

Regulations of Connecticut State Agencies
TITLE 28. Civil Preparedness & Emergency Services

Agency

Department of Public Safety

Subject

Emergency Telecommunicator Training and Certification

Inclusive Sections

§§ 28-30-1—28-30-10

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Emergency Telecommunicator Training and Certification

Sec. 28-30-1. Public safety telecommunicator instructors certification definitions

Those definitions set forth in C.G.S. Sec. 28-25 and C.G.S. Sec. 28-30 shall govern the provisions of Sections 28-30-1 through 28-30-10, inclusive, in addition to the following:

Functional Areas. Functional areas of emergency telecommunications shall include but not be limited to the following:

1. Interpersonal Communications;
2. Organization of the Communications Function and the telecommunicator role in public safety;
3. Public Safety Telecommunications Systems;
4. Basics of Radio Broadcasting;
5. Public safety telecommunications record systems;
6. Broadcast Rules and Procedures;
7. Telephone Techniques
8. Enhanced 9-1-1 Systems and Operating Procedures;
9. Overview of the police function, Telephone complaint or Report Processing Procedures and pre-arrival instructions;
10. Overview of the fire function, Telephone Complaint or Report Processing Procedures and pre-arrival instructions;
11. Overview of the EMS function, emergency medical dispatch and pre-arrival instructions;
12. Telecommunicator Legal Issues; and
13. Hazardous materials awareness.

(Effective June 28, 1990; Amended October 21, 1996)

Sec. 28-30-2. Requirements for public safety telecommunicator instructor certification

(a) **Persons Required to Hold Certificates.** Any person holding the position of public safety telecommunicator instructor in Connecticut shall hold a valid certificate for such position.

(b) **Application Procedures.** Applications for public safety telecommunicator instructor certification shall be on forms furnished by, and filed with the Office of State-Wide Emergency Telecommunications, P.O. Box 2794, 1111 Country Club Road, Middletown, CT 06457-9294.

(c) **Documents Required of Applicants.** To apply for certification as a public safety telecommunicator instructor, an applicant shall submit the following documents to the Office of State-Wide Emergency Telecommunications at the address listed in section (b) above:

- (1) A completed application form (available from the Office of State-wide Emergency Telecommunications); and
- (2) Written documentation of the applicant's telecommunications, communication, or

public safety work experience.

(Effective June 28, 1990; Amended October 21, 1996)

Sec. 28-30-3. Types of certificates and requirements

Two types of public safety telecommunicator instructor certificates are issued by the Office of State-Wide Emergency Telecommunications: Public Safety Telecommunicator Instructor Level I and Public Safety Telecommunicator Instructor Level II. The Public Safety Telecommunicator Instructor Level I certificate shall be valid for a period of one year. The Public Safety Telecommunicator Instructor Level II certificate shall be valid for a period of three years. An applicant who has met the minimum requirements shall be entitled to receive one of the following certificates:

(a) **Public Safety Telecommunicator Instructor - Level I.** To receive a Public Safety Telecommunicator Instructor Level I certificate, an applicant shall present evidence of meeting the following minimum requirements:

(1) A High School Diploma or equivalent or a waiver of such requirement based upon experience or training, by the Office of State-Wide Emergency Telecommunications;

(2) Evidence of successful completion of a Teaching or Instructors Methods Course or its equivalent as approved by the Office of State-Wide Emergency Telecommunications; and

(3) No less than two (2) years experience in emergency telecommunications or an area of telecommunications or communications which has a direct bearing on emergency telecommunications principles or practices. Specialized or advanced training in a functional area of telecommunications or communications may be substituted for experience on the basis of fifteen (15) college semester hours equalling one-half (1/2) year of experience to a maximum of one (1) year.

(b) **Public Safety Telecommunicator Instructor - Level II.** To receive a Public Safety Telecommunicator Instructor Level II certificate, an applicant shall present evidence of meeting the following minimum requirements:

(1) A High School Diploma or equivalent or a waiver of such requirement based upon experience or training by the Office of State-Wide Emergency Telecommunications; and

(2) Evidence of successful completion of a Teaching or Instructors Methods Course or its equivalent as approved by the Office of State-Wide Emergency Telecommunications; and

(3) No less than five (5) years of experience in a public safety (law enforcement, fire fighting, emergency medical service, or emergency telecommunications) capacity, of which no less than two (2) years of experience shall be in emergency telecommunications. Experience in emergency telecommunications is defined as having primary responsibility for emergency telecommunications operations, or emergency telecommunications training; or performance of the duties of a telecommunicator, or as a public safety emergency communications center supervisor, or chief dispatcher, and at least one (1) year of experience in a training capacity (training officer or instructor). Experience requirements

may be fulfilled with equivalent part time experience.

(Effective June 28, 1990; Amended October 21, 1996)

Sec. 28-30-4. Re-certification of public safety telecommunicator instructors

Certified Level I or II Public Safety Telecommunicator Instructors shall apply to the Office of State-Wide Emergency Telecommunications of the Department of Public Safety for re-certification thirty (30) days prior to the expiration of their current certification term.

(Adopted effective October 21, 1996)

Sec. 28-30-5. Telecommunicator training and certification definitions

As used in sections 28-30-5 to 28-30-10, inclusive, of these regulations:

(a) “Certificate of completion” means certification issued by the Office of State-Wide Emergency Telecommunications of the Department of Public Safety to a public safety telecommunicator or private safety telecommunicator upon the successful completion of a state-approved telecommunicator training program and the receipt of a passing grade on the state telecommunicator exam.

(b) “Enhanced 9-1-1 telephone system” means a system consisting of enhanced 9-1-1 telephone network features and public safety answering points equipped with enhanced 9-1-1 terminal equipment, provided for users of the public telephone system to reach public safety answering points by dialing the digits “9-1-1.” Such a system directs 9-1-1 calls to appropriate public safety answering points by selective routing based on the geographical location from which the call originated and provides the capability for automatic number identification and automatic location identification features.

(c) “Successful completion of a state-approved telecommunicator training program” means submission of evidence of completion of a telecommunicator training program which is in conformance with Section 28-30-7 of this regulation.

(d) “Written acknowledgement of achievement” means recognition of experience or specialized training and competence in the performance of training standards set forth in section 28-30-7 of this regulation.

(Adopted effective October 21, 1996)

Sec. 28-30-6. Employment and certification status

(a) Any individual seeking certification who is currently employed as a public safety telecommunicator or private safety telecommunicator shall be certified by the Office of State-Wide Emergency Telecommunications upon successful completion of a state-approved telecommunicator training program and the successful completion of a probationary work period as verified by the agency having jurisdiction.

(b) Any individual not currently employed as a public safety telecommunicator or private safety telecommunicator shall be certified by the Office of State-Wide Emergency Telecommunications upon his or her appointment as a public safety telecommunicator or private safety telecommunicator up to one (1) year after successful completion of a state-

approved telecommunicator training program.

(Adopted effective October 21, 1996)

Sec. 28-30-7. Public safety telecommunicator and private safety telecommunicator training standards

Any individual requiring certification as a public safety telecommunicator or a private safety telecommunicator in accordance with Connecticut General Statutes subsection (c) of section 28-30 shall successfully complete a state-approved telecommunicator training program in which:

(a) The telecommunicator shall demonstrate an understanding of interpersonal communications, to include:

- (1) The forms of communication;
- (2) The factors that influence and complicate communications;
- (3) SMCR (Sender or Source, Message or Method, Channel, Receiver) concept of communications;
- (4) Loop of understanding and feedback;
- (5) Barriers to effective communications;
- (6) Communication symbols and the social environment; and
- (7) Stress Management.

(b) The telecommunicator shall demonstrate an understanding of the organization of the public or private safety communications function, to include:

- (1) The organizational structure of police, fire and EMS public or private safety telecommunications centers;
- (2) Interrelation of the communications unit with other functional units within the parent organization, with other departments and with the public; and
- (3) Basic operational requirements of a public or private safety telecommunications system and the vital services provided.

(c) The telecommunicator shall demonstrate an understanding of public or private safety telecommunications systems, to include:

- (1) The components that make up a telecommunications system including, but not limited to, the use of repeater base stations, satellite receivers, voting comparators, mobile repeaters, mobile data terminals and control consoles;
- (2) Commonly encountered malfunctions in radio telecommunications systems, the corrective actions that may be taken to re-establish communications and the ability to communicate the nature of malfunctions to a radio technician; and
- (3) Electromagnetic spectrum and spectrum management by the Federal Communications Commission (FCC).

(d) The telecommunicator shall demonstrate an understanding of the basic fundamentals of public safety radio broadcasting.

(e) The telecommunicator shall demonstrate a proficiency in the basics of public safety radio broadcasting, to include:

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(1) Effective transmission of information and descriptive data to field units or other public or private safety agencies;

(2) Theory and use of radio signal codes;

(3) Use of aural brevity codes and the phonic alphabet;

(4) Use of 2400 hour time in broadcasting; and

(5) Correct procedures for broadcasting including the following: street address numbers, vehicle identification numbers, registration numbers, serial numbers or model numbers and descriptive data concerning persons, property and vehicles.

(f) The telecommunicator shall demonstrate an understanding of public safety telecommunications record systems, to include:

(1) The various types of records that shall be maintained within a public safety telecommunications center including, but not limited to, status records, dispatch records, daily logs, daily bulletins, and supervisor's daily log;

(2) Records retention schedules; and

(3) Laws associated with the taping of telephone calls and radio transmissions.

(g) The telecommunicator shall demonstrate an understanding of standard universally accepted broadcast rules and procedures, to include:

(1) The need for standardization of broadcast procedures;

(2) Technique for choosing appropriate words and rate of speech for broadcast messages;

(3) Logical sequencing of information, echo procedures, impersonal dispatching, concept of never guessing the content of written messages, and courtesy;

(4) Styles of call-up procedure;

(5) Clipping;

(6) Acknowledging calls from mobile units or other stations;

(7) Terminating calls;

(8) Use of alert tones; and

(9) The parts of a dispatch message.

(h) The telecommunicator shall demonstrate understanding of telephone techniques, to include:

(1) Basic principles for handling calls from the general public and calls from other emergency service agencies;

(2) General telephone techniques, including clarity of speech, avoidance of the use of jargon or slang, explanation of waits and telephone courtesy;

(3) Specific telephone techniques, including taking charge of the conversation when dealing with the public, personality projection, repetitive persistence, obtaining pertinent information, classifying the nature of a complaint or report, and following through on information obtained;

(4) Procedures for handling multiple calls;

(5) Dealing with third party callers;

(6) Dealing with calls from children, the elderly, and non-English speaking persons;

(7) Dealing with calls involving violent crimes;

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- (8) Dealing with calls involving anonymous callers;
- (9) Correct procedures for taking and recording telephone messages, including general message taking, dealing with confidential informants, procedures for relaying routine and urgent messages, and radio paging of undercover operatives;
- (10) Procedures for overcoming the hysteria threshold of distraught callers; and
- (11) The key questions that shall be asked of a caller reporting an incident (who, where, what, when and why).
 - (i) The telecommunicator shall demonstrate an understanding of the enhanced 9-1-1 emergency telephone system, to include:
 - (1) Components and functions of the enhanced 9-1-1 telephone system network and the dynamics of 9-1-1 call flow and address information transmission;
 - (2) Enhanced 9-1-1 features, including, but not limited to, automatic number identification (ANI), automatic location identification (ALI) and selective routing, as defined in Connecticut General Statutes section 28-25; and default routing, alternate routing, selective call transfer, fixed call transfer, manual call transfer, disaster routing, 9-1-1 data management system, and 9-1-1 printouts;
 - (3) Components and functions of enhanced 9-1-1 terminal equipment;
 - (4) Types of automatic location identification and trouble displays;
 - (5) Recognizing and reacting to conditions of 9-1-1 failure or equipment malfunction;and
 - (6) Completion of inquiry forms.
 - (j) Using a telecommunications device for the deaf (TDD) the telecommunicator shall demonstrate a proficiency in the processing of requests for assistance from the deaf and the hearing impaired, to include:
 - (1) Effective usage of language conventions and abbreviations typically used by the deaf and hearing impaired; and
 - (2) Appropriate procedures for establishing communications with the deaf and hearing impaired.
 - (k) The telecommunicator shall demonstrate an understanding of the functions of a law enforcement agency and law enforcement dispatch procedures, to include:
 - (1) Roles of field personnel and objectives of a law enforcement agency;
 - (2) Working relationship between law enforcement field personnel and telecommunicators;
 - (3) Proper classification and processing of the basic types of law enforcement emergency calls utilizing telephone complaint and report processing procedures; and
 - (4) Application of appropriate procedures for the processing of calls for emergency assistance related to law enforcement, including pre-arrival instructions.
 - (l) The telecommunicator shall demonstrate an understanding of the functions of a fire department and fire dispatch procedures, to include:
 - (1) Roles of field personnel and objectives of a fire and rescue operation agency;
 - (2) Working relationship between fire and rescue operation field personnel and

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telecommunicators;

(3) Proper classification and processing of the basic types of fire and rescue emergency calls utilizing telephone complaint and report processing procedures; and

(4) Application of appropriate procedures for the processing of calls for emergency assistance related to fire and rescue operations, including pre-arrival instructions.

(m) The telecommunicator shall demonstrate an understanding of emergency medical dispatch procedures, to include:

(1) Proper classification and processing of the basic types of emergency medical service calls utilizing telephone complaint and report processing procedures; and

(2) Application of appropriate procedures for pre-arrival instructions pertaining to emergency medical service operations or emergency medical dispatch cards as contained in the current U.S. Department of Transportation - National Highway Traffic Safety Administration Emergency Medical Dispatcher's Call Guides available through the U. S. Department of Transportation, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590; and in accordance with the Standard Practice for Emergency Medical Dispatch ASTM Standard F1258-90, available from ASTM, 1916 Race Street, Philadelphia, PA 19103-1187.

(n) The telecommunicator shall demonstrate an understanding of public or private safety telecommunicator liability issues, to include:

(1) Liability issues associated with each phase of the dispatch function with a review of appropriate court cases;

(2) Local government tort liability as it applies to the dispatch function; and

(3) Liability protection offered by standard operating procedures and call guides.

(o) The telecommunicator shall demonstrate an understanding of hazardous materials awareness training consistent with ANSI/NFPA 472, Chapter 2, Standard for Professional Competence of Responders to Hazardous Materials Incidents, available through the National Fire Protection Association, 1 Batterymarch Park, Quincy, Massachusetts 02269-9101.

(Adopted effective October 21, 1996)

Sec. 28-30-8. Repeat examinations

(a) Any individual who fails to achieve a passing grade on the written examination may retake the examination after a waiting period of thirty (30) days, commencing from the date notification is mailed.

(b) Any individual who fails to achieve a passing grade on the written examination after three attempts may be required to repeat his or her attendance at sections of the training program, as determined by the Department of Public Safety, Office of State-Wide Emergency Telecommunications, prior to taking the examination again.

(Adopted effective October 21, 1996)

Sec. 28-30-9. Certification of individuals who have been issued a written acknowledgement of achievement

(a) Individuals who have been issued a written acknowledgement of achievement under the provisions of Connecticut General Statutes subsection (d) of section 28-30 shall be eligible to take the written examination for certification conducted by the Office of State-Wide Emergency Telecommunications.

(b) Issuance of a written acknowledgement of achievement is contingent upon presentation of evidence of experience as a public safety telecommunicator or successful completion of specialized training in the area of public safety telecommunications to the Office of State-Wide Emergency Telecommunications.

(Adopted effective October 21, 1996)

Sec. 28-30-10. Maintaining certification

(a) All certified public safety telecommunicators or private safety telecommunicators, except those automatically certified under the provisions of Connecticut General Statutes subsection (f) of section 28-30, shall renew their certification every five (5) years.

(b) The Department of Public Safety, Office of State-Wide Emergency Telecommunications shall renew the certification of a public safety telecommunicator or private safety telecommunicator who has performed the duties for which certification was granted, has maintained minimum skills and documents employment in good standing as a public safety telecommunicator or private safety telecommunicator for no less than four (4) years over the five (5) year period.

(c) Public safety telecommunicators and private safety telecommunicators seeking renewal of certification shall submit documented proof of employment in good standing to the Department of Public Safety, Office of State-Wide Emergency Telecommunications, 1111 Country Club Road, P.O. Box 2794, Middletown, Connecticut 06457- 9294, one (1) month prior to the expiration of their current certification.

(d) Public or private safety telecommunicators who fail to meet requirements for recertification, under subsection (b) of this section, must retake the written examination and achieve a passing grade in order to be recertified. Public and private safety telecommunicators seeking recertification, who are not currently employed as public or private safety telecommunicators, are subject to the provisions of subsection (b) of section 28-30-6 of these regulations.

(Adopted effective October 21, 1996)