| Leadership Academy 52-Wk Series   | The Academy Hour                                       | 12                                 |
| Leadership Certificate Program (Registered Public-Safety Leader)                                    | APCO Institute   | 12 months                          |
| Leadership During Crisis  | United Communication Solutions                         | 8                                  |
| Leadership for the Future   | Mello Consulting & Training                            | 16                                 |
| Leadership for the Low Man  | SRR Training   | 8                                  |
| Leadership in the 9-1-1 Center  | NENA   | 6                                  |
| Leadership Team-Building and Coaching Skills for Managers & Supervisors                             | Fred Pryor Seminars                                    | 7.5                                |
| Leading Before, During and After a Crisis, Lessons Learned Case Study of the Boston Marathon Attack | Retired Chief Daniel Linskey of Kroll Associates, Inc. | 8                                  |
| Leading From Any Chair (online)   | NENA   | 1                                  |
| Leading on Purpose *virtual classroom*  | Professional Development Academy                       | 8                                  |
| Leading With Emotional Intelligence   | Cambridge Personnel Department                         | 7                                  |
| Legal and Practical Issues  | Commonwealth Police Service, Inc.                      | Request<br>State 911<br>Reapproval |
| Legal Issues for Massachusetts Call Takers & Dispatchers (Sworn & Non-Sworn) (can be online)        | Commonwealth Police Service, Inc.                      | 4                                  |
| Legal Update & Procedures for Police Dispatchers and Call-Takers (online) (classroom)               | Municipal Police Institute                             | 4                                  |
| Legal Update & Procedures for Police Dispatchers and Call-Takers Part II                            | Municipal Police Institute                             | 4                                  |
| Lessons Learned – Sandy Hook Elementary School – A Telecommunicators Perspective                    | Maureen Will, Director of Communications, Newtown, CT  | 4                                  |
| Lessons Learned from the Denise Amber Lee Case  | The Public Safety Group                                | 4                                  |
| Lessons learned from the Denise Lee tragedy: Where are we a decade later? (online webinar)          | Nathan Lee of the Denise Amber Lee Foundation          | 1.5                                |
| LGBTQIA+ First Responder Training   | Sunderland Fire Department, Firefighter Matthew Morin  | 3                                  |
| Liability for 911 Emergency Dispatching   | Municipal Police Institute                             | 4                                  |
| Liability Issues in the 9-1-1 Center  | NENA   | 6 hrs online<br>8 hrs inperson     |
| Life Management, Not Just “Stress Management”   | SRR Training   | 8                                  |
| Lives on the line: The Dispatcher and Domestic Violence   | Municipal Police Institute                             | 4                                  |
| Lives on the line: The Dispatcher and Domestic Violence   | Municipal Police Institute                             | Request<br>State 911<br>Reapproval |
| LoJack Safety Net Program   | LoJack Corporation                                     | Request<br>State 911               |



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|  |   | Reapproval                         |
| LoJack Safety Net Training   | Plymouth County Sheriff's Department  | 4                                  |
| Making the Transition from Staff to Supervisor   | Fred Pryor Seminar  | 7 or 8                             |
| Management vs. Leadership  | United Communications Solutions   | 8                                  |
| Manager Certification Program (CMCP) Alumni Seminar  | NENA  | 8                                  |
| Managing Crisis Calls  | First Contact 911/LCC   | Request<br>State 911<br>Reapproval |
| Managing Multiple Priorities, Projects and Deadlines   | Fred Pryor Seminar  | Request<br>State 911<br>Reapproval |
| Managing Others: Performance   | Supervisory Leadership Development Program<br>presented by Massachusetts Municipal Personnel<br>Association | 3                                  |
| Managing Others: Respectful Workplace, Conflict &<br>Inappropriate Behaviors   | Supervisory Leadership Development Program<br>presented by Massachusetts Municipal Personnel<br>Association | 3                                  |
| Managing Public Criticism  | The Academy Hour  | 1                                  |
| Managing Self and Others: Communication and<br>Feedback  | Supervisory Leadership Development Program<br>presented by Massachusetts Municipal Personnel<br>Association | 3                                  |
| Managing Self: What's My Type  | Supervisory Leadership Development Program<br>presented by Massachusetts Municipal Personnel<br>Association | 3.5                                |
| Managing Stress via the Management of Emotions,<br>Communication & Time - Instructor Course  | Impact America Educational Services   | Request<br>State 911<br>Reapproval |
| Managing Suicidal Persons  | SRR Training  | 8                                  |
| Managing the System: Progressive Discipline, Policies<br>and Resources   | Supervisory Leadership Development Program<br>presented by Massachusetts Municipal Personnel<br>Association | 3                                  |
| Managing the Work: Planning, Organizing and<br>Delegating  | Supervisory Leadership Development Program<br>presented by Massachusetts Municipal Personnel<br>Association | 3                                  |
| March TERT Training  | Katrina Shamshak  | 4                                  |
| Marijuana & the Workplace (online)   | Harpers Payroll Services  | 3                                  |
| Massachusetts Call Center Best Practices Initiative for<br>Cases of Missing & Exploited Children Seminar for Call<br>Center Managers | National Center for Missing & Exploited Children  | Request<br>State 911<br>Reapproval |
| Massachusetts Telecommunicators Training Summit  | APCO Atlantic Chapter, MCSA and Framingham State<br>University Police                                       | 6 or 8                             |
| May TERT Training  | Katrina Shamshak, Glenn Field, National Weather<br>Service  | 4                                  |
| Mayday   | Belchertown Fire Department   | 8                                  |
| Medical Management of Chemical, Biological,<br>Radiological, Nuclear, and Explosive (CBRNE) Events                                   | Department of Homeland Security   | Request<br>State 911<br>Reapproval |
| Medical Protocol Review  | Emergency Service Consulting  | Request<br>State 911<br>Reapproval |
| MEMA/EOC Emergency Preparedness Training –<br>Pilgrim Nuclear Power Plant  | MEMA  | 5                                  |
| Mental First aid for Public Safety   | USA Mental First Aid  | 8                                  |
| Mental Health and Wellness for Public Safety<br>Professionals  | Hanrahan Consulting   | 8                                  |

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| Mental Health First Aid (in-person)   | Middlesex County Crisis Intervention Team Technical Training Assistance Center (TTAC)  | 8                                  |
| Mental Health First Aid (MHFA) (in-Person)  | Municipal Police Training Council  | 7.5                                |
| Mental Health First Aid   | Plymouth Suicide Prevention Coalition  | 8                                  |
| Mental Health First Aid   | National Council for Community Behavioral Healthcare   | 8 or 12                            |
| Mental Health First Aid   | (Ret) Lt. Martin Baker   | 8                                  |
| Mental Health First Aid for Public Safety   | Advocates/Captain Joe Coffey (Ret. Warwick, RI PD)/ Certified Mental Health Counselor, Matthew Page-Shelton Instructor for Mental Health First Aid USA/Mental Health First Aid USA | 8                                  |
| Mental Health First Aid Training  | Open Sky Community Services  | 8                                  |
| Mental Illnesses & Disorders  | The Academy Hour   | 2                                  |
| Minimizing Caregiver Trauma in Emergency Response/Medicine                                | The Academy Hour   | 2                                  |
| Missing and Exploited Children Introduction (MECINTRO)                                    | National Center for Missing and Exploited Children (NCMEC)   | 45 mins                            |
| Missing and Exploited Children for Telecommunicators (MECTEL)                             | National Center for Missing and Exploited Children (NCMEC)   | 45 mins                            |
| Missing and Exploited Children for PSAP Supervisors, Evaluators, and Trainers (MECSET)    | National Center for Missing and Exploited Children (NCMEC)   | 45 mins                            |
| Missing and Exploited Children for PSAP Executives (MECEXEC)                              | National Center for Missing and Exploited Children (NCMEC)   | 45 mins                            |
| Missing Children: Dynamics & Response 1 (MCDR1) (online)                                  | National Center for Missing & Exploited Children   | 3                                  |
| Missing Persons for 911 Call-Takers and Investigators (offered online)                    | Hanrahan Consulting  | 8                                  |
| Missing Persons Reports for Dispatchers *ONLINE*  | United Communications Solutions (USC)  | 4                                  |
| MPDS ECHO Determinant Practice v13.3  | IAE College  | 2                                  |
| Multi Line Telephone Systems (MLTS) Workshop for Managers, Dispatchers and I.T. Personnel | State 911 Department   | 2                                  |
| Multi-Agency Interoperability & On-Scene Awareness Made Possible with Apps on FirstNet    | APCO   | 1                                  |
| Multi-Agency Response to Active Shooters & Hostile Events (can be online)                 | Municipal Police Institute (MPI)   | 4                                  |
| Multiple Unit Agency Response for Fire  | APCO   | Request<br>State 911<br>Reapproval |
| Natural Gas Safety (online)   | National Grid First Responder Utility Safety Training Program  | 3 or 3 1/2                         |
| Navigating Domestic Violence  | Relevant Leadership Consultants LLC  | 4                                  |
| Negativity in the Communications Center *online*  | United Communications Solutions (UCS)  | 4                                  |
| Negativity is Contagious!   | United Communication Solutions   | 8                                  |
| Next Gen 9-1-1 Admin Class  | State 911 Department   | 4                                  |
| Next Gen 9-1-1 Refresher Training   | State 911 Department   | 8                                  |
| Next Gen 9-1-1 Refresher Training (In-house)  | State 911 Department   | 4                                  |
| Next Gen 9-1-1 Refresher Training *online*  | State 911 Department   | 8                                  |
| Next Generation 9-1-1 Transition Training   | State 911 Department   | 8                                  |
| NICE Inform R10 System and End-User Training Agenda Evaluator & Template Designer         | NICE   | 6                                  |
| NICE Inform R10 System and End-User Training (Inc. Organizer)                             | NICE   | 12                                 |
| NICE Inform R9.1 System & End User Training Remote via WebEx                              | NICE   | 2 days-6<br>hrs/day                |

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| NIMS ICS All-Hazards Communications Unit Leader Training  | FEMA  | 24                                 |
| NIMS/Incident Command System (ICS-100 and IS-700A, ICS-200, ICS-300, ICS-400, ICS700, IS242b {also known as ICS 700}) | MEMA/FEMA, Online, Classroom  | 8                                  |
| Non-Fatal Strangulation & Intimate Partner Violence Best Practice Response  | Northwestern District Attorney David E. Sullivan & Western Massachusetts Emergency Medical Services Committee, Inc. | 5                                  |
| NSC CPR & AED   | National Safety Council   | 4                                  |
| Officer Down- What Dispatchers Need to Know   | Professional Dispatch Management  | Request<br>State 911<br>Reapproval |
| ONLINE 911 Emergency Dispatching; Crisis Negotiations for Dispatchers and First Responders (online)                   | Commonwealth Police Legacy, Inc.  | 4                                  |
| Online Universal Telecommunication Essentials Course (OUTEC)  | Priority Dispatch   | 3                                  |
| OnStar Public Safety Training (online)  | OnStar  | 1                                  |
| Operation RAILSAFE  | AMTRAK  | 13                                 |
| Opioid Overdose-Responding to Persons in Crisis   | Municipal Police Institute  | Request<br>State 911<br>Reapproval |
| Overcoming the Stigma 52-Wk Series  | The Academy Hour  | 12                                 |
| Passenger Rail MCI Training   | WRHSAC & Amtrak   | 8                                  |
| Peer Support  | Metro Boston 911 Peer Support   | 8                                  |
| People Driven Leadership  | The Healthy Dispatcher  | 8                                  |
| People Manager Qualification (PMQ) (online)   | Society for Human Resource Management   | 20                                 |
| Performance Appraisal   | EAP Network   | 1.5                                |
| Performance Evaluation Essentials   | Glidden Training and Consulting   | 8                                  |
| Personal Strategic Planning Guide   | The Academy Hour  | 1                                  |
| Planes, Trains & Automobiles! – 911 & Dispatch Training   | Public Safety Training Consultants  | 8                                  |
| Planning to Thrive as a CISM Provider (online)  | The International Critical Incident Stress Foundation (ICISF)   | 8                                  |
| Police Dispatchers/Dealing in Disaster (online)   | Municipal Police Institute  | 4                                  |
| Police Records Management   | IMC/TriTech   | 28                                 |
| Police Suicide Awareness  | SRR Training  | 8                                  |
| Police Threats: Managing Fear and Panic Response  | The Academy Hour  | 2                                  |
| Positive Interaction with Difficult People for Emergency Dispatchers  | The Healthy Dispatcher  | 4                                  |
| Post Traumatic Growth   | The Academy Hour  | 2                                  |
| Preparing for an Active Threat and Mass Casualty  | Mass Fire Academy   | 8                                  |
| Preparing Your Communications Center for Severe Winter  | The Denise Amber Lee Foundation   | 4                                  |
| Preventing Telecommunicator Tunnel Vision   | NENA  | 6 hrs online<br>8 hrs inperson     |
| Priority Dispatch ProQA & AQUA Reports Training   | Priority Dispatch   | 4                                  |
| Priority Dispatch System Administer Training  | Priority Dispatch   | 4                                  |
| Procedures and Response to Pandemic Emergencies (online)  | MPTC  | 3                                  |
| Professional Dispatch Class   | Success Communications, Inc.  | 8                                  |
| Protocol 25 Psychiatric / Mental Health Conditions / Suicide Attempt / Abnormal Behavior                              | IAE College   | .5                                 |
| Project Management Workshop   | Fred Pryors Seminar   | 7                                  |

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| Providing Caller focused Service  | Under the Headset with Halcyon   | 8                                  |
| ProPhoenix Police WDA/RMS Training  | ProPhoenix Corporation   | 16                                 |
| ProQA & AQUA Reports Training   | Priority Dispatch  | 4                                  |
| ProQA Medical (self-paced)  | Priority Dispatch  | 4                                  |
| ProQA Medical (remote)  | Priority Dispatch  | 4                                  |
| Providing Exceptional Services – “What If It Were Family?”                  | Public Safety Training Consultants   | 8                                  |
| PSAP In-House Instructor NG911 – Day 1                                      | State 911 Department   | 8                                  |
| PSAP In-House Trainer Workshop  | State 911 Department   | 2                                  |
| PSAP Site Visit   | State 911 Department   | 2 or 3 or 4                        |
| Public Records Law (offered online or in classroom)                         | Hanrahan Consulting  | 4                                  |
| Public Records Law Seminar  | Commonwealth Police Service  | Request<br>State 911<br>Reapproval |
| Public Safety Communication Staffing and Employee Retention                 | APCO   | 8                                  |
| Public Safety Communications Training                                       | NickersonPR  | Request<br>State 911<br>Reapproval |
| Public Safety Customer Services-Considering our Personnel & The Public      | R9 Training  | Request<br>State 911<br>Reapproval |
| Public Safety Leadership Program  | Gordon Graham  | 6                                  |
| Public Safety Telecommunicator - 6th Edition                                | APCO   | 40                                 |
| Public Safety Telecommunicator - 6th Edition, Version 2, Instructor Upgrade | APCO   | 40                                 |
| Public Safety Telecommunicator 1 - 7th Edition                              | APCO   | 40                                 |
| Public Safety Telecommunicator 1 - 7th Edition Student Upgrade              | APCO   | Request<br>State 911<br>Reapproval |
| Public Safety Telecommunicator 1 (classroom/online)                         | APCO   | 40                                 |
| Public Safety Telecommunicator 1 (PST1) Instructor                          | APCO   | 40                                 |
| Qualities of a Leader   | United Communication Solutions, LLC  | 8                                  |
| Quality (not just Customer) Service   | SRR Training   | 8                                  |
| Quality Assurance – Strategies for Best Practices & Tips for Success!       | Priority Dispatch  | 2                                  |
| Quality Assurance & Improvement for Dispatchers (online)                    | United Communication Solutions, LLC (UCS)  | 4                                  |
| Quality Assurance: Achieving QA/QI in the PSAP                              | Nena   | 6                                  |
| Quality Assurance Evaluator (online or in-person)                           | Denise Amber Lee Foundation  | 16                                 |
| Radio Fire Alarm Box Course   | L. W. Bills Company  | 8                                  |
| Radio Master Boxes Systems and Procedures                                   | East Coast Security Systems  |                                    |
| Railroad Awareness for 911 Dispatchers                                      | INSTRUCTIONAL UNIT: Public Safety/Private Corporation Partnership<br>INSTRUCTOR(S): Christopher Bennett, CSX Transportation and Sean Reid, CSX Transportation<br>Cameron Dunbar, Massachusetts State Police Communications | 4                                  |
| Railroad Training for 911 Dispatchers                                       | Richard Towle, Federal Railroad Administration Liaison Officer Charles Edgerly, Crash Reconstruction Officer, Andover Police Glenn MacNeill, Pan Am Railways Safety Department Manager                                     | Request<br>State 911<br>Reapproval |
| Rapid Intervention for the Public Safety Dispatcher                         | DFS  | 6 or 8                             |

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| Rapid SOS (classroom)  | Tracey Eldridge, Rapid SOS                           | 2                            |
| Rapid SOS PSAP Training (online)   | rapidsos.com   | 1                            |
| Real World Approach to Incident Command System   | Massachusetts Fire Academy                           | 8                            |
| Receiving Swatting Calls in the 911 Call Center *online*   | United Communication Solutions (UCS)                 | 4                            |
| Recognizing Autism -What Public Safety Dispatchers Must Know About Calls Regarding Persons with Autism         | Commonwealth Police Service, Inc.                    | Request State 911 Reapproval |
| Recruitment and Retention Seminar  | MCSA   | 8                            |
| Recruiting, Training & Retaining Communication Center Personnel  | Benchmark Professional Seminar, Inc.                 | Request State 911 Reapproval |
| Refresher Building Blocks: Fire Communications, School Violence, Hazardous Materials, High Risk Calls          | First Contact 911                                    | Request State 911 Reapproval |
| Renovation Time: Rebuilding Your 9-1-1 Foundation (online/in person)   | On Scene First                                       | 8                            |
| Report Writing for Warriors  | The Academy Hour                                     | 3                            |
| Responding to and Investigating Bomb Threats and Swatting Hoaxes *ONLINE*                                      | FBI & MA State Police                                | 1                            |
| ROCC In-House Academy Training FY20  | Joseph Crean & Mike Mahoney                          | 40                           |
| RPL -(Registered Public-Safety Leader)- Leadership Certificate Program   | APCO Institute                                       | 128                          |
| Saving Lives on Both Sides of The Call   | On Scene First                                       | 4                            |
| School Shooting Response for Dispatchers   | United Communications Solutions                      | 4                            |
| School Shootings: A Crippling Problem  | United Communications Solutions                      | 8                            |
| School Violence – Lessons Learned – Planning-Prevention-Response 911 Dispatch and Responder Training (8 hours) | Public Safety Training Consultants                   | 8                            |
| Search & Rescue Operations for Dispatchers (online)  | United Communications Solutions (UCS)                | 4                            |
| Second Annual Communications Symposium   | UMass Memorial Life Flight EMS Communications Center | 8                            |
| Sexual Harassment and other forms of Harassment in Dispatch  | Indigo Consulting, Compliance, and Training          | 4                            |
| Sexual Harassment in the Dispatch Center   | Professional Dispatch Management                     | Request State 911 Reapproval |
| ShotSpotter Dispatch Application Training (online)   | ShotSpotter  | 30 mins                      |
| Signal Operator Police In Service Training day   | Commonwealth Police Service, Inc.                    | Request State 911 Reapproval |
| Signal Operator In-Service Training  | Commonwealth Police Service, Inc.                    | Request State 911 Reapproval |
| Simulation-Based Dispatcher Training   | BowMac Educational Services, Inc.                    | 16                           |
| Situational Awareness and the Telecommunicator   | United Communications Solutions                      | 4                            |
| Skywarn  | National Oceanic and Atmospheric Administration      | 2.5                          |
| SMART 911 Training - Onsite  | RAVE Mobile Safety                                   | 4                            |
| Social Media Basics for First Responders (Classroom & Virtual Class)   | John Guilfoil Public Relations (JGPR)                | 4.5                          |
| So You Want To Be A Better Instructor?   | SRR Training   | 24                           |
| SOP Development: Refining & Enhancing your 9-1-1 Center  | NENA Education and Training                          | 7.5                          |
| Spanish for 9-1-1 Dispatchers *online*   | Texas A&M Engineering Extension Services/Spanish     | 20                           |

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|   | on Patrol   |                              |
| Spotting a Lie  | The Academy Hour  | 1                            |
| Statewide Fire Mobilization for Public Safety Communications Personnel Training                     | Dept. of Fire Services / Fire Chiefs Association of MA          | Request State 911 Reapproval |
| Statewide Fire Mobilization for Public Safety Communications Personnel Training / Train-the-Trainer | Dept. of Fire Services / Fire Chiefs Association of MA          | Request State 911 Reapproval |
| Staying Strong in a Challenging Environment   | The Academy Hour  | 2                            |
| Step Up & Lead  | Deputy Fire Chief Viscuso, retired                              | 4                            |
| Sticks and Stones May Never Hurt Me...But Your Words Can  | Dr. Heidi K. Feldman, PHD, EMD                                  | 4                            |
| Strategic and Tactical Communications   | MCSA  | 2                            |
| Stress It's All In Your Head  | Equature  | 8                            |
| Stress Management   | The Public Safety Group   | 8                            |
| Stress: "It's All In Your Head"   | Profile Evaluations, Inc. (PEI) /The Public Safety Group        | 3 weeks                      |
| Suicidal Crisis & Emotional Distress  | United Communication Solutions, LLC                             | 8                            |
| Suicide Awareness: An Introduction for Crisis Responders (online)                                   | The International Critical Incident Stress Foundation           | 14                           |
| Suicide Explained   | The Academy Hour  | 1                            |
| Suicide Intervention & Prevention *online*  | MPTC  | 4                            |
| Suicide Prevention  | Billerica Police Department-John T. Greenhalgh                  | 4                            |
| Suicide Prevention, Intervention and Postvention  | Department of Fire Services                                     |                              |
| Suicide Prevention, Intervention and Postvention  | International Critical Incident Stress Foundation, Inc. (ICISF) | 14                           |
| Suicide Prevention/Stress/Customer Service/Report Writing   | Commonwealth Police Service, Inc.                               | 16                           |
| Suicide Risk and Prevention: Question, Persuade and Refer (QPR)                                     | Riverside Community Care  | 3                            |
| Supervisory Liability in Massachusetts Fire Departments   | Massachusetts Department of Fire Services                       | 2                            |
| Supervising Problem Employees for Dispatch Supervisors  | Professional Dispatch Management                                | 16                           |
| Supervision and Management of Public Safety Communication Centers                                   | Public Safety Communication Management Services                 | 24                           |
| Supervision and Management Skills for Dispatch Supervisors/Liability for Supervisors                | Municipal Police Institute                                      | 6                            |
| Supervision and Management Skills for Emergency Communications Supervisors                          | SRR Training  | 16                           |
| Supervisor  | The Public Safety Group   | 16                           |
| Supervisor Refresher: Getting Evals Right!  | SRR Training  | 8                            |
| Supervisor Workshop   | Public Safety Training Consultants                              | 16                           |
| Survive & Thrive! Core Stress Resilience Training *online or in person*                             | Jim Marshall, 911 Training Institute                            | 8                            |
| Survive & Thrive Comprehensive Stress Resilience Training (can be online)                           | Jim Marshall, 911 Training Institute                            | 16                           |
| Surviving in the Communication Center Environment   | Public Safety Communication Management Services                 | 16                           |
| Surviving Stress (Online Class/classroom)   | APCO  | 8                            |
| Surviving the Call Center: Stress-The Silent Killer   | Municipal Police Institute                                      | 4                            |
| SWIC Communications Unit Leader Training  | SWIC  | 32                           |
| System Administer Training  | Priority Dispatch   | 4                            |

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| Systems Manager   | IMC/TriTech  |                                    |
| Tactical Communications (Verbal Judo) Instructor  | Verbal Judo Institute, Inc.  | 40                                 |
| Tactical Communications, Verbal Judo  | Verbal Judo Institute, Inc.  | 8                                  |
| Tactical Dispatch for the Telecommunicator  | NENA   | Request<br>State 911<br>Reapproval |
| Team Building   | Success Communications, Inc.   | Request<br>State 911<br>Reapproval |
| Telecommunications Best Practices for Missing and Abducted Children (TELMAC) Online Certificate Program   | National Criminal Justice Training Center – Fox Valley Technical College | 5                                  |
| Telecommunicator Core Competencies (on-line)  | NENA   | 40                                 |
| Telecommunicator CPR Refresher (on-line)  | National Highway Traffic Safety Administration                           | 2                                  |
| Telecommunicator Liability  | The Public Safety Group  | Request<br>State 911<br>Reapproval |
| Telecommunicators Role in Homeland Security   | APCO   | Request<br>State 911<br>Reapproval |
| Terrorism & the Telecommunicator  | The Public Safety Group/ Equature  | 8                                  |
| Terrorist Watch List Training   | Terrorist Screening Center   | 16                                 |
| Testifying in Court   | Municipal Police Institute   | 4 or 8                             |
| Testifying in Court Best Practices for Telecommunicators *online*   | United Communication Solutions   | 4                                  |
| Text to 9-1-1 ACD Call Taker Refresher (in-house)- <b>ACD PSAPS only</b>  | State 911 Department   | 2                                  |
| Text to 9-1-1 ACD Train the Trainer- <b>ACD PSAPS only</b>  | State 911 Department   | 4                                  |
| Text to 9-1-1 Ring All Call Taker Refresher (online)  | State 911 Department   | 2                                  |
| The Active Shooter  | Equature   | 8                                  |
| The Aftermath of the Boston Marathon Bombing  | Dave Harmon  | 4                                  |
| The Art of Staying Motivated and Motivating Others  | The Healthy Dispatcher   | 8                                  |
| The Certified Peer Supporter (CPS) Class (online)   | The 911 Training Institute   | 24                                 |
| The Certified Peer Supporter Program (online)   | The 911 Training Institute   | 48                                 |
| The Conversations Managers Don't Want to Have.....  | HSC Workshops  | 8                                  |
| The Critical Role Telecommunicators Share When Responding to Incidents of School Violence; “The Dispatcher is the First to Know the Actionable Information” Dispatching Lessons Learned from Uvalde | Commonwealth Police Legacy, Inc  | 4                                  |
| The Dispatch Function: Ethics & De-Escalation   | Law Enforcement Dimensions, John Sofis Scheft, Esq.                      | 8                                  |
| The Dispatch Function: Law Foundation   | Law Enforcement Dimensions, John Sofis Scheft, Esq.                      | 8 or 4                             |
| The Dispatcher and Active Shooter Incidents   | Municipal Police Institute   | 4                                  |
| The Dispatcher, Call Taker & the One Mind Campaign  | Municipal Police Institute   | 4                                  |
| The Dispatchers response to Persons with Mental Illness Part II   | Municipal Police Institute   | 4                                  |
| The Emergency Response to Pandemics and Similar Emergencies   | MPI  | 4                                  |
| The Emotionally Intelligent Comm Center   | The Healthy Dispatcher   | 8                                  |
| The Essentials of Communicating with Diplomacy and Professionalism  | Skillpath  | 16                                 |
| The Good, the Bad & the Ugly  | Professional Dispatch Management   | 8 or 16                            |
| The Leadership Event  | Fred Pryor Seminar   | 7                                  |



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| The Link: Animal Abuse and Human Violence                                    | SRR Training                                     | 8                            |
| The Look and Feel of PTSD  | The Academy Hour                                 | 2                            |
| The Management Conference  | Fred Pryor Seminar                               | Request State 911 Reapproval |
| The Perfect Storm, A Victim's Plea (Also known as-A Victim's Plea)           | Denise Amber Lee Foundation Staff                | 4 or 8                       |
| The Power of 911 Peer Support (can be online)                                | Jim Marshall, 911 Training Institute             | 8 or 9                       |
| The Power of Resilience, How to Beat Dispatcher Burnout                      | The Healthy Dispatcher                           | 4 or 8                       |
| The Sandy Hook Promise   | The Sandy Hook Promise Initiative                | 2                            |
| The Shifting Landscape of Opioid Addiction for Law Enforcement and Dispatch  | Hampshire Hope                                   | 6                            |
| The Tools you need to be Comfortable for Uncomfortable Conversations         | John Guilfoil Public Relations                   | 8                            |
| The World of Liability   | SRR Training                                     | 8                            |
| Time Management  | Franklin Covey                                   | Request State 911 Reapproval |
| Total Disaster Response  | The Public Safety Group                          | Request State 911 Reapproval |
| Train the Trainer-Objectives & Outline (In-class or On-line)                 | Success Communications                           | 24                           |
| Training Adult Learners & Cultivating Adaptability as a CTO                  | NENA   | 1                            |
| Training Officer Instructor  | APCO   | 40                           |
| Training Officers: All you need to know to prepare your staff                | United Communication Solutions                   | 16                           |
| Training the Trainer   | Fred Pryor Seminar                               | 8                            |
| Transformational Leadership for Emergency Dispatchers                        | The Healthy Dispatcher                           | Request State 911 Reapproval |
| Transforming 911 Center Culture  | NENA   | 8                            |
| Transitioning to Supervisor *online*   | Utah DHRM Trainings                              | 1                            |
| Transitioning to Supervisor *online*   | Fred Pryor Seminar (Pryor Learning)              | 6                            |
| Transitions Training ( <b>certified telecommunicators only</b> )             | State 911 Department                             | 8                            |
| TTY Simulator Refresher Training   | 911Trainer.com                                   | Request State 911 Reapproval |
| TTY Training   | The Public Safety Group                          | 4                            |
| TTY/Deaf Education   | MA Commission for Deaf & Hard of Hearing         | Request State 911 Reapproval |
| Umass Communication Symposium 2022   | UMass Memorial Medical Center EMS Communications | 5                            |
| Unacceptable Employee Behavior   | Fred Pryor Seminar                               | Request State 911 Reapproval |
| Under the Headset: Surviving Dispatch Stress                                 | Public Safety Training Consultants               | 8                            |
| Understanding & Responding to Terrorism for 911 Call Takers (offered online) | Hanrahan Consulting                              | 8                            |
| Understanding Basic Functions of the Emergency Operations Center *ONLINE*    | United Communications Solutions (USC)            | 4                            |



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| Understanding Bomb Threats for Telecommunicators<br>*ONLINE*  | United Communications Solutions (USC)             | 4                                  |
| Understanding Cultural Norms for 911 Call-Takers and First Responders (in-person/online/on-demand)                | Hanrahan Consulting                               | 8                                  |
| Understanding Public Relations and Customer Service   | Chief Stephen M. Coleman Jr., MPA, CFO            | 2                                  |
| University Live: Accreditation – Foundations  | PowerDMS  | 1.5                                |
| University Live: Accreditation - Building Evidence  | PowerDMS  | 1.5                                |
| UNPACKING OUR IMPLICIT BIASES For 911 Call-Takers and First Responders (in-person/online/on-demand)               | Hanrahan Consulting                               | 8                                  |
| Vehicle Pursuites for Dispatchers (online)  | United Communication Solutions (UCS)              | 4                                  |
| Virtual Dementia Experience for First Responders  | StilMee   | 8                                  |
| Vision 21 and Telegraph master boxes  | Franklin P. Schutt/West Springfield Fire          | 2                                  |
| What 911 Dispatchers Need to Know About Sexual and Domestic Violence and Other Related Crimes on a College Campus | Indigo Consulting, Compliance, and Training, PLLC | 8                                  |
| When High Profile Calls have a Higher Impact  | Public Safety Group                               | 4 or 8                             |
| When Seconds Count  | Hartford Emergency Services and Communication     | 16                                 |
| When the Killer is the Caller   | The Public Safety Group                           | 16                                 |
| Wireless Call Handling & Processing   | Essex County Wireless Center                      | Request<br>State 911<br>Reapproval |
| WMD/Terrorism Awareness for Emergency Responders/Dispatchers - AWR-160 Standardized Awareness Training (SAT)      | Department of Homeland Security                   | 8                                  |
| Women in 911 Leadership Summit  | Massachusetts Women in 911 Alliance (MassWWIN)    | 8                                  |
| Working with the Media  | Auburn Fire Chief, Steve Coleman                  | 2                                  |
| Written Communications 911 Dispatchers : Testifying and Depositions   | Commonwealth Police Service, Inc.                 |                                    |
| You Could Have a Future Here  | NENA  | 8.5                                |
| You Just Never Know! Mental Preparedness  | Public Safety Training Consultants                | 8                                  |