

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.

(UPDATED 12/18/18)

NAME OF TRAINING	PROVIDED BY	NUMBER OF HOURS
2018 MCSA Emergency Communications Leadership Conference	Gordon Graham	8
911 Anonymous Calls: The Legality of Police Action when the Caller refuses to cooperate	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	4
911 Call-Taker Legal Issues	Hanrahan Consulting	8
911 Center Supervisor	NENA	
911 Cultural Competency	Indigo Consulting, Compliance, and Training, LLC	
911 Customer Service	NENA	8
911 Emergency Dispatch	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	16
911 Emergency Dispatching: 209A Issues	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	4 or 8
911 Emergency Dispatching: Active Shooter	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	4
911 Emergency Dispatching: Air Medical	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	4 or 8
911 Emergency Dispatching: Career Survival Resiliency Training for Dispatchers	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	4
911 Emergency Dispatching: Communications Center Liability	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	8
911 Emergency Dispatching: Constitutional Law	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	4
911 Emergency Dispatching: Constitutional Law Issues for 2018, 2017	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	8
911 Emergency Dispatching: CORI & Public Records	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	8
911 Emergency Dispatching: Court Testimony for Dispatchers	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	4
911 Emergency Dispatching: Critical Incident	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: How Dispatchers Should Handle Bomb Threat Calls	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	4
911 Emergency Dispatching: How to Avoid Dispatcher Fatigue	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	4
911 Emergency Dispatching: How to Handle Calls from Difficult People in Dispatch	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	4
911 Emergency Dispatching: Improving Dispatcher Performance	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	

911 Emergency Dispatching: Intake of Cyber Crime Complaints for Dispatchers	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	4
911 Emergency Dispatching: Legal Aspects and Coordination of an Arson Investigation Policies & Procedures	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	4
911 Emergency Dispatching: Liability Issues	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	4 or 8
911 Emergency Dispatching: Massachusetts Terrorism Act	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	8
911 Emergency Dispatching: Massachusetts Terrorism Act (Update 2013, 2010)	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	4
911 Emergency Dispatching: Mental Health First Aid for Dispatchers	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	8
911 Emergency Dispatching: Mental Illness & Cognitive Impairment for Dispatchers	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	4
911 Emergency Dispatching: Meth Awareness for Dispatchers	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	
911 Emergency Dispatching: Overdoses for Dispatch	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	4
911 Emergency Dispatching: Providing Customer Service in 2017, 2016	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	4
911 Emergency Dispatching: PTSD & the Call Handler	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	4
911 Emergency Dispatching: Radio Communications for Dispatch	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	4
911 Emergency Dispatching: Radio Discipline and Procedure for Dispatchers	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	
911 Emergency Dispatching: Rail Road Related Issues for Dispatch	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	4
911 Emergency Dispatching: Seminar for Supervisors	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	8
911 Emergency Dispatching: Sexual and Other Forms of Harassment in the Workplace for Dispatchers	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	
911 Emergency Dispatching: Social Media and Police Communications	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	4
911 Emergency Dispatching: Spanish	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	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. (The Law Office of Attorney Patrick Rogers)	4 or 8
911 Emergency Dispatching: Testifying	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	4 or 8
911 Emergency Dispatching: Tips and Tricks for Dispatchers	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	4
911 Emergency Dispatching: Understanding the Massachusetts Opioid Crisis for Dispatchers	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	
911 Emergency Dispatching: Verbal Judo for Telecommunication Professionals	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	4
911 Emergency Dispatching: Vital Responsibilities of Dispatch During a Pursuit	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	4
911 Emergency Dispatching: Weapons	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	4
911 Emergency Dispatching: 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)	4 or 8
911 Emergency Dispatching: What Public Safety	Commonwealth Police Service, Inc. (The Law Office of	

Dispatchers MUST know about Calls Regarding Persons with Autism 2012	Attorney Patrick Rogers)	
911 Emergency Dispatching: What to know about Amber Alerts for Dispatchers	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	4
911's Least Wanted	The Public Safety Group	8
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 Advanced	United Communications Solutions	24
911 Supervision Basics	United Communications Solutions	8
911 Supervision Leading Teams in a Crisis	PowerPhone, Inc.	
911 Supervisor Training	PowerPhone, Inc.	
911-The Call Starts with You! (online)	Municipal Police Institute	4
A Victim's Plea (Also known as-The Perfect Storm)	Denise Amber Lee Foundation Staff	4 or 16
Active Assailant	The Public Safety Group	4 or 8
Active Shooter	APCO/Profile Evaluation, Inc. (PEI)/SRR Training/The Public Safety Group	
Active Shooter Calls	Hanrahan Consulting	8
Active Shooter Dispatch Training (2 days/7.5 hours per day)	Team Training Associates	15
Active Shooter Incidents for Public Safety Communications	APCO	
Active Shooter Incidents for Telecommunicators	Orange County New York Division of Emergency Communications, Orange County Sheriff's	8
Active Shooter Situations for 911 Professionals	Public Safety Training Consultants	8
Active Shooter Symposium	Western Region Homeland Security Advisory	
Active Shooting Incidents	PowerPhone, Inc.	8
Active Shooting Response	PowerPhone, Inc.	8
Active Violence Call Considerations for Dispatch	SRR Training	
Administrative Software	IMC/TriTech	7
Advance Life Support Training for APCO EMD Instructor	APCO	
Advanced CIT for ECO's: A Closer Look at "Excited Delirium"	SRR Training	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	
Advanced ECO: Hostage/Crisis Negotiations for Emergency Communications Officers	SRR Training	
Advanced ECO: The 10 Most Unwanted-An Instructor's Guide to Student Management	SRR Training	8
Advanced Emergency Medical Dispatch Certification	PowerPhone, Inc./Priority Dispatch Corporation	
Advanced Fire Service Dispatch	PowerPhone, Inc.	
Advanced Fire/EMS Dispatch	NENA Education & Training	
Advanced General Instructor: Fine Tuning Basic/Entry Level Instruction	SRR Training	8
Advanced Law Enforcement	The Public Safety Group	16
Advanced Law Enforcement Dispatch	PowerPhone, Inc.	16
Advanced Medical Life Support (AMLS) (online)	Jones & Bartlett Learning/National Association of Emergency Medical Technicians	8
Advanced Public Safety Dispatch	PowerPhone, Inc.	
After the First 20 Seconds (Advanced ECO)	SRR Training	8
Air Medical Utilization, LZ Prep and Safety	Boston MedFlight	2
Am I Just a Dispatcher?	The Public Safety Group	

Anger Management	Success Communications, Inc.	
Anti-Terrorism Intelligence Awareness Training Program	Department of Homeland Security, Federal Law Enforcement Training Center	8
AQUA Training	Priority Dispatch Corporation	
Assisting Individuals in Crisis and Group Crisis	ICISF	27
Attendance & Scheduling	IMC/TriTech	7
Autism Response	Officer David Muri	8
BAPERN Training for 911 Dispatchers	Greater Boston Police Council	4
Basic Critical Incident Response (online)	Municipal Police Institute	4
Basic Emergency Communications Officer Course	SRR Training	40
Basic Fire Communications	The Public Safety Group	
Basic Telecommunicator	The Public Safety Group	40
Beyond Sandy Hook	NEMLEC Police Foundation	
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	
Breeding Success in your Training Program	The Public Safety Group	
Bringing you're A Game to Fire/EMS Dispatching AKA: Advanced Fire/EMS Dispatching	NENA	
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 Your 911 Liability Shield Call Taker and Dispatch Training!	Public Safety Training Consultants	8
Bullying and Negativity in the Communications	APCO	
Burnout-How to Survive (In class or online)	Success Communications	8
CALEA Public Safety Communications Accreditation Manager, Online #34172	APCO	
Call Assessment Certification/Recertification-Online Program	PowerPhone, Inc.	
Call Management	Stephen L'Heureux/New England Academy of Emergency Response	4
Call Processing Incidents Involving Veterans with PTSD	APCO	
Cardio Cerebro Resuscitation	American Medical Response	
Center Manager Certification Program (CMCP)	NENA	
Certified Public Safety Executive Program (CPE)	APCO	12 weeks online/ 9 days classroom
Challenging Callers - Communicating with Children, the Elderly and the Mentally-Impaired	Profile Evaluations, Inc. (PEI)	
CIT Overview and the Role of Dispatch	Patty Contente, Sara Gaer & Sgt. Mark Higginbottom-Andover Police	8
Civilian Dispatcher: Essential Training for Enhanced Effectiveness	Law Enforcement Dimensions (John Sofis Scheft, Esq.)	4
CJIS and CORI Policy Training	DCJIS	4
CJIS Training	DCJIS	4
CJIS Validation Training	Criminal Justice Information Systems (CJIS)	2
Communication Center Liability	Equature Learning on Demand	8
Communication Center Liability	The Public Safety Group	3 weeks
Communication Center Management	Municipal Police Institute	40
Communication Center Manager	APCO / The Public Safety Group/NENA	

Communication Center Manager Program	Fitch & Associates	
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	16
Communications Training Officer	SRR Training/APCO	24
Communications Training Officer Instructor	APCO	40
Communications Training Officer Recertification	APCO	12
Communications Training Officer Workshop	Public Safety Training Consultants	24
Communications Training Professional	Profile Evaluations, Inc. (PEI)/The Public Safety Group	
Complacency - Cannibalism & Critical Thinking	Public Safety Training Consultants	
Complete Dispatcher Course	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	4 Days
Comprehensive NLETS	Department of Criminal Justice Information Services (DCJIS)	5
Comprehensive Quality Program	APCO	
Considering Our Personnel & The Public	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	8
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/ International Academies of Emergency Dispatch	1
Continuing Education Subscription (online)	PowerPhone, Inc	
COPLINK Training	State Police Fusion Center	2
Counseling Techniques/Conflict Resolution	EAP Network	1
CPR	SEMPA	5
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)	
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	8
CPR/First Responder/Suicide Prevention /Stress	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	16
Crimes in Progress	The Public Safety Group/Equature Learning on Demand	8
Criminal Law & Procedure for 911 Call-Takers	Hanrahan Consulting	16
Crisis Communications Skill Building for 911 Professionals	Public Safety Training Consultants	8
Crisis Communications Training	PowerPhone	8
Crisis Intervention	The Public Safety Group	8
Crisis Intervention Team for Dispatchers	Behavioral Health Network, Springfield MA	8
Crisis Intervention Team Training (CIT)	BHN Crisis Intervention Team Training and Technical Assistance Center/ Mass Department of Mental Health	40
Crisis Leadership (Leadership lessons learned from The Boston Marathon Bombing)	MCSA	
Crisis Negotiations for Telecommunicators	APCO	8
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	4

Critical Incident Stress Debriefing	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	8
Critical Incident Stress Management/PEER Debriefing Certification Course	SRR Training	16
Critical Incident Total Disaster Response	Equature Learning on Demand	
Critical Incident Training	Ted Bourgeois/Waltham 911	7.5
Criticism & Discipline Skills for Managers and Supervisors	Career Track	8
Cultural Diversity-Ripped from the Headlines	The Public Safety Group	
Customer Service	First Contact 911 / LLC / PowerPhone, Inc. / The Public Safety Group	4 or 8
Customer Service in Today's Public Safety Communications Center	APCO	8
Customer Service Skills for Public Safety Professionals	Equature Learning on Demand	
Customer Service the 911 Way	Professional Dispatch Management/Public Safety Training Consultants	8
Cybersecurity in the PSAP	The Public Safety Group	
Dangerous Driving Calls for 9-1-1 call Takers	Hanrahan Consulting	8
DCJIS Criminal Justice Information Systems (CJIS) and Criminal Offender Record Information (CORI) Policy Training	CJIS Support Services	
Dealing with Difficult Callers	United Communications Solutions	8
Dealing with Difficult People	Career Track/Municipal Police Institute/SRR Training	8
Defeating Dispatch Center Drama to Ensure Peak Performance	Public Safety Training Consultants	
Defining Leaders, CPE 202	APCO	43
De-Stress and Get More "Me" Time for Emergency Dispatchers	The Healthy Dispatcher	
Disaster Operations and the Communications Center	APCO	
Disaster Planning for the PSAP	NENA	
Disaster Readiness	Stephen L'Heureux/New England Academy of Emergency Response	2
Disasters and the Dispatcher - Expecting the Unexpected	PowerPhone, Inc	8
Dispatch Emotional Survival for Communications Personnel	SRR Training	8
Dispatch Judo - Verbal Defense and Influence for Emergency Communications	PowerPhone, Inc	16
Dispatch Legal Issues	Lieutenant Justin Hanrahan, Esq.	8
Dispatch Mission Critical Leadership for 9-1-1 Communications	SRR Training	8
Dispatch Pro – 12 month online training subscription	Police Legal Services	1 hour per credit
Dispatch Supervisor	Career Track	
Dispatcher & Call Taker: Essential Training	Law Enforcement Dimensions (John Sofis Scheft, Esq.)	8
Dispatcher and Active Shooter Incidents (online)	Municipal Police Institute	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. (The Law Office of Attorney Patrick Rogers)	8
Dispatchers response to persons with mental illness (online)	Municipal Police Institute	4

Dispatcher's Role in Times of Disaster	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	8
Dispatchers/Call Takers First Responder Training (Online)	Municipal Police Institute	4
Dispatching Like You Mean It	R9 Training	
Domestic Abuse Dispatcher Training	The Public Safety Group	
Domestic Terrorism	United Communication Solutions	8
Domestic Violence	United Communication Solutions	8
Domestic Violence Classes for Dispatchers	Municipal Police Training Council/ PowerPhone, Inc. /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	PowerPhone, Inc. / The Public Safety Group	
Domestic, Youth, & Family Violence	PSTC Instructor	
Dynamics of Domestic Violence : Handling Domestic Violence Calls	Hanrahan Consulting	
Dynamics of Domestic Violence and Family Violence	Attorney Patrick Rogers	
ED-Q Certification Course- Refresher	Priority Dispatch Corporation	8
ED-Q Recertification	Priority Dispatch Corporation	
ED-Q Training	Priority Dispatch Corporation	
Effective interventions with Persons with Alzheimer's and Dementia for Dispatcher and Call takers (classroom/online)	Municipal Police Institute	4
Effective Supervision Training Event for 911 Telecommunicators	The Healthy Dispatcher	
EMD Certification Course-Refresher	Priority Dispatch Corporation	8
EMD Online Medical Portion Only	APCO	
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	
Emergency Medical Dispatch - Instructor Recertification Program	APCO	
Emergency Medical Dispatch - Continuing Dispatch Education Services	Steve R. L'Heureux	4 hours each class
Emergency Medical Dispatch - Manager	APCO	8
Emergency Medical Dispatch - Protocol Software Training	APCO /PowerPhone /Priority Dispatch Corporation	
Emergency Medical Dispatch - Q Certification Course	Priority Dispatch Corporation	24
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, Inc.	
Emergency Medical Dispatch 5.3 (Online course)	APCO	
Emergency Medical Dispatch Certification	APCO/PowerPhone, Inc./Priority Dispatch Corporation/Emergency Service Consulting	
Emergency Medical Dispatch Certification (Online)	PowerPhone, Inc.	
Emergency Medical Dispatch QA Certification/Recertification Online	APCO /PowerPhone /Priority Dispatch Corporation	
Emergency Medical Dispatch, 5th Addition, Version 2, Instructor Upgrade.	APCO	
Emergency Medical Dispatch: MPDS Version 13 Update (online)	Priority Dispatch Corporation	
Emergency Medical Dispatch-Advancement Series-Continuing Education Modules	Priority Dispatch Corporation	4
Emergency Medical Dispatch-Concepts	APCO	

Emergency Medical Dispatcher - Instructor Course	APCO/National Academies of Emergency Dispatch	
Emergency Police Dispatch	Priority Dispatch Corporation	
Emergency Preparedness	Massachusetts Bay Commuter Railroad (MBCR)	
Emergency Technology Forum	APCO	16
Emergency Telecommunications Technologies	Stephen L'Heureux/New England Academy of Emergency Response	4
Emergency Telecommunicator Course (ETC)	Priority Dispatch Corporation	40
Emergency Telecommunicator (Train-the-Trainer)	Priority Dispatch Corporation	
Emergency Telecommunicator Certification Course	AMR Natick	
Enhancing 9-1-1 Operations with Automated Abandoned Callback & Location Accuracy (online)	Motorola Solutions	1
EOC Management and Operations Course	MEMA	7
Essential Skills for First Time Manager or Supervisor	Fred Pryor Seminar	8
Essential Training for Enhanced Effectiveness	Law Enforcement Dimensions (John Sofis Scheft, Esq.)	
ETC Fire Certification	Priority Dispatch Corporation	40
ETC Medical Certification	Priority Dispatch Corporation	40
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	
Ethics	Success Communications	
Ethics an Understanding	Municipal Police Institute	
Evaluating Call-Taker/Dispatcher Job Skill	Benchmark Professional Seminar, Inc.	
Excited Delirium for Dispatchers (classroom/online)	Municipal Police Institute	4
Executive Leadership in Action, CPE 303	APCO	42
Fire Communications	The Public Safety Group	16
Firefighter Safety for the Dispatcher	United Communications Solutions	8
Fire Rescue Call Classification	Stephen L'Heureux/New England Academy of Emergency Response	4
Fire Service Communications (classroom/online)	APCO	
Fire Service Communications Instructor	APCO	
Fire Service Dispatch Certification/Re-Certification	PowerPhone, Inc.	
First Responder	Northampton Fire Department	24
First Responder	Massachusetts Criminal Justice Training Council	4
First Responder Certified	PowerPhone, Inc.	
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
For Dispatchers: Serving Yourself and the Public	Law Enforcement Dimensions – John Sofis Scheft, Esq	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	
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	
Handling mental health, Cognitive Impairment, and Substance Abuse Calls for 9-1-1 Call Takers.	Hanrahan Consulting	8
Handling Suicide Callers - What Public Safety Dispatchers Must Know About Handling Potential	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	



Suicide Calls & Active Suicide Calls		
Health & Wellness Issues for Dispatch	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	4
High Risk! 911 & Dispatch Training	Public Safety Training Consultants	8
Homeland Security for Telecommunicators (8 hours)	PowerPhone, Inc	
Hostage Negotiations	PowerPhone, Inc /The Public Safety Group	
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 Communicate with Tact & Professionalism	Fred Pryor Seminar	16
How to Deliver Exceptional Customer Service	Fred Pryor Seminar	
How to Improve Employee Accountability	Fred Pryor Seminar	
How to Manage Emotions Under Pressure	Fred Pryor Seminar	
How to Save a Life; Yours!	The Public Safety Group/Equature Learning on Demand	
How to Supervise People	Fred Pryor Seminar	
How to Survive Bad Attitudes and Negative Behaviors	Fred Pryor Seminar	7
How To Survive Dispatch Stress	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	8
Human Trafficking for Dispatchers	Municipal Police Institute (MPI)	
Hurricane Katrina Lessons Learned	Professional Dispatch Management	
ICAT/Integrating Communication, Assessment and Tactics	Municipal Police Institute (MPI)	4
Illuminations	APCO	
IMC System Manager Training	TriTech Software Systems	
IMC/TriTech Software Systems	IMC/TriTech	
In Progress-911 Dispatch Training	Public Safety Training Consultants	
Incident Command and Scene Operations for Dispatchers	United Communications Solutions	8
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
Incivility in the Workplace	Success Communications	
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
Intermediate Administrative	Information Management Corporation (IMC)	
Intermediate Dispatch Training	Information Management Corporation (IMC)	
Internal ECO Recert - Modules 1, 2, and 3 (8 Hours)	SRR Training	
International Academy of Emergency Dispatch Priority Dispatch MPDS v13.0 Upgrade	Priority Dispatch	
Intro to Terrorism: Boston Marathon Case Study	Captain Phillip Terenzi, Boston Police	4-5
Introduction to 911 Management	The Public Safety Group	
Introduction to Crisis Intervention	APCO Virtual College (AVC)	
Introduction to Executive Leadership, CPE 101	APCO	43
IS-1200 Telecommunicator Emergency Response Taskforce Team Leader Course	FEMA	4
IS-144 Telecommunicators Emergency Response Taskforce (TERT) BasicCourse	FEMA	
IS-144 Telecommunicators Emergency Response Taskforce (TERT) BasicCourse (online)	FEMA	3
IS-242b Effective Communication (online)	FEMA	8
IS-5.A: An Introduction to Hazardous	FEMA	

Materials		
IS-800 National Response Framework, an introduction	FEMA	3
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	
Just in Time Training online classes	PowerPhone, Inc.	1 hour/course
Keeping Your Cool : Dealing with Difficult Co-Workers	United Communications Solutions	8
Law Enforcement Call Classification	Stephen L’Heureux/New England Academy of Emergency Response	4
Law Enforcement Communications Instructor	APCO	
Law Enforcement Communications, (classroom/online)	APCO	32
Law Enforcement Dimensions: Domestic Violence & Court Testimony	Law Enforcement Dimensions	8
Law Enforcement Dispatch Certification	PowerPhone, Inc.	
Law Enforcement Dispatch Re-Certification	PowerPhone, Inc.	
Laws Academy – Social Media Fundamentals	Laws Communications	
Lead, Follow, or Get out of the Way	The Public Safety Group	8
Leadership Certificate Program (Registered Public-Safety Leader)	APCO Institute	12 months
Leadership for the Low Man	SRR Training	8
Leadership in the 9-1-1 Center	NENA	8
Leading From Any Chair (online)	NENA	1
Legal and Practical Issues	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	
Legal Aspects of Emergency Dispatch	Stephen L’Heureux/New England Academy of Emergency Response	2
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 (online) (classroom)	Municipal Police Institute	4
Legal Update & Procedures for Police Dispatchers and Call-Takers Part II	Municipal Police Institute	4
Lessons Learned from the Denise Amber Lee Case	The Public Safety Group	
Liability for 911 Emergency Dispatching	Municipal Police Institute	4
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	
LoJack Safety Net Program	LoJack Corporation	
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	
Managing Multiple Priorities, Projects and Deadlines	Fred Pryor Seminar	
Managing Others: Performance	Supervisory Leadership Development Program presented by Massachusetts Municipal Personnel Association	3
Managing Others: Respectful Workplace, Conflict & Inappropriate Behaviors	Supervisory Leadership Development Program presented by Massachusetts Municipal Personnel Association	3
Managing Self and Others: Communication and Feedback	Supervisory Leadership Development Program	3

	presented by Massachusetts Municipal Personnel Association	
Managing Self: What's My Type	Supervisory Leadership Development Program presented by Massachusetts Municipal Personnel Association	3.5
Managing Stress via the Management of Emotions, Communication & Time - Instructor Course	Impact America Educational Services	
Managing Suicidal Persons	SRR Training	8
Managing the System: Progressive Discipline, Policies and Resources	Supervisory Leadership Development Program presented by Massachusetts Municipal Personnel Association	3
Managing the Work: Planning, Organizing and Delegating	Supervisory Leadership Development Program presented by Massachusetts Municipal Personnel Association	3
Massachusetts Call Center Best Practices Initiative for Cases of Missing & Exploited Children Seminar for Call Center Managers	National Center for Missing & Exploited Children	
Medical Management of Chemical, Biological, Radiological, Nuclear, and Explosive (CBRNE) Events	Department of Homeland Security	
Medical Protocol Review	Emergency Service Consulting	
MEMA/EOC Emergency Preparedness Training – Pilgrim Nuclear Power Plant	MEMA	5
Mental Health First Aid	Plymouth Suicide Prevention Coalition	8
Mental Health First Aid	National Council for Community Behavioral Healthcare	12
Mental Health First Aid for Public Safety	Captain Joe Coffey (Ret. Warwick, RI PD)	8
Mental Health First Aid	(Ret) Lt. Martin Baker	8
Missing Children: Dynamics & Response 1 (MCDR1) (online)	National Center for Missing & Exploited Children	3
Missing Persons for 911 Call-Takers and Investigators	Hanrahan Consulting	
Multi-Agency Response to Active Shooters	Municipal Police Institute (MPI)	4
Multiple Unit Agency Response for Fire	APCO	
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 Generation 9-1-1 Transition Training	State 911 Department	8
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	
Non-Emergency Call Handling	PowerPhone, Inc.	
Officer Down- What Dispatchers Need to Know	Professional Dispatch Management	
Officer Safety Concerns for Dispatchers	Attorney Patrick Rogers	
OnStar Public Safety Training (online)	OnStar	1
Opioid Crisis for Dispatchers	Attorney Patrick Rogers	
Opioid Overdose-Responding to Persons in Crisis	Municipal Police Institute	
Passenger Rail MCI Training	WRHSAC & Amtrack	8
Performance Appraisal	EAP Network	1.5
Planes, Trains & Automobiles! – 911 & Dispatch Training	Public Safety Training Consultants	8
Police Dispatchers/Dealing in Disaster (online)	Municipal Police Institute	4
Police Records Management	IMC/TriTech	28
Police Suicide Awareness	SRR Training	8
Positive Interaction with Difficult People for Emergency Dispatchers	The Healthy Dispatcher	4
Preparing for an Active Threat and Mass Casualty	Mass Fire Academy	8
Priority EMD Protocol Refresh - <b>See at Bottom of Page.</b>	New England Safety Education Resources, (Instructor: Stephen R. L'Heureux )	

Professional Dispatch Class	Success Communications, Inc.	8
Project Management Workshop	Fred Pryors Seminar	7
PROQA Training	Priority Dispatch Corporation	
Protecting Law Enforcement Responders Workshop	PowerPhone, Inc.	
Providing Exceptional Services – “What If It Were Family?”	Public Safety Training Consultants	8
Public Records Law	Hanrahan Consulting	4
Public Records Law Seminar	Commonwealth Police Service	
Public Safety Communication Staffing and Employee Retention	APCO	8
Public Safety Communications Training	NickersonPR	
Public Safety Customer Services-Considering our Personnel & The Public	R9 Training	
Public Safety Leadership Program	Gordon Graham	6
Public Safety Telecommunicator	Stephen L’Heureux a.k.a New England Safety Education Resources	40
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 Recertification	APCO	
Public Safety Telecommunicator 1 - 7th Edition Student Upgrade	APCO	
Public Safety Telecommunicator 1 (classroom/online)	APCO	40
Public Safety Telecommunicator 1 (PST1) Instructor	APCO	
Public Safety Telecommunicator 1 (PST1) Instructor - Recertification	APCO	
Public Safety Telecommunicator Course	PowerPhone, Inc.	40
Public Safety Telecommunicator Online Training	Police Legal Sciences, Inc.	1 hour monthly/12 hours yearly
Qualities of a Leader	United Communication Solutions, LLC	8
Quality (not just Customer) Service	SRR Training	8
Radio & Broadcast Procedures	Stephen L’Heureux/New England Academy of Emergency Response	2
Radio Fire Alarm Box Course	L. W. Bills Company	8
Radio Master Boxes Systems and Procedures	East Coast Security Systems	
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	
Rapid Intervention for the Public Safety Dispatcher	DFS	6 or 8
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
Reality-Based Online Training for Dispatchers (Online Training System)	Police Legal Sciences, Inc.	
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	First Contact 911	

Calls		
Rewind	PowerPhone, Inc.	
Roles and Responsibilities of the Emergency Dispatcher	Stephen L'Heureux/New England Academy of Emergency Response	4
RPL -(Registered Public-Safety Leader)- Leadership Certificate Program	APCO Institute	
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	
Sexual and Domestic Violence on College Campuses	PowerPhone, Inc.	
Sexual Harassment and other forms of Harassment in Dispatch	Indigo Consulting, Compliance, and Training	4
Sexual Harassment in the Dispatch Center	Professional Dispatch Management	
ShotSpotter Dispatch Application Training (online)	ShotSpotter	30 mins
Signal Operator Police In Service Training day	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	
Signal Operator In-Service Training	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	
Simulation-Based Dispatcher Training	BowMac Educational Services, Inc.	16
SMART 911 Training - Onsite	RAVE Mobile Safety	4
So You Want To Be A Better Instructor?	SRR Training	24
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	
Strategic and Tactical Communications	MCSA	2
Stress and the Emergency Telecommunicator	Stephen L'Heureux/New England Academy of Emergency Response	2
Stress IAIYH	Equature Learning on Demand	
Stress Identification and Management	PowerPhone, Inc./United Communications Solutions	8
Stress Management	The Public Safety Group	
Stress Management Webinar (online)	DSS Corp	1
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 Intervention	PowerPhone, Inc./The Public Safety Group/Profile Evaluations, Inc. (PEI)	8
Suicide Prevention	Billerica Police Department-John T. Greenhalgh	4
Suicide Prevention, Intervention and Postvention	Department of Fire Services	
Suicide Prevention/Stress/Customer Service/Report Writing	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	16
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	
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
Surviving in the Communication Center Environment	Public Safety Communication Management Services	16
Surviving Stress (Online Class)	APCO	

Surviving the Call Center: Stress-The Silent Killer	Municipal Police Institute	4
Systems Manager	Information Management Corporation (IMC)	
Tactical Communications (Verbal Judo) Instructor	Verbal Judo Institute, Inc.	40
Tactical Dispatch for the Telecommunicator	NENA	
Team Building	Success Communications, Inc.	
Telecommunications Best Practices for Missing and Abducted Children (TELMAC) Online Certificate Program	National Criminal Justice Training Center – Fox Valley Technical College	5
Telecommunications Essentials	Stephen L’Heureux/New England Academy of Emergency Response	4
Telecommunicator CPR Certification <b>(DOES NOT SATISFY THE CPR CERTIFICATION REQUIREMENT FOR THE STATE 911 DEPARTMENT)</b>	PowerPhone	4
Telecommunicator Liability	The Public Safety Group	
Telecommunicators Role in Homeland Security	APCO	
Terrorism & the Telecommunicator	The Public Safety Group/ Equature Learning on Demand	
Terrorist Watch List Training	Terrorist Screening Center	16
Testifying in Court	Municipal Police Institute	4 or 8
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 Aftermath of the Boston Marathon Bombing	Dave Harmon	4
The Conversations Managers Don't Want to Have.....	HSC Workshops	8
The Dispatch Function: 2014-2015 Customer Service Foundation	Law Enforcement Dimensions, John Sofis Scheft, Esq.	8
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
The Dispatcher and Active Shooter Incidents	Municipal Police Institute	4
The Dispatchers response to Persons with Mental Illness Part II	Municipal Police Institute	4
The End of the Line: Your Role in Suicide Intervention	PowerPhone, Inc.	
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
The Link: Animal Abuse and Human Violence	SRR Training	8
The Management Conference	Fred Pryor Seminar	
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 Resilience, How to Beat Dispatcher Burnout	The Healthy Dispatcher	4 or 8
The Shifting Landscape of Opioid Addiction for Law Enforcement and Dispatch	Hampshire Hope	6
The World of Liability	SRR Training	8
Thinking past the stigma of addiction for Dispatchers	Law Office of Attorney Patrick Rogers	
Time Management	Franklin Covey	
Total Disaster Response	The Public Safety Group	
Train the Trainer-Objectives & Outline (In-class or On-line)	Success Communications	24
Training Officer Instructor	APCO	
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	

Transitions Training ( <b>certified telecommunicators only</b> )	State 911 Department	8
TTY Simulator Refresher Training	911Trainer.com	
TTY Training	The Public Safety Group	4
TTY/Deaf Education	MA Commission for Deaf & Hard of Hearing	
Unacceptable Employee Behavior	Fred Pryor Seminar	
Under the Headset: Surviving Dispatch Stress	Public Safety Training Consultants	8
Understanding & Responding to Terrorism for 911 Call Takers	Hanrahan Consulting	8
Updates & Procedures for Police Dispatchers and Call Takers 2015: Legal and Procedural Update for Dispatcher and Call Takers	Municipal Police Institute	
Updates & Procedures for Police Dispatchers and Call Takers 2015: 911 The Call Starts with You	Municipal Police Institute	
Updates & Procedures for Police Dispatchers and Call Takers 2015: Basic Critical Incident Response	Municipal Police Institute	
Updates & Procedures for Police Dispatchers and Call Takers 2015: Liability for 911 Emergency Dispatching	Municipal Police Institute	
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 Seconds Count	The Public Safety Group	
Wireless Call Handling & Processing	Essex County Wireless Center	
WMD/Terrorism Awareness for Emergency Responders/Dispatchers - AWR-160 Standardized Awareness Training (SAT)	Department of Homeland Security	8
Written Communications 911 Dispatchers : Testifying and Depositions	Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers)	
You Could Have a Future Here	NENA	8.5
You Just Never Know! Mental Preparedness	Public Safety Training Consultants	8

<b>Priority EMD Protocol Refresh</b>	New England Safety Education Resources (Instructor: Stephen R. L'Heureux )	
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.		
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		