

- C. Best Practices in Communications
- IV. Telecommunicator's Role in Human Trafficking Calls
 - A. Historical Background
 - B. Information Collection and Reporting
 - C. Best Practices in Communications
- V. Telecommunicator's Role in Suicidal Callers
 - A. Historical Background
 - B. Information Collection and Reporting
 - C. Best Practices in Communications
- VI. Telecommunicator's Role in Domestic Violence Calls
 - A. Historical Background
 - B. Information Collection and Reporting
 - C. Best Practices in Communications
- VII. Telecommunicator Evaluation/Call Prioritizing
 - A. Law Enforcement Response
 - B. Fire/Rescue Service Response
 - C. Emergency Medical Service Response
- VIII. Course Summary
 - A. Selfcare of Telecommunicators
 - B. Recognizing and Responding Telecommunicator Burnout
 - C. Review of High priority calls and Telecommunicator Management

REQUIRED TEXTBOOK AND MATERIAL:

The instructor will determine the textbook and other instructional material.