



The Commonwealth of Massachusetts  
EXECUTIVE OFFICE OF PUBLIC SAFETY AND SECURITY  
**STATE 911 DEPARTMENT**

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[www.mass.gov/e911](http://www.mass.gov/e911)



**DEVAL L. PATRICK**  
Governor

**KEVIN M. BURKE**  
Secretary of Public Safety  
and Security

**TIMOTHY P. MURRAY**  
Lieutenant Governor

**FRANK POZNIAK**  
Executive Director

\*\*\*\*\*NOTICE\*\*\*\*\*

FROM: Frank Pozniak, Executive Director  
State 911 Department

TO: Communication Service Providers

DATE: August 4, 2008

RE: An Act to Create a State 911 Department, Single 911  
Surcharge, and an Enhanced 911 Fund

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On July 31, 2008, the Governor signed into law "An Act to Create a State 911 Department, Single 911 Surcharge, and an Enhanced 911 Fund" (Chapter 223 of the Acts of 2008). Amongst its provisions, the Act imposes on each subscriber or end user whose communication services are capable of accessing and utilizing an enhanced 911 system a surcharge in the amount of \$0.75 per month. The Act requires that "The surcharge shall be collected by the communication service provider..." and "each communication service provider shall remit the surcharge revenues collected...for deposit in the enhanced 911 fund." As set forth in the Act, "communication services" includes any of the following: (a) the transmission, conveyance or routing of real-time, two-way voice communications to a point or between or among points by or through any electronic, radio, satellite, cable, optical, microwave, wireline, wireless or other medium or method, regardless of the protocol used; (b) the ability to provide two-way voice communication on the public switched network; (c) wireless enhanced 911 service; (d) wireline enhanced 911 service; (e) interconnected VoIP provider service as defined by the regulations of the Federal Communications Commission; (f) IP-enabled service; or (g) prepaid wireless service. A "communications service provider" is an entity that provides communications services to a subscriber or end user.

As provided for in the Act, each communication service provider shall remit surcharge revenues along with the required report to the State 911 Department on a monthly basis. The report can be found on our website at [www.mass.gov/e911](http://www.mass.gov/e911) under the service provider resources link. The State 911 Department recognizes that some communication service providers may need time to implement the \$0.75 surcharge. The Department also recognizes that the collection and remittance of surcharge revenues from providers of prepaid wireless service shall be established by regulation for a later implementation date. Accordingly, the State 911 Department establishes the following compliance schedule.

<b>Provider of:</b>	<b>Remittance of \$0.75 Surcharge by Service Provider to the State 911 Department</b>
Wireline Enhanced 911 Service	August 2008
Wireless Enhanced 911 Service	No later than October 2008
Interconnected VoIP Service	No later than October 2008
Other Service (Except for prepaid wireless service)	No later than October 2008

Please note that providers of wireless enhanced 911 service are required to submit the \$0.30 surcharge revenue each month until the remittance of the \$0.75 surcharge commences.

Please contact Karen Robitaille at 508-828-2911 or [Karen.Robitaille@state.ma.us](mailto:Karen.Robitaille@state.ma.us) if you have any questions regarding this notice.

**STATE 911 DEPARTMENT TRAINING GRANT**

**APPENDIX B**

**APPROVED TRAINING COURSE LIST (AS OF 4/7/10)**

This list of approved training courses is compiled from requests received from grantees and is subject to change. Classes may be added or removed by the State 911 Department. Grantees are encouraged to periodically visit [www.mass.gov/e911](http://www.mass.gov/e911) for an updated list and are encouraged to submit additional courses for approval. Please note this list is not intended to support or promote course providers, it is merely a compilation of courses requested by grantees that have previously been reviewed and approved by the State 911 Department.

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. Classes may be added or removed by the State 911 Department. 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@state.ma.us](mailto:911DeptGrants@state.ma.us).

<b>Course Title</b>	<b>Provided By</b>
911 - The Call Starts with You!	Municipal Police Institute
911 Emergency Dispatch Seminar	Commonwealth Police Service, Inc.
911 Emergency Dispatching : 209A Issues	Commonwealth Police Service, Inc.
911 Emergency Dispatching: Constitutional Law 2010	Commonwealth Police Service, Inc.
911 Emergency Dispatching : CORI & Public Records	Commonwealth Police Service, Inc.
911 Emergency Dispatching : Disclosing HIV & AIDS Info	Commonwealth Police Service, Inc.
911 Emergency Dispatching : HIPAA Issues	Commonwealth Police Service, Inc.
911 Emergency Dispatching : Liability Issues	Commonwealth Police Service, Inc.
911 Emergency Dispatching: MA Terrorism Act – Update 2010	Commonwealth Police Service, Inc.
911 Emergency Dispatching : Testifying	Commonwealth Police Service, Inc.
911 Emergency Dispatching : Weapons	PowerPhone, Inc. / Public Safety Group / The Safety Group / Commonwealth Police Service, Inc.
911 Liability	PowerPhone, Inc. / Public Safety Group

**FY 2011**

**STATE 911 DEPARTMENT TRAINING GRANT**

<b>Course Title</b>	<b>Provided By</b>
911 Supervisor Training	PowerPhone, Inc.
Active Shooter	APCO / Profile Evaluations, Inc. (PEI) and The Safety Group
Active Shooting Response	PowerPhone, Inc.
Advanced Emergency Medical Dispatch Certification	PowerPhone, Inc.
Advanced Fire Services Dispatch	PowerPhone, Inc.
Advanced Law Enforcement Dispatch	PowerPhone, Inc.
Advanced Public Safety Dispatch	PowerPhone, Inc.
AQUA Training	Priority Dispatch Corporation
Building for Excellence: Management and Leadership Tools for 911 Professionals	Profile Evaluations, Inc. (PEI) and The Safety Group
Civilian Dispatcher: Essential Training for Enhanced Effectiveness	Law Enforcement Dimensions (John Sofis Scheft, Esq.)
Communication Center Manager	APCO, Public Safety Group
Communications Center Supervisor	APCO/ Public Safety Group
Communications for Responders	APCO
Communications Training Officer	APCO /First Contact 911 / LLC / Public Safety Group / Public Safety Training Consultants
Communications Training Officer Instructor	APCO
Communications Training Professional	Profile Evaluations, Inc. (PEI) and The Safety Group
Complete Dispatcher Course - 4 day	Commonwealth Police Service, Inc.
Considering Our Personnel & The Public	Commonwealth Police Service, Inc.
Constitutional and Criminal Law for Dispatchers and Call Takers in Massachusetts	Commonwealth Police Service, Inc.
Continuing Dispatch Education	Emergency Service Consulting
CPR and First Aid Training	When Seconds Count, Inc.
CPR and First Responder	American Red Cross / American Heart Association / Safety Program Consultants, Inc.
Crisis Negotiations for Telecommunicators	APCO
Critical Incident Dispatching	Priority Dispatch Corporation / Public Safety Group
Critical Incident Response Tips for 911 Dispatchers, Call-Takers and Front Desk Personnel	Police Training Systems
Criticism & Discipline Skills for Managers and Supervisors	Career Track
Customer Service	First Contact 911 / LLC / PowerPhone, Inc.
Customer Service in Today's Public Safety Communications Center	APCO
Dealing with Difficult People	Career Track
Disaster Planning for the PSAP	NENA

**STATE 911 DEPARTMENT TRAINING GRANT**

<b>Course Title</b>	<b>Provided By</b>
Dispatch Supervisor	Career Track
Domestic Abuse Dispatcher Training	Public Safety Group
Domestic Violence	PowerPhone, Inc. / Profile Evaluations, Inc. (PEI) and The Safety Group
Domestic Violence Intervention	PowerPhone, Inc. / Public Safety Group
ED-Q Training	Priority Dispatch Corporation
EMD Advancement Series – Continuing Education Modules	Priority Dispatch Corporation
EMD Concepts	APCO
EMD Instructor	National Academies of Emergency Dispatch
EMD Instructor Recertification Program	APCO
EMD Manager	APCO
EMD Recertification (Application/Exam)	Priority Dispatch Corporation / National Academies of Emergency Dispatch / APCO
Emergency Fire Dispatch	Priority Dispatch
Emergency Medical Dispatch	APCO / PowerPhone, Inc. / Priority Dispatch / Emergency Service Consulting
Emergency Medical Dispatcher Instructor Course	APCO
Emergency Police Dispatch	Priority Dispatch Corporation
Emergency Preparedness	Massachusetts Bay Commuter Railroad (MBCR)
Emergency Telecommunicator Dispatch	Priority Dispatch Corporation
Essential Skills for First Time Manager or Supervisor	Fred Pryor Seminar
Essential Training for Enhanced Effectiveness	Law Enforcement Dimensions (John Sofis Scheft, Esq.)
Ethical Considerations in Dispatch - Not "Just A Dispatcher"	R9 Training
Evaluating Call-Taker/Dispatcher Job Skill	Benchmark Professional Seminar, Inc.
Fire Service Communications	APCO
Fire Service Communications Instructor	APCO
First Responder Certified	PowerPhone, Inc.
Focus   Achieving your Highest Priorities - Time Management Workshop (for Managers and Supervisors Only)	FranklinCovey
For Dispatchers Only - Surviving in the Communication Center Environment (2 day course)	Public Safety Communication Management Services
Hazardous Material Preparedness	PowerPhone, Inc.
Homeland Security for Telecommunicators	PowerPhone, Inc
Homeland Security for Telecommunicators (8 hours)	PowerPhone, Inc
Hostage Negotiations	PowerPhone, Inc / Public Safety Group
How to Communicate with Tact & Professionalism	Fred Pryor Seminar

**FY 2011**

**STATE 911 DEPARTMENT TRAINING GRANT**

<b>Course Title</b>	<b>Provided By</b>
How to Supervise People	Fred Pryor Seminar
Incident Dispatcher - Fire, Tactical, All Risk/All Hazard	First Contact 911 / LLC
Intermediate Administrative	Information Management Corporation (IMC)
Intermediate Dispatch Training	Information Management Corporation (IMC)
Introduction to Crisis Intervention	APCO Virtual College (AVC)
Law Enforcement Dispatch Re-Certification	PowerPhone, Inc.
Leadership Certificate Program (Registered Public-Safety Leader)	APCO Institute
Legal and Practical Issues	Commonwealth Police Service, Inc.
Legal Issues for Massachusetts Call Takers & Dispatchers (Sworn & Non-Sworn)	Attorney Patrick Michael Rogers
Legal Update & Procedures for Police Dispatchers and Call-Takers	Municipal Police Institute
Managing Crisis Calls	First Contact 911 / LCC
Managing Multiple Priorities, Projects and Deadlines	Fred Pryor Seminar
Managing Stress via the Management of Emotions, Communication & Time	Impact America Educational Services
Massachusetts Call Center Best Practices Initiative for Cases of Missing & Exploited Children Seminar for Call Center Managers	National Center for Missing & Exploited Children
Medical Protocol Review	Emergency Service Consulting
Multiple Unit Agency Response for Fire	APCO
NIMS/ICS (8 hours)	MEMA, On-line
Non-Emergency Call Handling	PowerPhone, Inc.
Not "Just A Dispatcher"	R9 Training
On-Line Certification Courses	APCO / PowerPhone, Inc. / Priority Dispatch
On-Line Recertification Courses	APCO / PowerPhone, Inc. / Priority Dispatch / National Academies of Emergency Dispatch
PROQA Training	Priority Dispatch Corporation
Protecting Law Enforcement Responders	PowerPhone, Inc.
Public Safety Communication Staffing and Employee Retention	APCO
Public Safety Customer Services - Considering our Personnel & The Public	R9 Training
Public Safety Telecommunicator - 6th Addition (40 Hours )	APCO
Public Safety Telecommunicator 1	APCO
Public Safety Telecommunicator 1 (PTS1) Instructor	APCO
Radio Fire Alarm Box Course	L. W. Bills Company
Radio Master Boxes Systems and Procedures	East Coast Security Systems

**STATE 911 DEPARTMENT TRAINING GRANT**

<b>Course Title</b>	<b>Provided By</b>
Recruiting, Training & Retaining Communication Center Personnel	Benchmark Professional Seminar, Inc.
RPL -(Registered Public-Safety Leader)- Leadership Certificate Program	APCO Institute
Simulation-Based Dispatcher Training	BowMac Educational Services, Inc.
Statewide Fire Mobilization for Public Safety Communications Dispatchers/Train-the-Trainer	Dept. of Fire Services / Fire Chiefs Association of MA
Stress Identification and Management	PowerPhone, Inc.
Stress: "Its All In Your Head"	Profile Evaluations, Inc. (PEI) and The Public Safety Group
Suicide Intervention	PowerPhone, Inc. / Public Safety Group / Profile Evaluations, Inc. (PEI) and The Safety Group
Suicide Prevention (8 hours)	PowerPhone, Inc.
Supervision and Management of Public Safety Communication Centers	Public Safety Communication Management Services
Surviving in the Communication Center Environment - 2 Day Course	Public Safety Communication Management Services
Systems Manager	Information Management Corporation (IMC)
Telecommunicator Liability	Public Safety Group
Telecommunicators Role in Homeland Security	APCO
Terrorism & the Telecommunicator	Public Safety Group
The Management Conference	Fred Pryor Seminar
Training Officer Instructor	APCO
TTY Simulator Refresher Training	911Trainer.com
TTY/Deaf Education	MA Commission for Deaf & Hard of Hearing



## Appendix B

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@state.ma.us](mailto:911DeptGrants@state.ma.us).

Course Name	Provided By
911 Call-Taker Legal Issues	Hanrahan Consulting
911 - The Call Starts with You!	Municipal Police Institute
911 Emergency Dispatch Seminar	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
911 Emergency Dispatch 2-Day Seminar	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
911 Emergency Dispatching : 209A Issues	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
911 Emergency Dispatching: Constitutional Law 2010	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
911 Emergency Dispatching : CORI & Public Records	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
911 Emergency Dispatching : Disclosing HIV & AIDS Info	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
911 Emergency Dispatching : HIPAA Issues	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
911 Emergency Dispatching : Liability Issues	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
911 Emergency Dispatching: MA Terrorism Act - Update 2010	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
911 Emergency Dispatching : Testifying	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
911 Emergency Dispatching : Weapons	PowerPhone, Inc. / The Public Safety Group /
911 Liability	PowerPhone, Inc. / The Public Safety Group / Success Communications



Course Name	Provided By
911 Supervision	PowerPhone, Inc.
911 Supervisor Training	PowerPhone, Inc.
Active Shooter	APCO / Profile Evaluations, Inc. (PEI) / The Public Safety Group
Active Shooter Incidents for Public Safety Communications	APCO
Active Shooting Incidents	PowerPhone, Inc.
Active Shooting Response	PowerPhone, Inc.
Advanced EMD	Priority Dispatch Corporation
Advanced Emergency Medical Dispatch Certification	PowerPhone, Inc.
Advanced Fire Service Dispatch	PowerPhone, Inc.
Advanced Law Enforcement Dispatch	PowerPhone, Inc.
Advanced Public Safety Dispatch	PowerPhone, Inc.
Anger Management	Success Communications, Inc.
AQUA Training	Priority Dispatch Corporation
BAPERN Training for 911 Dispatchers (4 hours)	Great Boston Police Council
Basic Critical Incident Response	Municipal Police Institute
Basic Fire Communications	The Public Safety Group
Breeding Success in your Training Program	The Public Safety Group
Building for Excellence: Management and Leadership Tools for 911 Professionals	Profile Evaluations, Inc. (PEI) / The Public Safety Group
Challenging Callers - Communicating with Children, the Elderly and the Mentally-Impaired	Profile Evaluations, Inc. (PEI)
Civilian Dispatcher: Essential Training for Enhanced Effectiveness	Law Enforcement Dimensions (John Sofis Scheft, Esq.)
Communication Center Management - 5 day course	Municipal Police Institute
Communication Center Manager	APCO / The Public Safety Group
Communications Center Supervisor	APCO/ The Public Safety Group
Communications for Responders	APCO
Communications Training Officer	APCO / First Contact 911 / LLC / The Public Safety Group / Public Safety Training Consultants
Communications Training Officer Instructor	APCO
Communications Training Professional	Profile Evaluations, Inc. (PEI) and The Public Safety Group
Complete Dispatcher Course - 4 day	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
Considering Our Personnel & The Public	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
Constitutional and Criminal Law for Dispatchers and Call Takers in Massachusetts	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)

Course Name	Provided By
Continuing Dispatch Education (CDE)	Emergency Service Consulting
CPR and First Aid Training	When Seconds Count, Inc.
CPR and First Responder (to include Re-certification)	American Red Cross / American Heart Association / Safety Program Consultants, Inc. / MPTC
Crimes in Progress	The Public Safety Group
Crisis Negotiations for Telecommunicators	APCO
Critical Incident Dispatch	Priority Dispatch Corporation / The Public Safety Group
Critical Incident Response Tips for 911 Dispatchers, Call-Takers and Front Desk Personnel	Police Training Systems
Critical Incident Stress	Public Safety Group
Criticism & Discipline Skills for Managers and Supervisors	Career Track
Customer Service	First Contact 911 / LLC / PowerPhone, Inc.
Customer Service in Today's Public Safety Communications Center	APCO
Customer Service the 911 Way	Professional Dispatch Management
Dealing with Difficult People	Career Track / Municipal Police Institute / SRR Training
Disaster Operations and the Communications Center	APCO
Disaster Planning for the PSAP	NENA
Dispatch Legal Issues	Lieutenant Justin Hanrahan, Esq.
Dispatcher & Call Taker: Essential Training	Law Enforcement Dimensions (John Sofis Scheft, Esq.)
Dispatch Judo - Verbal Defense and Influence for Emergency Communications - 2 day	PowerPhone, Inc.
Dispatch Supervisor	Career Track
Dispatching Like You Mean It	R9 Training
Domestic Abuse Dispatcher Training	The Public Safety Group
Domestic Violence Classes for Dispatchers	Municipal Police Training Council / PowerPhone, Inc. / Profile Evaluations, Inc. (PEI) / The Public Safety Group
Domestic Violence Handbook for Emergency Communications (8 hours)	SRR Training
Domestic Violence Intervention	PowerPhone, Inc. / The Public Safety Group
ED-Q Training	Priority Dispatch Corporation
ED-Q Recertification	Priority Dispatch Corporation
Emergency Fire Dispatch	Priority Dispatch Corporation
Emergency Medical Dispatch	APCO / PowerPhone, Inc., / Priority Dispatch Corporation / Emergency Service Consulting
Emergency Medical Dispatch - Advancement Series - Continuing Education Modules	Priority Dispatch Corporation
Emergency Medical Dispatch - Concepts	APCO

Course Name	Provided By
Emergency Medical Dispatch - Continuing Dispatch Education Services - 4 hour each class	Steve R. L'Heureux/Priority Dispatch Corporation
Emergency Medical Dispatcher - Instructor Course	APCO / National Academies of Emergency Dispatch
Emergency Medical Dispatch - Instructor Recertification Program	APCO
Emergency Medical Dispatch - Manager	APCO
Emergency Medical Dispatch - Q Certification Course	Priority Dispatch Corporation
Emergency Medical Dispatch - Recertification (Application/Exam)	Priority Dispatch Corporation / National Academies of Emergency Dispatch / APCO
Emergency Police Dispatch	Priority Dispatch Corporation
Emergency Preparedness	Massachusetts Bay Commuter Railroad (MBCR)
Emergency Telecommunicator	Priority Dispatch Corporation
Emergency Telecommunicator (Train-the-Trainer)	Priority Dispatch Corporation
Essential Skills for First Time Manager or Supervisor	Fred Pryor Seminar
Essential Training for Enhanced Effectiveness	Law Enforcement Dimensions (John Sofis Scheft, Esq.)
Ethical Considerations in Dispatch - Not "Just A Dispatcher"	R9 Training
Evaluating Call-Taker/Dispatcher Job Skill	Benchmark Professional Seminar, Inc.
Fire Service Communications	APCO
Fire Service Communications Instructor	APCO
Fire Service Dispatch Certification/Re-Certification	PowerPhone, Inc.
First Responder Certified	PowerPhone, Inc.
Focus   Achieving your Highest Priorities - Time Management Workshop (for Managers and Supervisors Only)	FranklinCovey
For Dispatchers Only - Surviving in the Communication Center Environment (2 day course)	Public Safety Communication Management Services
Handling Domestic Violence Calls	Professional Dispatch Management
Handling Suicide Callers - What Public Safety Dispatchers Must Know About Handling Potential Suicide Calls & Active Suicide Calls	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
Homeland Security for Telecommunicators (8 hours)	PowerPhone, Inc
Hostage/Crisis Negotiations for First Responders	Team Training Associates
Hostage Negotiations	PowerPhone, Inc / The Public Safety Group
How to Communicate with Tact & Professionalism	Fred Pryor Seminar
How to Supervise People	Fred Pryor Seminar
How To Survive Dispatch Stress	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)

Course Name	Provided By
Hurricane Katrina Lessons Learned	Professional Dispatch Management
IMC System Manager Training	TriTech Software Systems
Incident Dispatcher - Fire, Tactical, All Risk/All Hazard	First Contact 911 / LLC
Intermediate Administrative	Information Management Corporation (IMC)
Intermediate Dispatch Training	Information Management Corporation (IMC)
Introduction to Crisis Intervention	APCO Virtual College (AVC)
Law Enforcement Dispatch Re-Certification	PowerPhone, Inc.
Leadership Certificate Program (Registered Public-Safety Leader)	APCO Institute
Legal and Practical Issues	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
Legal Issues for Massachusetts Call Takers & Dispatchers (Sworn & Non-Sworn)	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
Legal Update & Procedures for Police Dispatchers and Call-Takers	Municipal Police Institute
Liability for 911 Emergency Dispatching	Municipal Police Institute
LoJack Safety Net Program	LoJack Corporation
Managing Crisis Calls	First Contact 911 / LCC
Managing Multiple Priorities, Projects and Deadlines	Fred Pryor Seminar
Managing Stress via the Management of Emotions, Communication & Time - Instructor Course	Impact America Educational Services
Massachusetts Call Center Best Practices Initiative for Cases of Missing & Exploited Children Seminar for Call Center Managers	National Center for Missing & Exploited Children
Medical Protocol Review	Emergency Service Consulting
Multiple Unit Agency Response for Fire	APCO
NIMS/Incident Command System (ICS-100, ICS-200, ICS-300)	MEMA, On-line
Non-Emergency Call Handling	PowerPhone, Inc.
"Officer Down" What Dispatchers Need to Know	Professional Dispatch Management
On-Line Certification Courses	APCO / PowerPhone, Inc. / Priority Dispatch
On-Line Recertification Courses	APCO / PowerPhone, Inc. / Priority Dispatch Corporation / National Academies of Emergency Dispatch
Professional Dispatch Class	Success Communications, Inc.
PROQA Training	Priority Dispatch Corporation
Protecting Law Enforcement Responders Workshop	PowerPhone, Inc.
Public Safety Communication Staffing and Employee Retention	APCO
Public Safety Customer Services - Considering our Personnel & The Public	R9 Training

Course Name	Provided By
Public Safety Telecommunicator - 6th Addition (40 Hours )	APCO
Public Safety Telecommunicator 1	APCO
Public Safety Telecommunicator 1 (PST1) Instructor	APCO
Public Safety Telecommunicator 1 (PST1) Instructor - Recertification	APCO
Radio Fire Alarm Box Course	L. W. Bills Company
Radio Master Boxes Systems and Procedures	East Coast Security Systems
Recognizing Autism -What Public Safety Dispatchers Must Know About Calls Regarding Persons with Autism	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
Recruiting, Training & Retaining Communication Center Personnel	Benchmark Professional Seminar, Inc.
Refresher Building Blocks: Fire Communications, School Violence, Hazardous Materials, High Risk Calls	First Contact 911
RPL -(Registered Public-Safety Leader)- Leadership Certificate Program	APCO Institute
Sexual Harassment in the Dispatch Center	Professional Dispatch Management
Simulation-Based Dispatcher Training	BowMac Educational Services, Inc.
Statewide Fire Mobilization for Public Safety Communications Dispatchers/Train-the-Trainer	Dept. of Fire Services / Fire Chiefs Association of MA
Stress Identification and Management	PowerPhone, Inc.
Stress: "Its All In Your Head"	Profile Evaluations, Inc. (PEI) / The Public Safety Group
Stress Management	The Public Safety Group
Suicide Intervention	PowerPhone, Inc. / The Public Safety Group / Profile Evaluations, Inc. (PEI)
Suicide Prevention (8 hours)	PowerPhone, Inc.
Supervising Problem Employees - 2 Day Course for Dispatch Supervisors	Professional Dispatch Management
Supervision and Management of Public Safety Communication Centers	Public Safety Communication Management Services
Supervision and Management Skills for Dispatch Supervisors/Liability for Supervisors	Municipal Police Institute
Surviving in the Communication Center Environment - 2 Day Course	Public Safety Communication Management Services
Systems Manager	Information Management Corporation (IMC)
Team Building	Success Communications, Inc.
Telecommunicator Liability	The Public Safety Group
Telecommunicators Role in Homeland Security	APCO

Course Name	Provided By
Terrorism & the Telecommunicator	The Public Safety Group
Testifying in Court (Full Day and/or Half Day)	Municipal Police Institute
The Conversations Managers Don't Want to Have.....	HSC Workshops
The Good, the Bad & the Ugly	Professional Dispatch Management
The Management Conference	Fred Pryor Seminar
Time Management	Franklin Covey
Total Disaster Response	The Public Safety Group
Training Officer Instructor	APCO
TTY Simulator Refresher Training	911Trainer.com
TTY/Deaf Education	MA Commission for Deaf & Hard of Hearing
	<b>As of 6/1/2011</b>



## Appendix B - Current List of Approved Training Courses

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@state.ma.us](mailto:911DeptGrants@state.ma.us).

	Provided By
911 Call-Taker Legal Issues	Hanrahan Consulting
911 - The Call Starts with You!	Municipal Police Institute
911 Emergency Dispatch Seminar	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
911 Emergency Dispatch 2-Day Seminar	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
911 Emergency Dispatching : 209A Issues	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
911 Emergency Dispatching: Constitutional Law 2010	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
911 Emergency Dispatching : CORI & Public Records	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
911 Emergency Dispatching : Disclosing HIV & AIDS Info	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
911 Emergency Dispatching : HIPAA Issues	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
911 Emergency Dispatching : Liability Issues	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
911 Emergency Dispatching: MA Terrorism Act - Update 2010	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
911 Emergency Dispatching : Testifying	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
911 Emergency Dispatching : Weapons	PowerPhone, Inc. / The Public Safety Group /
911 Liability	PowerPhone, Inc. / The Public Safety Group / Success Communications
911 Supervision	PowerPhone, Inc.
9-1-1 Supervision Leading Teams in a Crisis	PowerPhone, Inc.
911 Supervisor Training	PowerPhone, Inc.
Active Shooter	APCO / Profile Evaluations, Inc. (PEI) / The Public Safety Group
Active Shooter Incidents for Public Safety Communications	APCO
Active Shooting Incidents	PowerPhone, Inc.

Active Shooting Response	PowerPhone, Inc.
Advanced EMD	Priority Dispatch Corporation
Advanced Emergency Medical Dispatch Certification	PowerPhone, Inc.
Advanced Fire Service Dispatch	PowerPhone, Inc.
Advanced Law Enforcement Dispatch	PowerPhone, Inc.
Advanced Public Safety Dispatch	PowerPhone, Inc.
Anger Management	Success Communications, Inc.
Anti-terrorism Intelligence Awareness Training Program	Department of Homeland Security, Federal Law Enforcement Training Center
AQUA Training	Priority Dispatch Corporation
BAPERN Training for 911 Dispatchers (4 hours)	Great Boston Police Council
Basic Critical Incident Response	Municipal Police Institute
Basic Fire Communications	The Public Safety Group
Breeding Success in your Training Program	The Public Safety Group
Building for Excellence: Management and Leadership Tools for 911 Professionals	Profile Evaluations, Inc. (PEI) / The Public Safety Group
Challenging Callers - Communicating with Children, the Elderly and the Mentally-Impaired	Profile Evaluations, Inc. (PEI)
Civilian Dispatcher: Essential Training for Enhanced Effectiveness	Law Enforcement Dimensions (John Sofis Scheft, Esq.)
Communication Center Management - 5 day course	Municipal Police Institute
Communication Center Manager	APCO / The Public Safety Group
Communications Center Supervisor	APCO/ The Public Safety Group
Communications for Responders	APCO
Communications Training Officer	APCO / First Contact 911 / LLC / The Public Safety Group / Public Safety Training Consultants
Communications Training Officer Instructor	APCO
Communications Training Professional	Profile Evaluations, Inc. (PEI) and The Public Safety Group
Complacency - Cannibalism & Critical Thinking	Public Safety Training Consultants
Complete Dispatcher Course - 4 day	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
Considering Our Personnel & The Public	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
Constitutional and Criminal Law for Dispatchers and Call Takers in Massachusetts	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
Continuing Dispatch Education (CDE)	Emergency Service Consulting
CPR and First Aid Training (As of July 1, 2012 for the provision of EMD only )	When Seconds Count, Inc.
CPR and First Responder - Certification/Recertification (As of July 1, 2012 must be related to EMD)	American Red Cross / American Heart Association / Safety Program Consultants, Inc. / MPTC
Crimes in Progress	The Public Safety Group
Crisis Negotiations for Telecommunicators	APCO

Critical Incident Dispatch	Priority Dispatch Corporation / The Public Safety Group
Critical Incident Response Tips for 911 Dispatchers, Call-Takers and Front Desk Personnel	Police Training Systems
Critical Incident Stress	Public Safety Group
Critical Incident Stress Debriefing	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
Criticism & Discipline Skills for Managers and Supervisors	Career Track
Customer Service	First Contact 911 / LLC / PowerPhone, Inc.
Customer Service in Today's Public Safety Communications Center	APCO
Customer Service the 911 Way	Professional Dispatch Management
Dealing with Difficult People	Career Track / Municipal Police Institute / SRR Training
Disaster Operations and the Communications Center	APCO
Disaster Planning for the PSAP	NENA
Dispatch Legal Issues	Lieutenant Justin Hanrahan, Esq.
Dispatch Judo - Verbal Defense and Influence for Emergency Communications - 2 day	PowerPhone, Inc.
Dispatch: Providing Customer Service in 2012	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
Dispatch Supervisor	Career Track
Dispatcher & Call Taker: Essential Training	Law Enforcement Dimensions (John Sofis Scheft, Esq.)
Dispatcher's Better Understanding of Mental Illness	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
Dispatcher's Role in Times of Disaster	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
Dispatching Like You Mean It	R9 Training
Domestic Abuse Dispatcher Training	The Public Safety Group
Domestic Violence Classes for Dispatchers	Municipal Police Training Council / PowerPhone, Inc. / Profile Evaluations, Inc. (PEI) / The Public Safety Group
Domestic Violence Handbook for Emergency Communications (8 hours)	SRR Training
Domestic Violence Intervention	PowerPhone, Inc. / The Public Safety Group
ED-Q Training	Priority Dispatch Corporation
ED-Q Recertification	Priority Dispatch Corporation
Emergency Fire Dispatch	Priority Dispatch Corporation
Emergency Medical Dispatch Certification	APCO / PowerPhone, Inc., / Priority Dispatch Corporation/ Emergency Service Consulting
Emergency Medical Dispatch - Advancement Series - Continuing Education Modules	Priority Dispatch Corporation
Emergency Medical Dispatch - Concepts	APCO
Emergency Medical Dispatch - Continuing Dispatch Education Services - 4 hour each class	Steve R. L'Heureux

Emergency Medical Dispatcher - Instructor Course	APCO / National Academies of Emergency Dispatch
Emergency Medical Dispatch - Instructor Recertification Program	APCO
Emergency Medical Dispatch - Manager	APCO
Emergency Medical Dispatch - Protocol Software Training	APCO / PowerPhone / Priority Dispatch Corporation
Emergency Medical Dispatch - Q Certification Course	Priority Dispatch Corporation
Emergency Medical Dispatch QA Certification/Recertification Online	APCO / PowerPhone / Priority Dispatch Corporation
Emergency Medical Dispatch - QA Protocol Software Training	APCO / PowerPhone / Priority Dispatch Corporation
Emergency Medical Dispatch - Recertification (Classroom/Online)	Priority Dispatch Corporation / National Academies of Emergency Dispatch / APCO / PowerPhone
Emergency Police Dispatch	Priority Dispatch Corporation
Emergency Preparedness	Massachusetts Bay Commuter Railroad (MBCR)
Emergency Telecommunicator	Priority Dispatch Corporation
Emergency Telecommunicator (Train-the-Trainer)	Priority Dispatch Corporation
EMFinders Presentation and Demonstration (2.5 hours)	EmFinders
Essential Skills for First Time Manager or Supervisor	Fred Pryor Seminar
Essential Training for Enhanced Effectiveness	Law Enforcement Dimensions (John Sofis Scheft, Esq.)
Ethical Considerations in Dispatch - Not "Just A Dispatcher"	R9 Training
Evaluating Call-Taker/Dispatcher Job Skill	Benchmark Professional Seminar, Inc.
Fire Service Communications	APCO
Fire Service Communications Instructor	APCO
Fire Service Dispatch Certification/Re-Certification	PowerPhone, Inc.
First Responder Certified	PowerPhone, Inc.
Focus   Achieving your Highest Priorities - Time Management Workshop (for Managers and Supervisors Only)	FranklinCovey
For Dispatchers Only - Surviving in the Communication Center Environment (2 day course)	Public Safety Communication Management Services
Handling Domestic Violence Calls	Professional Dispatch Management
Handling Suicide Callers - What Public Safety Dispatchers Must Know About Handling Potential Suicide Calls & Active Suicide Calls	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
Homeland Security for Telecommunicators (8 hours)	PowerPhone, Inc
Hostage/Crisis Negotiations for First Responders	Team Training Associates
Hostage Negotiations	PowerPhone, Inc / The Public Safety Group
How to Communicate with Tact & Professionalism	Fred Pryor Seminar
How to Supervise People	Fred Pryor Seminar
How To Survive Dispatch Stress	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)

Hurricane Katrina Lessons Learned	Professional Dispatch Management
IMC System Manager Training	TriTech Software Systems
Incident Dispatcher - Fire, Tactical, All Risk/All Hazard	First Contact 911 / LLC
Intermediate Administrative	Information Management Corporation (IMC)
Intermediate Dispatch Training	Information Management Corporation (IMC)
Introduction to Crisis Intervention	APCO Virtual College (AVC)
Law Enforcement Dispatch Re-Certification	PowerPhone, Inc.
Leadership Certificate Program (Registered Public-Safety Leader)	APCO Institute
Legal and Practical Issues	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
Legal Issues for Massachusetts Call Takers & Dispatchers (Sworn & Non-Sworn)	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
Legal Update & Procedures for Police Dispatchers and Call-Takers	Municipal Police Institute
Liability for 911 Emergency Dispatching	Municipal Police Institute
LoJack Safety Net Program	LoJack Corporation
Making the Transition from Staff to Supervisor	Fred Pryor Seminar
Managing Crisis Calls	First Contact 911 / LCC
Managing Multiple Priorities, Projects and Deadlines	Fred Pryor Seminar
Managing Stress via the Management of Emotions, Communication & Time - Instructor Course	Impact America Educational Services
Massachusetts Call Center Best Practices Initiative for Cases of Missing & Exploited Children Seminar for Call Center Managers	National Center for Missing & Exploited Children
Medical Protocol Review	Emergency Service Consulting
Multiple Unit Agency Response for Fire	APCO
NIMS/Incident Command System (ICS-100, ICS-200, ICS-300, ICS700, ICS 704)	MEMA/FEMA, Online
Non-Emergency Call Handling	PowerPhone, Inc.
"Officer Down" What Dispatchers Need to Know	Professional Dispatch Management
On-Line Certification Courses	APCO / PowerPhone, Inc. / Priority Dispatch
On-Line Recertification Courses	APCO / PowerPhone, Inc. / Priority Dispatch Corporation/ National Academies of Emergency Dispatch
Professional Dispatch Class	Success Communications, Inc.
PROQA Training	Priority Dispatch Corporation
Protecting Law Enforcement Responders Workshop	PowerPhone, Inc.
Public Safety Communication Staffing and Employee Retention	APCO
Public Safety Customer Services - Considering our Personnel & The Public	R9 Training
Public Safety Telecommunicator 1	APCO

Public Safety Telecommunicator - 6th Addition (40 Hours )	APCO
Public Safety Telecommunicator 1 (PST1) Instructor	APCO
Public Safety Telecommunicator 1 (PST1) Instructor - Recertification	APCO
Radio Fire Alarm Box Course	L. W. Bills Company
Radio Master Boxes Systems and Procedures	East Coast Security Systems
Recognizing Autism -What Public Safety Dispatchers Must Know About Calls Regarding Persons with Autism	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
Recruiting, Training & Retaining Communication Center Personnel	Benchmark Professional Seminar, Inc.
Refresher Building Blocks: Fire Communications, School Violence, Hazardous Materials, High Risk Calls	First Contact 911
RPL -(Registered Public-Safety Leader)- Leadership Certificate Program	APCO Institute
Sexual Harassment in the Dispatch Center	Professional Dispatch Management
Simulation-Based Dispatcher Training	BowMac Educational Services, Inc.
Statewide Fire Mobilization for Public Safety Communications Personnel Training	Dept. of Fire Services / Fire Chiefs Association of MA
Statewide Fire Mobilization for Public Safety Communications Personnel Training / Train-the-Trainer	Dept. of Fire Services / Fire Chiefs Association of MA
Stress Identification and Management	PowerPhone, Inc.
Stress: "Its All In Your Head"	Profile Evaluations, Inc. (PEI) / The Public Safety Group
Stress Management	The Public Safety Group
Suicide Intervention	PowerPhone, Inc. / The Public Safety Group / Profile Evaluations, Inc. (PEI)
Suicide Prevention (8 hours)	PowerPhone, Inc.
Supervising Problem Employees - 2 Day Course for Dispatch Supervisors	Professional Dispatch Management
Supervision and Management of Public Safety Communication Centers	Public Safety Communication Management Services
Supervision and Management Skills for Dispatch Supervisors/Liability for Supervisors	Municipal Police Institute
Surviving in the Communication Center Environment - 2 Day Course	Public Safety Communication Management Services
Surviving Stress (Online Class)	APCO
Systems Manager	Information Management Corporation (IMC)
Tactical Communications (Verbal Judo) Instructor	Verbal Judo Institute, Inc.
Team Building	Success Communications, Inc.
Telecommunicator Liability	The Public Safety Group
Telecommunicators Role in Homeland Security	APCO
Terrorism & the Telecommunicator	The Public Safety Group



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Testifying in Court (Full Day and/or Half Day)	Municipal Police Institute
The Conversations Managers Don't Want to Have.....	HSC Workshops
The Good, the Bad & the Ugly	Professional Dispatch Management
The Management Conference	Fred Pryor Seminar
Time Management	Franklin Covey
Total Disaster Response	The Public Safety Group
Training Officer Instructor	APCO
TTY Simulator Refresher Training	911Trainer.com
TTY/Deaf Education	MA Commission for Deaf & Hard of Hearing
Under the Headset: Surviving Dispatch Stress	Public Safety Training Consultants
Virtual Dementia Experience for First Responders	StilMee
	4/24/2012

## Appendix B - Current List of Approved Training Courses

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@state.ma.us](mailto:911DeptGrants@state.ma.us).

	Provided By
911 Call-Taker Legal Issues	Hanrahan Consulting
911 - The Call Starts with You!	Municipal Police Institute
911 Emergency Dispatch Seminar	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
911 Emergency Dispatch 2-Day Seminar	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
911 Emergency Dispatching : 209A Issues	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
911 Emergency Dispatching: Constitutional Law 2013	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
911 Emergency Dispatching : CORI & Public Records	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
911 Emergency Dispatching : Disclosing HIV & AIDS Info	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
911 Emergency Dispatching : HIPAA Issues	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
911 Emergency Dispatch: Legal Aspects and Coordination of an Arson Investigation: Polices & Procedures	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
911 Emergency Dispatching : Liability Issues	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
911 Emergency Dispatching: MA Terrorism Act - Update 2010	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
911 Emergency Dispatching : Testifying	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
911 Emergency Dispatching : Weapons	PowerPhone, Inc. / The Public Safety Group / Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)

911 Liability	PowerPhone, Inc. / The Public Safety Group / Success Communications / Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
911 Supervision	PowerPhone, Inc.
911 Supervision Leading Teams in a Crisis	PowerPhone, Inc.
911 Supervisor Training	PowerPhone, Inc.
Active Shooter	APCO / Profile Evaluations, Inc. (PEI) / SRR Training / The Public Safety Group
Active Shooting Incidents	PowerPhone, Inc.
Active Shooter Incidents for Public Safety Communications	APCO
Active Shooting Response	PowerPhone, Inc.
Advanced Crisis Communications Strategies for Public Safety Communications Supervisors	MEMA
Advanced ECO: Hostage/Crisis Negotiations for Emergency Communications Officers	SRR Training
Advanced ECO: "Kickin' the Blues", Managing ECO Stress	SRR Training
Advanced ECO: The 10 Most Unwanted - An Instructor's Guide to Student Management	SRR Training
Advanced Emergency Medical Dispatch Certification	PowerPhone, Inc. / Priority Dispatch Corporation
Advanced Fire Service Dispatch	PowerPhone, Inc.
Advanced Law Enforcement Dispatch	PowerPhone, Inc.
Advanced Public Safety Dispatch	PowerPhone, Inc.
Anger Management	Success Communications, Inc.
Anti-Terrorism Intelligence Awareness Training Program	Department of Homeland Security, Federal Law Enforcement Training Center
AQUA Training	Priority Dispatch Corporation
BAPERN Training for 911 Dispatchers (4 hours)	Great Boston Police Council
Basic Critical Incident Response	Municipal Police Institute
Basic Fire Communications	The Public Safety Group
Breeding Success in your Training Program	The Public Safety Group
Building for Excellence: Management and Leadership Tools for 911 Professionals	Profile Evaluations, Inc. (PEI) / The Public Safety Group
Challenging Callers - Communicating with Children, the Elderly and the Mentally-Impaired	Profile Evaluations, Inc. (PEI)
Civilian Dispatcher: Essential Training for Enhanced Effectiveness	Law Enforcement Dimensions (John Sofis Scheft, Esq.)
Communication Center Liability	The Public Safety Group
Communication Center Management - 5 day course	Municipal Police Institute
Communication Center Manager	APCO / The Public Safety Group
Communications Center Supervisor	APCO/ The Public Safety Group
Communications for Responders	APCO

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Communications Training Officer	APCO / First Contact 911 / LLC / The Public Safety Group / Public Safety Training Consultants
Communications Training Officer Certification 3 days/24hours	SRR Training
Communications Training Officer Instructor	APCO
Communications Training Professional	Profile Evaluations, Inc. (PEI) and The Public Safety Group
Complacency - Cannibalism & Critical Thinking	Public Safety Training Consultants
Complete Dispatcher Course - 4 day	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
Considering Our Personnel & The Public	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
Constitutional and Criminal Law for Dispatchers and Call Takers in Massachusetts	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
Continuing Dispatch Education (CDE)	Emergency Service Consulting
CPR and First Aid Training (As of July 1, 2012 must be related to EMD )	When Seconds Count, Inc.
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
CPR/First Responder/Suicide Prevention /Stress - 2 day	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
Crimes in Progress	The Public Safety Group
Criminal Law & Procedure for 911 Call-Takers	Hanrahan Consulting
Crisis Negotiations for Telecommunicators	APCO
Critical Incident Dispatch	Priority Dispatch Corporation / The Public Safety Group
Critical Incident Response Tips for 911 Dispatchers, Call-Takers and Front Desk Personnel	Police Training Systems
Critical Incident Stress	Public Safety Group
Critical Incident Stress Debriefing	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
Critical Incident Stress Management/PEER Debriefing Certification Course	SRR Training
Criticism & Discipline Skills for Managers and Supervisors	Career Track
Customer Service	First Contact 911 / LLC / PowerPhone, Inc. / Public Safety Group
Customer Service in Today's Public Safety Communications Center	APCO
Customer Service the 911 Way	Professional Dispatch Management
Dealing with Difficult People	Career Track / Municipal Police Institute / SRR Training
Disaster Operations and the Communications Center	APCO
Disaster Planning for the PSAP	NENA

Disasters and the Dispatcher - Expecting the Unexpected	PowerPhone, Inc.
Dispatch Legal Issues	Lieutenant Justin Hanrahan, Esq.
Dispatch Judo - Verbal Defense and Influence for Emergency Communications - 2 day	PowerPhone, Inc.
Dispatch: Providing Customer Service in 2013	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
Dispatch Supervisor	Career Track
Dispatcher & Call Taker: Essential Training	Law Enforcement Dimensions (John Sofis Scheft, Esq.)
Dispatcher's Better Understanding of Mental Illness	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
Dispatcher's Role in Times of Disaster	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
Dispatching Like You Mean It	R9 Training
Domestic Abuse Dispatcher Training	The Public Safety Group
Domestic Violence Classes for Dispatchers	Municipal Police Training Council / PowerPhone, Inc. / Profile Evaluations, Inc. (PEI) / The Public Safety Group
Domestic Violence Handbook for Emergency Communications (8 hours)	SRR Training
Domestic Violence Intervention	PowerPhone, Inc. / The Public Safety Group
ED-Q Training	Priority Dispatch Corporation
ED-Q Recertification	Priority Dispatch Corporation
Emergency Fire Dispatch	Priority Dispatch Corporation
Emergency Medical Dispatch Certification	APCO / PowerPhone, Inc., / Priority Dispatch Corporation/ Emergency Service Consulting
Emergency Medical Dispatch - Advancement Series - Continuing Education Modules	Priority Dispatch Corporation
Emergency Medical Dispatch - Concepts	APCO
Emergency Medical Dispatch - Continuing Dispatch Education Services - 4 hour each class	Steve R. L'Heureux
Emergency Medical Dispatcher - Instructor Course	APCO / National Academies of Emergency Dispatch
Emergency Medical Dispatch - Instructor Recertification Program	APCO
Emergency Medical Dispatch - Manager	APCO
Emergency Medical Dispatch - Protocol Software Training	APCO / PowerPhone / Priority Dispatch Corporation
Emergency Medical Dispatch - Q Certification Course	Priority Dispatch Corporation
Emergency Medical Dispatch QA Certification/Recertification Online	APCO / PowerPhone / Priority Dispatch Corporation
Emergency Medical Dispatch - QA Protocol Software Training	APCO / PowerPhone / Priority Dispatch Corporation
Emergency Medical Dispatch - Recertification (Classroom/Online)	Priority Dispatch Corporation / National Academies of Emergency Dispatch / APCO / PowerPhone
Emergency Police Dispatch	Priority Dispatch Corporation
Emergency Preparedness	Massachusetts Bay Commuter Railroad (MBCR)

Emergency Telecommunicator	Priority Dispatch Corporation
Emergency Telecommunicator (Train-the-Trainer)	Priority Dispatch Corporation
Essential Skills for First Time Manager or Supervisor	Fred Pryor Seminar
Essential Training for Enhanced Effectiveness	Law Enforcement Dimensions (John Sofis Scheft, Esq.)
Ethical Considerations in Dispatch - Not "Just A Dispatcher"	R9 Training
Evaluating Call-Taker/Dispatcher Job Skill	Benchmark Professional Seminar, Inc.
Fire Service Communications	APCO
Fire Service Communications Instructor	APCO
Fire Service Dispatch Certification/Re-Certification	PowerPhone, Inc.
First Responder Certified	PowerPhone, Inc.
Focus   Achieving your Highest Priorities - Time Management Workshop (for Managers and Supervisors Only)	FranklinCovey
For Dispatchers Only - Surviving in the Communication Center Environment (2 day course)	Public Safety Communication Management Services
Handling Domestic Violence Calls	Professional Dispatch Management
Handling Suicide Callers - What Public Safety Dispatchers Must Know About Handling Potential Suicide Calls & Active Suicide Calls	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
Homeland Security for Telecommunicators (8 hours)	PowerPhone, Inc
Hostage/Crisis Negotiations for Emergency Communications Officers	SRR Training
Hostage/Crisis Negotiations for First Responders	Team Training Associates
Hostage Negotiations	PowerPhone, Inc / The Public Safety Group
How to Communicate with Tact & Professionalism	Fred Pryor Seminar
How to Deliver Exceptional Customer Service	Fred Pryor Seminar
How to Supervise People	Fred Pryor Seminar
How To Survive Dispatch Stress	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
Hurricane Katrina Lessons Learned	Professional Dispatch Management
IMC System Manager Training	TriTech Software Systems
Incident Dispatcher - Fire, Tactical, All Risk/All Hazard	First Contact 911 / LLC
Intermediate Administrative	Information Management Corporation (IMC)
Intermediate Dispatch Training	Information Management Corporation (IMC)
Introduction to Crisis Intervention	APCO Virtual College (AVC)
Law Enforcement Dispatch Re-Certification	PowerPhone, Inc.
Leadership Certificate Program (Registered Public-Safety Leader)	APCO Institute
Leadership for the Low Man	SRR Training
Legal and Practical Issues	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)



Legal Issues for Massachusetts Call Takers & Dispatchers (Sworn & Non-Sworn)	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
Legal Update & Procedures for Police Dispatchers and Call-Takers	Municipal Police Institute
Liability for 911 Emergency Dispatching	Municipal Police Institute
LoJack Safety Net Program	LoJack Corporation
Making the Transition from Staff to Supervisor	Fred Pryor Seminar
Managing Crisis Calls	First Contact 911 / LCC
Managing Multiple Priorities, Projects and Deadlines	Fred Pryor Seminar
Managing Stress via the Management of Emotions, Communication & Time - Instructor Course	Impact America Educational Services
Massachusetts Call Center Best Practices Initiative for Cases of Missing & Exploited Children Seminar for Call Center Managers	National Center for Missing & Exploited Children
Medical Protocol Review	Emergency Service Consulting
Mental Health First Aid - 12 hour class	National Council for Community Behavioral Healthcare
Missing Persons for 911 Call-Takers and Investigators	Hanrahan Consulting
Multiple Unit Agency Response for Fire	APCO
NIMS/Incident Command System (ICS-100, ICS-200, ICS-300, ICS700, ICS 704)	MEMA/FEMA, Online
Non-Emergency Call Handling	PowerPhone, Inc.
"Officer Down" What Dispatchers Need to Know	Professional Dispatch Management
On-Line Certification Courses	APCO / PowerPhone, Inc. / Priority Dispatch
On-Line Recertification Courses	APCO / PowerPhone, Inc. / Priority Dispatch Corporation/ National Academies of Emergency Dispatch
Priority EMD Protocol Refresh - See at Bottom of Page.	New England Safety Education Resources, (Instructor: Stephen R. L'Heureux )
Professional Dispatch Class	Success Communications, Inc.
PROQA Training	Priority Dispatch Corporation
Protecting Law Enforcement Responders Workshop	PowerPhone, Inc.
Public Records Law (4 hours)	Hanrahan Consulting
Public Safety Communication Staffing and Employee Retention	APCO
Public Safety Customer Services - Considering our Personnel & The Public	R9 Training
Public Safety Telecommunicator 1	APCO
Public Safety Telecommunicator - 6th Addition (40 Hours )	APCO
Public Safety Telecommunicator 1 (PST1) Instructor	APCO
Public Safety Telecommunicator 1 (PST1) Instructor - Recertification	APCO
Radio Fire Alarm Box Course	L. W. Bills Company
Radio Master Boxes Systems and Procedures	East Coast Security Systems

Recognizing Autism -What Public Safety Dispatchers Must Know About Calls Regarding Persons with Autism	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
Recruiting, Training & Retaining Communication Center Personnel	Benchmark Professional Seminar, Inc.
Refresher Building Blocks: Fire Communications, School Violence, Hazardous Materials, High Risk Calls	First Contact 911
RPL -(Registered Public-Safety Leader)- Leadership Certificate Program	APCO Institute
Sexual Harassment in the Dispatch Center	Professional Dispatch Management
Simulation-Based Dispatcher Training	BowMac Educational Services, Inc.
Statewide Fire Mobilization for Public Safety Communications Personnel Training	Dept. of Fire Services / Fire Chiefs Association of MA
Statewide Fire Mobilization for Public Safety Communications Personnel Training / Train-the-Trainer	Dept. of Fire Services / Fire Chiefs Association of MA
Stress Identification and Management	PowerPhone, Inc.
Stress: "Its All In Your Head"	Profile Evaluations, Inc. (PEI) / The Public Safety Group
Stress Management	The Public Safety Group
Suicide Intervention	PowerPhone, Inc. / The Public Safety Group / Profile Evaluations, Inc. (PEI)
Suicide Prevention (8 hours)	PowerPhone, Inc.
Suicide Prevention / Stress / Customer Service / Report Writing / (16 hours)	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
Supervising Problem Employees - 2 Day Course for Dispatch Supervisors	Professional Dispatch Management
Supervision and Management of Public Safety Communication Centers	Public Safety Communication Management Services
Supervision and Management Skills for Dispatch Supervisors/Liability for Supervisors	Municipal Police Institute
Surviving in the Communication Center Environment - 2 Day Course	Public Safety Communication Management Services
Surviving Stress (Online Class)	APCO
Systems Manager	Information Management Corporation (IMC)
Tactical Communications (Verbal Judo) Instructor	Verbal Judo Institute, Inc.
Team Building	Success Communications, Inc.
Telecommunicator Liability	The Public Safety Group
Telecommunicators Role in Homeland Security	APCO
Terrorism & the Telecommunicator	The Public Safety Group
Terrorist Watch List Training	Terrorist Screening Center
Testifying in Court (Full Day and/or Half Day)	Municipal Police Institute
The Conversations Managers Don't Want to Have.....	HSC Workshops
The Good, the Bad & the Ugly	Professional Dispatch Management
The World of Liability	SRR Training
The Management Conference	Fred Pryor Seminar

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Time Management	Franklin Covey
Total Disaster Response	The Public Safety Group
Training Officer Instructor	APCO
TTY Simulator Refresher Training	911Trainer.com
TTY/Deaf Education	MA Commission for Deaf & Hard of Hearing
Under the Headset: Surviving Dispatch Stress	Public Safety Training Consultants
Virtual Dementia Experience for First Responders	StillMee
What Public Safety Dispatchers Must Know About Calls Regarding Persons with Autism 2012	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)
WMD/Terrorism Awareness for Emergency Responders/Dispatchers - AWR-160 Standardized Awareness Training (SAT)	Department of Homeland Security
	4/22/2013

Priority EMD Protocol Refresh
Each Protocol, Pre-Arrival Instruction (PAI), or Post-Dispatch Instruction (PDI) is designed to be taught in approximate 2 hour increments. Time is also typically allotted for quality assurance – questions and answer period.
New England Safety Education Resources (Instructor: Stephen R. L'Heureux )
Protocol 0 – Case Entry
Protocol 1 – Abdominal Pain/Problems
Protocol 2 – Allergies (Reactions) / Envenomations (Stings, Bites)
Protocol 3 – Animal Bites / Attacks
Protocol 4 – Assault / Sexual Assault
Protocol 5 – Back Pain (Non-Traumatic or Non-Recent Trauma)
Protocol 6 – Breathing Problems
Protocol 7 – Burns (Scalds) / Explosion (Blast)
Protocol 8 – Carbon Monoxide / Inhalation / Hazmat / CBRN
Protocol 9 – Cardiac or Respiratory Arrest / Death
Protocol 10 – Chest Pain (Non-Traumatic)
Protocol 11 – Choking
Protocol 12 – Convulsions / Seizures
Protocol 13 – Diabetic Problems
Protocol 14 – Drowning (Near) / Diving / SCUBA Accident
Protocol 15 – Electrocution / Lightning
Protocol 16 – Eye Problems / Injuries
Protocol 17 – Falls
Protocol 18 – Headache
Protocol 19 – Heart Problems / A.I.C.D.
Protocol 20 – Heat / Cold Exposure

Protocol 21 – Hemorrhage / Lacerations
Protocol 22 – Inaccessible Incident / Other Entrapments (Non-Vehicle)
Protocol 23 – Overdose / Poisoning (Ingestion)
Protocol 24 – Pregnancy / Childbirth / Miscarriage
Protocol 25 – Psychiatric / Abnormal Behavior / Suicide Attempt
Protocol 26 – Sick Person (Specific Diagnosis)
Protocol 27 – Stab / Gunshot / Penetrating Trauma
Protocol 28 – Stroke (CVA)
Protocol 29 – Traffic / Transportation Incidents
Protocol 30 – Traumatic Injuries
Protocol 31 – Unconscious / Fainting (Near)
Protocol 32 – Unknown Problem (Man Down)
Protocol 33 – Transfer / Interfacility / Palliative Care
Protocol 34 – Automatic Crash Notifications
Protocol 36 – Pandemic Flu
PAI A / B / C – Pre Arrival Instructions – Airway / Arrest / Choking (Unconscious)
PAI D – Pre Arrival Instructions – Choking (Conscious)
PAI F – Pre Arrival Instructions – Childbirth – Delivery
PAI Ya, Yb, Yc Tracheostomy (Stoma) Airway / Arrest / Choking (Unconscious)
PAI Z – AED Support
PDI X – Case Exit