

Free Training
September 16th, 2009 – 8:30 am

Charles County MFRI Facility
10375 Audie Lane
LaPlata, MD 20646

September 17th, 2009 – 8:30 am

MFRI Facility
601 Safety Drive
Centreville, MD

High Risk!

Sharing Critical Skills for Call Takers, Dispatchers AND Trainers

Class Description:

At PSTC we are excited to announce another new class and a fantastic choice for in-service training. "HIGH RISK" is a class that shares critical skills for call takers, dispatchers and trainers.

We have looked at events that are a risk to either responders or communities and built this dispatch specific class to help dispatch centers to prepare for HIGH RISK events.

PSTC Instructors and researchers have taken the time to take an in-depth look at Line of Duty Deaths for Law Enforcement events and LODD for Fire and EMS responders at Law related calls. We then share the vital lessons learned from a communications perspective.

We use a mix of lecture, video, audio tape review and the honored PSTC style of education to drive the lessons home to your 9-1-1 and Emergency Communications professionals!

We share the most current events and "lessons learned" from around the nation. We are very proud to have the best customer agencies in the nation so we can tell you the REAL story and prepare you to handle an event in your area. This is a great class that includes all of the event types listed below:

- **Responder Ambush Events**
- **Warrant and Search Warrants**
- **Domestic Violence and Family Violence**
- **Routine and High Risk Traffic Stops**
- **Business and Home Robberies**
- **Vehicle Pursuits - How to Make them SAFER!**
- **Saluting the Best - Case Studies of GREAT events**
- **Suspicious Vehicles - Suspicious Person Calls**
- **Mentally Ill Subjects**
- **Restraining Orders and Protection Orders**

We offer progressive and smart skills for both call takers, dispatchers and supervisory staff during HIGH RISK events. Your staff will leave the class with skills they can use immediately. We will also provide a strong dose of pride and partnership with our responders so that call takers and dispatchers go the "extra mile" during HIGH RISK events!

Target Audience: This class is a crucial class for any emergency communications professional!