

Good afternoon,

This is a communication to the Public Safety Answering Points from the Executive Office of Public Safety and Security and the State 911 Department (Department) regarding the telecommunicator certification requirements and other matters.

Please be informed that due to the current COVID-19 situation and its impact on training classes, the telecommunicator certification requirement deadline is extended from June 30, 2020 to August 31, 2020, and the PSAP/RECC Annual Certification of Compliance Form for Fiscal Year 2020 and Certified EMD Resource Annual Certification Form for Fiscal Year 2020 is to be submitted on or before September 14, 2020. While the deadlines are being extended due to the current extenuating circumstance, PSAPs and RECCs are encouraged to complete their certifications as soon as possible.

In addition, to address an expected shortage of telecommunicators, the Department will be introducing a temporary program to bring in new telecommunicators as soon as possible. Generally, under this program, the 40-hour basic telecommunicator certification requirement would be waived, the PSAP would be allowed to conduct a 4-hour, in-house equipment training using an in-house trainer and a 911 position at the PSAP, and if necessary, the EMD certification requirement would be temporarily waived for the new staff under this program. However, the 5 Center for Disease Control (CDC) recommended questions would need to be asked by the new people with each 911 call they answer. The details of this temporary program will be distributed to you next week.

With respect to your alternate, as a reminder and as set forth in the COVID-19 update from the Department previously sent to you, the Department strongly recommends that all PSAPs and RECCs communicate with their assigned Alternate to discuss an increased call volume and a plan for radio communications for dispatching first responders (Police, Fire and EMS) in the event an evacuation becomes necessary. The Department also strongly recommends that all PSAPs and RECCs that have not done so already to review their COOP plans in case their operations are affected by COVID-19. Please review again that COVID-19 update.

Further, the Department strongly recommends that you share with your Alternate the addresses of persons that have been tested positive for COVID-19 provided to you by your local board of health.

Finally, in an effort to stay in touch with you as much as possible during this unprecedented situation, we will be frequently sending you communications via this email distribution list.