



Vendor **911.gov**

## CPR LifeLinks

CPR LifeLinks is a national initiative to help communities save more lives through the implementation of telecommunicator and high-performance CPR programs

Year Introduced

**2019**

CEU Hours

TELECOMM

EMD

Instructor

2.00

2.00

2.00

Course #

**CDE #51391 Location Accuracy**

Improving location results would benefit public safety

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	1.00

Course #

**CDE #51392 Guidecard Software**

How they are used and best practices for developing them

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	1.00

Course #

**CDE #51393 Standards Development Process**

Experts from around the country determine a competency-based approach to ECC occupations and processes

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
1.00	0.00	1.00

Course #

**CDE #51394 Where's the Caller**

As smart phones come to dominate emergency call traffic, the National Emergency Address Database is central to acquiring dispatchable locations

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	1.00

Course #

**CDE #51395 Using Standards to Establish Policies**

Experts from around the country determine a competency-based approach to ECC occupations and processes.

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
1.00	0.00	1.00

Course #

**CDE #51396 Names That Changed Laws**

By familiarizing themselves with the laws often used by first responders, public safety telecommunicators can aid in their enforcement.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	1.00	1.00	1.00
Course #	<input type="text"/>		

**CDE #51397 Emergency Medical Services**

Dangers abound for EMS personnel; here's the way telecommunicators can mitigate the risks.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	1.00	1.00	1.00
Course #	<input type="text"/>		

**CDE #51398 Health of a Telecommunicator**

Stress, overnight shifts and long periods of sitting can damage the health and well-being of public safety telecommunicators.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	1.00	1.00	1.00
Course #	<input type="text"/>		

**CDE #51399 Why Cybersecurity Matters**

To be effective, defenses must be integrated.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	1.00	0.00	1.00
Course #	<input type="text"/>		

**CDE #51400 Automated Secure Alarm Protocol Standard**

An introduction to a standard that enables the bypassing of call taking during alarm notifications to emergency communications centers.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	1.00	0.00	1.00
Course #	<input type="text"/>		

**CDE #51401 When Normal is Not an Option**

The COOP ensures that public safety telecommunicators can continue essential functions of the emergency communications center during disasters

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	1.00	1.00	1.00
Course #	<input type="text"/>		

**CDE #51402 Agency Training Program Certification**

APCO certification ensures that an agency's telecommunicators meet minimum national training requirements

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	1.00	0.00	1.00
Course #	<input type="text"/>		

**Disaster Operations and the Communications Center**

This course is designed to educate the public safety telecommunicator on a wide range of man-made and natural disasters, their effects on the community and its infrastructure and the response and recovery needs of each. In addition, this course will provi

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	8.00	8.00	8.00
Course #	<input type="text"/>		

**General Illuminations - "I've Been Robbed!"**

This session will identify and explain the difference between theft, robbery and burglary. Topics include determining time frame factors, such as "occurred past", "just occurred" and "in progress", and key components for questioning callers to determine t

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	1.00	0.00	1.00
Course #	<input type="text"/>		

**General Illuminations - Calls Involving Emotionally Disturbed Persons**

There are a wide variety of ways the Telecommunicator may be asked to respond to calls involving emotional disturbed persons. This includes third party calls or direct contact with the subject who may be mentally ill. This session will cover the various

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	1.00	1.00	1.00
Course #	<input type="text"/>		

**General Illuminations - Chemistry**

The creation and use of various types of chemical bombs, homemade improvised explosive devices, and letter bombs, create dangers when being created, deployed, and for the first responders who respond to the incidents. This session will focus on the respo

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	1.00	1.00	1.00
Course #	<input type="text"/>		

**General Illuminations - Emergency Location Service (ELS)**

To aid in the quest to provide more accurate cell phone location information, emergency location services (ELS) is now available by multiple cell phones manufacturers. Emergency location service (ELS) sends enhanced location information directly from the

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	1.00	0.00	1.00
Course #	<input type="text"/>		

**General Illuminations - Gunshot Detectors**

As technology continues to evolve, communications centers across the world are being tasked with monitoring additional systems. One system that is quickly being implemented across the nation is gunshot detectors. This session will focus on the various t

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	1.00	0.00	1.00
Course #	<input type="text"/>		

### General Illuminations - Law Enforcement Specialty Units

In addition to patrol activities, law enforcement agencies utilize many types of specialty units and resources. This session explores various types of law enforcement assets, apparatus, and their uses.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	1.00	0.00	1.00
Course #	<input type="text"/>		

### General Illuminations - Legalize It

As states move toward legalized medicinal and recreational marijuana, it is important that the Telecommunicators evolve with the new laws and registries. This session will look into this issue including impact to medical protocols, call processing as well

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	1.00	1.00	1.00
Course #	<input type="text"/>		

### General Illuminations - Locating people

Whether it's a social media-based event, suicidal person or looking for a suspect, communications is being asked more and more to use GIS tools to locate people. This session will focus on various avenues available including GPS Pinging, phase II e911rebi

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	1.00	0.00	1.00
Course #	<input type="text"/>		

### General Illuminations - MAYDAY/SEND BACKUP – I NEED HELP NOW!"

Emergency responders often find themselves in situations where they need assistance. This session reviews types of incidents where subsequent/additional emergencies arise and law enforcement, fire, and/or EMS personnel need assistance immediately. Topics

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	1.00	0.00	1.00
Course #	<input type="text"/>		

### General Illuminations - Response to Mass-Casualty Incidents

Mass-casualty incidents can be caused by natural disasters, technological events, or man-made crimes, and can quickly become overwhelming for emergency responders; whether law enforcement, fire, EMS, or a combination of all. This session provides an overview

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

1.00

1.00

1.00

Course #

### General Illuminations - Tactical Dispatch

Tactical dispatching is a unique and helpful dispatch concept used to assist field responders. Tactical dispatch can be provided from within the communications center, or in the field, from a command vehicle. This session provides information on the use

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

1.00

0.00

1.00

Course #

### General Illuminations - Traffic Stops and Vehicle Pursuits

Traffic-stops and vehicle pursuits can be dangerous situations for law enforcement personnel, as well as posing dangers to the public. Officer and public safety issues, including high speed pursuits and the use of stop sticks are discussed, as well as th

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

1.00

0.00

1.00

Course #

### Illuminations - Batter Up

Baseball is the all-American sport. However, like many other sports, playing it can result in injuries. This course will focus on various types of injuries from baseball and softball

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

1.00

1.00

1.00

Course #

**Illuminations - Biological Agents**

This session will focus on various types of biohazard incidents the EMD may be called upon to process, including those involving, blister agents, natural or weaponized nerve agents and more.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	1.00	1.00	1.00
Course #	<input type="text"/>		

**Illuminations - Current Trends in Narcotics**

Each year there seems to be a new "popular" illicit narcotic spreading across the nation. This session will focus on popular narcotics currently in use.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	1.00	1.00	1.00
Course #	<input type="text"/>		

**Illuminations - Friday Night Lights**

It's the time of year when attention is focused on the Friday night lights of football. This session will address the types of injuries that can result from football and cheerleading.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	1.00	1.00	1.00
Course #	<input type="text"/>		

**Illuminations - It's Allergy Season!**

Although allergy seasons differ in various parts of the country, tree, flower, grass, and pollen cause health problems for millions of people. This session provides information on various types of allergies, the signs/symptoms, and emergency situations t

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	1.00	1.00	1.00
Course #	<input type="text"/>		



**Illuminations - Karate Chop**

The study of martial arts is never without risk. And, with more members of the public turning to martial arts for personal self-defense, and juveniles studying for proficiency, the EMD is being called upon to handle various injuries that are commonly suff

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	1.00	1.00	1.00
Course #	<input type="text"/>		

**Illuminations - Managing the Call**

Gaining initial control of the call/caller is vital to obtaining pertinent and accurate information. This session explores types of difficult callers, such as those who are hysterical, intoxicated, confused, and abusive. The session will also address the

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	1.00	1.00	1.00
Course #	<input type="text"/>		

**Illuminations - Psychiatric Problems**

Far too often the EMD is tasked with interacting with callers who have psychiatric problems ranging from suicidal thoughts or actions to paranoid schizophrenia. This course will focus on these types of interactions, as well as cues the EMD can rely on to

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	1.00	1.00	1.00
Course #	<input type="text"/>		

**Illuminations - Quality Assurance/Quality Improvement and the EMD**

Call review, evaluation, and feedback are important components of Quality Assurance/Quality Improvement for the EMD. This session includes information on standardized methods of application found in APCO's Quality Assurance/Improvement National Standard,

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	1.00	1.00	1.00
Course #	<input type="text"/>		

**Illuminations - Special K**

Ketamine, known on the street as Special K, is primarily used for starting and maintaining anesthesia. When administered, it creates a state of unconsciousness in patients. Paramedics may administer ketamine for pain relief or sedation. But it is also use

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	1.00	1.00	1.00
Course #	<input type="text"/>		

**Illuminations - Stabbing**

Stabbings, and knife, sword and machete attacks are all increasing in frequency. These types of attacks can cause a myriad of injuries. This session will focus on the EMD's role in processing calls involving these injuries.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	1.00	1.00	1.00
Course #	<input type="text"/>		

**Illuminations - Tuberculosis**

Tuberculosis (TB) is an infectious disease that affects the patients' lungs, and may also affect the kidney, spine, and brain. It is the second biggest killer, globally, when compared with other diseases caused by a single infectious agent. In fact, one

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	1.00	1.00	1.00
Course #	<input type="text"/>		

**CDE #53710 Typhoid fever**

Typhoid fever is a foodborne, life-threatening illness caused by bacteria. An estimated 22 million cases of typhoid fever and 200,000 deaths occur worldwide each year. This course will cover mechanisms of transmission, signs and symptoms, and responder p

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2020	1.00	1.00	1.00
Course #	CTE-20-013		

**CDE #53711 Tracheostomy (stoma)**

A tracheostomy is a surgically created hole (stoma) in the patient's windpipe (trachea) that provides an alternative airway for breathing. This session will focus on tracheostomy, including infections of the stoma and challenges created with difficulty br

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2020	1.00	1.00	1.00
Course #	CTE-20-014		

**CDE #53712 Incidents Involving Chemical Substances**

Chemical incidents are events involving accidental or intentional use or release of a chemical substance. This session will look at the 5 classes of chemical agents: nerve agents, blister agents, blood agents, choking agents, and irritating agents.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2020	1.00	1.00	1.00
Course #	CTE-20-015		

**CDE #53713 Complacency: The Most Dangerous Word in EMD**

Just another chest pain," is a critical outlook. This session will focus on the mental preparedness of the EMD and ensuring that efforts are made to ensure the EMD does not become complacent, viewing calls for service as routine.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2020	1.00	1.00	1.00
Course #	CTE-20-016		

**CDE #53714 Dieting: What Are the Dangers of Fad Diets and Supplements?**

It seems like the majority of adults you meet are on one type of fad diet or another; however, without medical oversight dieting can be dangerous. Everyone looking for a "magic weight loss pill" is likely to use and abuse supplements that increase the hea

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2020	1.00	1.00	1.00
Course #	CTE-20-017		

**CDE #53715 Attacks Against Field Personnel**

The news is full of cases of fire and EMS personnel being taken hostage, stabbed, jumped, beat, and shot. This session will focus on ensuring the EMD is considering the potential risk to responders on each call for service and paying attention to the small

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2020	1.00	1.00	1.00
Course #	CTE-20-018		

**CDE #53716 Middle East Respiratory Syndrome (MERS-CoV)**

Middle East Respiratory Syndrome (MERS) is a respiratory illness caused by the virus MERS-CoV. This virus was first reported in 2012 in Saudi Arabia. Over 30% of patients infected with MERS-CoV have died. This session will include signs and symptoms, as

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2020	1.00	1.00	1.00
Course #	CTE-20-019		

**CDE #53717 Headaches**

Calling 9-1-1 for a headache is not the norm, so when a caller contacts emergency services for a headache, it is much more severe. The EMD must be aware of the various severe causes of headaches including aneurysms, hematomas and hemorrhages.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2020	1.00	1.00	1.00
Course #	CTE-20-020		

**CDE #53718 Measles Outbreak**

This session will cover the transmission of the disease, signs and symptoms of measles (including the measles rash), the 3 C's of measles, and complications

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2020	1.00	1.00	1.00
Course #	CTE-20-021		

**CDE #53719 Playground Injuries**

When children go to the playground, the last thing on a parent's mind is injury. However, there are a considerable number of injuries that commonly occur, with falls as the leading cause of playground injuries. The most common injuries include fractured o

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2020	1.00	1.00	1.00
Course #	CTE-20-022		

**CDE #53720 High-Risk Abdominal Pains**

Patients presenting with abdominal pains may be experiencing high-risk emergencies. This session will focus on various types of high-risk abdominal pains that may demonstrate as extreme pain in the belly that does not go away, such as with aortic aneurysm

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2020	1.00	1.00	1.00
Course #	CTE-20-023		

**CDE #53721 Improving Patient Care**

This session will explore the medical devices on the market that inform the user about conditions for which they may not yet be diagnosed. This session will explore PSTs being exposed to this type of data and terminology that PST's may not be familiar wit

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2020	1.00	1.00	1.00
Course #	CTE-20-024		

**CDE #54560 EMD Standards**

Standards dictate the level of knowledge and expertise required of students and instructors.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2020	1.00	1.00	1.00
Course #			

**CDE #54561 Transition to NG9-1-1**

Achieving an end-state, Next Generation 9-1-1 system throughout the country requires that public safety professionals actively engage in defining the needs and requirements of any solution.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2020	1.00	0.00	1.00
Course #	<input type="text"/>		

**CDE #54562 The Resilient Telecommunicator**

A telecommunicator is in an ongoing role of “telephone roulette” where we never know when that call is going to happen.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2020	1.00	1.00	1.00
Course #	<input type="text"/>		

**CDE #54563 Promotions Without Degrees**

Incorporating the mindset of leadership from within yourself is the first step toward promotion in the public safety communications arena.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2020	1.00	0.00	1.00
Course #	<input type="text"/>		

**CDE #54564 What You Can Do for Your Association**

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2020	1.00	0.00	1.00
Course #	<input type="text"/>		

**CDE #54565 High Performance**

APCO standards help maintain smooth operations for public safety telecommunications.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2020	1.00	0.00	1.00
Course #	<input type="text"/>		

**CDE #54566 Engaging at APCO 2020**

The opportunities to maximize your experience at APCO 2020 are almost limitless.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2020	1.00	0.00	1.00
Course #	<input type="text"/>		

**CDE #54567 Maximizing Your ROI by Attending APCO's Conference**

Understanding you and your ECC's needs while taking advantage of conference opportunities are keys to making the most of APCO 2020.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2020	1.00	0.00	1.00
Course #	<input type="text"/>		

**CDE #54568 Muddy Footprints All Over Your Network**

How intrusion detection and prevention systems can help guard against cyber sabotage

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2020	1.00	0.00	1.00
Course #	<input type="text"/>		

**CDE #54569 Cultural Impact of COVID-19**

Metro Nashville Department of Emergency Communications lightened up its work environment in the face of pandemic and civil unrest.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2020	1.00	1.00	1.00
Course #	<input type="text"/>		

**CDE #54570 Coping With a 9-1-1 Outage**

Improving communication between carriers and ECCs is the key to mitigating outages.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2020	1.00	0.00	1.00
Course #	<input type="text"/>		

Vendor

**APCO**

**CDE #54571 Utility Failure**

In the wake of a water main break in Chattanooga, Tennessee, public safety communications routed water and medical care where they were needed most.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2020	1.00	1.00	1.00
Course #	<input type="text"/>		

**General Illuminations - IPAWS**

During an emergency, alert and warning officials need to provide the public with life-saving information quickly. The Integrated Public Alert & Warning System (IPAWS) is a modernization and integration of the nation's alert and warning infrastructure and

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2020	1.00	0.00	1.00
Course #	<input type="text"/>		

**General Illuminations -After a Critical Incident**

This session will focus on actions to take after the critical event is over, including peer-to-peer, CISM, EAP, etc.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2020	1.00	1.00	1.00
Course #	<input type="text"/>		

**General Illuminations -Apps at Work**

This session will provide information on common public safety apps and their purposes.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2020	1.00	1.00	1.00
Course #	<input type="text"/>		

**General Illuminations -Domestic Terrorism**

The PST must be ready to recognize and handle these situations when they arise.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2020	1.00	0.00	1.00
Course #	<input type="text"/>		



Vendor

**APCO**

**General Illuminations -How PSTs Bounce Back**

This session will focus on ensuring the PST provides self-care to retain this resiliency and flourish in this profession

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2020	1.00	0.00	1.00
Course #	<input type="text"/>		

**General Illuminations -Line of Duty Suicide**

This session will discuss the signs and symptoms associated with public safety responder stress, depression and suicidal thoughts.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2020	1.00	1.00	1.00
Course #	<input type="text"/>		

**General Illuminations -Neighbor Disturbances**

This session will focus on these neighborhood disputes and efforts to assist in de-escalation.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2020	1.00	0.00	1.00
Course #	<input type="text"/>		

**General Illuminations -Sovereign Citizens**

anti-government extremists who believe that even though they physically reside in this country, they are separate or 'sovereign' from the United States."

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2020	1.00	0.00	1.00
Course #	<input type="text"/>		

**General Illuminations -What Are You Inferring?**

This course will delve deeply into inferences and the challenges that they create in the call taking process.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2020	1.00	1.00	1.00
Course #	<input type="text"/>		

**General Illuminations -What Your Co-Workers Want You to Know**

This session will focus on those things that your co-workers want you to know, but do not want to say

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2020	<input type="text" value="1.00"/>	<input type="text" value="0.00"/>	<input type="text" value="1.00"/>
Course #	<input type="text"/>		

**General Illuminations -Why Won't They Listen**

This session will provide insights on ways to effectively communicate up the chain-of-command for results.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2020	<input type="text" value="1.00"/>	<input type="text" value="0.00"/>	<input type="text" value="1.00"/>
Course #	<input type="text"/>		

**SGeneral Illuminations -ituational Awareness**

Evaluating the current event, anticipating possible changes, and projecting the future status are important aspects of the job.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2020	<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text" value="1.00"/>
Course #	<input type="text"/>		

**CDE #57108 Edema**

Edema occurs when the small blood vessels leak fluid into nearby tissues. This course will cover the various types of situations in which a caller may need emergency services for severe edema, as well as various medical emergencies for which edema is indi

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text"/>
Course #	<input type="text"/>		

**CDE #57109 Tigers and Snakes, Oh My!**

This session will focus on injuries that occur from a variety of exotic animals. Injuries will be reviewed from minor lacerations to very dangerous venomous or life-threatening bites and amputations.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2021	1.00	1.00	<input type="text"/>
Course #	<input type="text"/>		

**CDE #57110 Ear Pain**

A very painful situation which many have experienced, ear pain is more than just a nuisance. This session will cover various types of ear pain, infections, and injuries, as well as conditions for which ear pain is a symptom. This session will also look at

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2021	1.00	1.00	<input type="text"/>
Course #	<input type="text"/>		

**CDE #57111 Agonal Breathing**

This session will define agonal breathing and the associated signs and symptoms. Discussions will include identifying triggers related to stroke, cardiac arrest, and the need for CPR.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2021	1.00	1.00	<input type="text"/>
Course #	<input type="text"/>		

**CDE #57112 Infections**

The difference between bacterial and viral infections will be discussed, including common signs and symptoms of each. This session will also examine how germs spread and ways to mitigate and control the spread of infectious disease.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2021	1.00	1.00	<input type="text"/>
Course #	<input type="text"/>		

**CDE #57113 Breach of Duty**

This session will focus on the moral and legal duty of the emergency medical dispatcher to provide help and various ways that duty may be breached. A review of various case studies will be included to demonstrate an intentional and unintentional breach of

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	1.00	1.00	
Course #	<input type="text"/>		

**CDE #57114 TTY, TDD, RTT, Text-To-911**

What is it all, and why is it important to the EMD? In the modern world of texting, many EMDs are uncertain why they must maintain TTY/TDDs. This session will also discuss RTT (real-time texting).

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	1.00	1.00	
Course #	<input type="text"/>		

**CDE #57115 Why Won't They Follow My Directions?**

Giving instructions to a caller is easy when reading from a script, but in certain situations it can be challenging to get the caller to comply. This session will look at ways to ensure the caller is following your instructions, including de-escalation wi

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	1.00	1.00	
Course #	<input type="text"/>		

**CDE #57116 Hypertension**

Also known as high blood pressure, hypertension is a condition in which the force of the blood against artery walls is too high, thereby increasing the risk for heart disease and stroke, both of which are leading causes of death. This session will take a

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	1.00	1.00	
Course #	<input type="text"/>		

**CDE #57117 Syncope**

When receiving a call for a patient that has fainted, experienced syncope, passed out, or "fell out," the cause can be a wide variety of medical situations. This session will investigate some of the more common syncope causes as: vasovagal syncope, blood

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	1.00	1.00	
Course #	<input type="text"/>		

**CDE #57118 Lift Assists**

Due to the growing aging community, social isolation, and increased healthcare costs, there is an increasing number of patients who should be in assisted-living facilities but instead are at home with caretakers who do not have the knowledge, equipment, o

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	1.00	1.00	
Course #	<input type="text"/>		

**CDE #57119 Dear Stress: Let's Break Up**

With increasing call volume, continually evolving procedures and protocols, and new challenges to overcome, the EMD may feel overwhelmed, anxious, or emotionally exhausted. These emotions are all symptoms of compassion fatigue or long-term burnout. This s

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	1.00	1.00	
Course #	<input type="text"/>		

**CDE #58166 Choosing the Right Text-to-9-1-1**

Technical, training and public communications must be taken into account.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	1.00	1.00	1.00
Course #	<input type="text"/>		

**CDE #58167 Care and Use of Land Mobile Radios**

	Year Introduced	CEU Hours		Instructor
		TELECOMM	EMD	
	2021	1.00	0.00	0.00
		Course #		

**CDE #58168 Stress in the ECC**

How to identify it and where to go for assistance.	Year Introduced	CEU Hours		Instructor
		TELECOMM	EMD	
	2021	1.00	1.00	1.00
		Course #		

**CDE #58169 The Critical Role of Employee Satisfaction in ECC**

Understanding the causes of short staffing is key to fixing the problem.	Year Introduced	CEU Hours		Instructor
		TELECOMM	EMD	
	2021	1.00	0.00	1.00
		Course #		

**CDE #58170 Open Records Request**

	Year Introduced	CEU Hours		Instructor
		TELECOMM	EMD	
	2021	1.00	0.00	
		Course #		

**CDE #58171 How to Maintain ECC Policies and Procedures**

	Year Introduced	CEU Hours		Instructor
		TELECOMM	EMD	
	2021	1.00	0.00	
		Course #		

Vendor **APCO**

**CDE #58172 Virtual Conference**

<input type="text"/>	Year Introduced	CEU Hours		
	2021	TELECOMM	EMD	Instructor
		<input type="text" value="1.00"/>	<input type="text" value="0.00"/>	<input type="text"/>
	Course #	<input type="text"/>		

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**CDE #58173 U**

<input type="text"/>	Year Introduced	CEU Hours		
	2021	TELECOMM	EMD	Instructor
		<input type="text" value="1.00"/>	<input type="text" value="0.00"/>	<input type="text"/>
	Course #	<input type="text"/>		

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**CDE #58174 Lessons learned from the New Normal**

<input type="text"/>	Year Introduced	CEU Hours		
	2021	TELECOMM	EMD	Instructor
		<input type="text" value="1.00"/>	<input type="text" value="0.00"/>	<input type="text"/>
	Course #	<input type="text"/>		

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**CDE #58175 Lean into Learning**

<input type="text"/>	Year Introduced	CEU Hours		
	2021	TELECOMM	EMD	Instructor
		<input type="text" value="1.00"/>	<input type="text" value="0.00"/>	<input type="text"/>
	Course #	<input type="text"/>		

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**CDE #58176 Facility Security**

<input type="text"/>	Year Introduced	CEU Hours		
	2021	TELECOMM	EMD	Instructor
		<input type="text" value="1.00"/>	<input type="text" value="0.00"/>	<input type="text"/>
	Course #	<input type="text"/>		

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**CDE #58177 Living in a Fault Zone**

<input type="text"/>	Year Introduced	CEU Hours		
	2021	TELECOMM	EMD	Instructor
		<input type="text" value="1.00"/>	<input type="text" value="0.00"/>	<input type="text"/>
	Course #	<input type="text"/>		

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Vendor

**APCO**

**CDE #58178 Civil Unrest**

Year Introduced

2021

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

Course #

**General Illuminations - Citizen and Responder Safety**

Gathering pertinent information for the safety of the caller and the responding units is vital. This session will discuss dangers such as armed suspects, hazardous fire scenes, combative medical patients, and the information needed to ensure scene safety.

Year Introduced

2021

CEU Hours

TELECOMM

1.00

EMD

0.00

Instructor

Course #

**General Illuminations - Derechos**

A derecho is a widespread, long-lived, straight-line windstorm associated with fast-moving thunderstorms, potentially rivaling tornadic and hurricane wind forces. Derechos can cause tornadoes, heavy rains, flash flooding, and extensive property damage. Th

Year Introduced

2021

CEU Hours

TELECOMM

1.00

EMD

0.00

Instructor

Course #

**General Illuminations - Diversity and Differences**

Recognizing and appreciating individual differences is essential in public safety. This session will delve into common differences such as gender, race, ethnicity, age, socio-economic status, sexual orientation, and religious beliefs and customs.

Year Introduced

2021

CEU Hours

TELECOMM

1.00

EMD

0.00

Instructor

Course #



Vendor

**APCO**

### General Illuminations - Domestic Terrorism

The FBI defines domestic terrorism as “Americans attacking Americans because of U.S.-based extremist ideologies—comes in many forms in our post 9/11 world.” The PST must be ready to recognize and handle these situations when they arise.

Year Introduced  
**2021**

CEU Hours

TELECOMM EMD Instructor

1.00

0.00

Course #

### General Illuminations - Ethics and the PST

Values, moral principles and proper behavior standards are crucial in the workplace. This session will discuss various types of work ethic skills and ways to ensure high ethical standards.

Year Introduced  
**2021**

CEU Hours

TELECOMM EMD Instructor

1.00

0.00

Course #

### General Illuminations - Fire Calls

This session explores various types of frequent fire-related calls, including structure fire, brush fire, and high-rise fire. New technology used in response to these types of fires will also be discussed.

Year Introduced  
**2021**

CEU Hours

TELECOMM EMD Instructor

1.00

0.00

Course #

### General Illuminations - Fusion Centers and Intelligence Gathering

Fusion centers are state-owned and operated centers that receive, gather, and analyze threat-related information. This session will review various fusion centers, real-time crime centers, their capabilities, and the information available for use by teleco

Year Introduced  
**2021**

CEU Hours

TELECOMM EMD Instructor

1.00

0.00

Course #

Vendor

**APCO**

### General Illuminations - It's Much More Than a Title

As a public safety telecommunicator, it is never too early for you to start thinking of what type of leader you would like to be. This session will look at leadership models and skills that will aid the PST throughout their careers and lives as they expand.

Year Introduced

2021

CEU Hours

TELECOMM

EMD

Instructor

1.00

0.00

Course #

### General Illuminations - Never Stop Learning

Because new technology and emerging social trends impact public safety communications, it is essential to be mindful of current and emerging aspects of the job. This session will examine various learning opportunities available to the telecommunicator.

Year Introduced

2021

CEU Hours

TELECOMM

EMD

Instructor

1.00

0.00

Course #

### General Illuminations - Radio Spectrum for PSTs

This session provides basic information about public safety radio technology, including radio frequency types, FCC rules for public safety, and common terminology.

Year Introduced

2021

CEU Hours

TELECOMM

EMD

Instructor

1.00

0.00

Course #

### General Illuminations - Same Call - A Different Perspective

This session will consider how a personal perspective and a caller's age can change the information available to the call taker. These differences can also affect the call taker's reaction to the caller. Topics include child callers, non-English speaking.

Year Introduced

2021

CEU Hours

TELECOMM

EMD

Instructor

1.00

0.00

Course #

**General Illuminations - Something Does Not Seem Right**

Sometimes what we hear does not make sense. This session will review active listening skills, including attitude, attention, adjustment, and the importance of listening to what the caller says or what they are not saying.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2021	1.00	0.00	
Course #	<input type="text"/>		

**General Illuminations - Wildfires and Hotshots**

Across the United States, there are 68 hotshot crews with approximately 20 wildland firefighters each. These hotshot crews respond to large, high-priority wildland fires and are assigned to work the most challenging parts of the fire. This session will lo

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2021	1.00	0.00	
Course #	<input type="text"/>		

**CDE #53710 Specialty Treatment Centers in Disaster Situations**

When a disaster situation occurs is not the time when you want to learn about specialty treatment centers in your response area.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2022	1.00	1.00	1.00
Course #	<input type="text"/>		

**CDE #60148 Ensuring QA Compliance**

Reviewing the EMD ASTM National Standard and the APCO/ANSI Standard for Establishment of a Quality Assurance and Quality Improvement Program for PSAPs will give you a better understanding of QA and the role they play in agency and individual risk manageme

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2022	1.00	1.00	1.00
Course #	<input type="text"/>		

**CDE #60151 3 Phases of Dispatch**

Each phase is reviewed in-depth, including the EMD's roles and responsibilities. How the phases impact the overall success of the entire response are discussed.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2022	1.00	1.00	1.00
Course #	<input type="text"/>		

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**CDE #60152 Obstructed Airway**

An obstructed airway is an emergency! The common causes and symptoms of obstruction are examined, along with risk factors. EMD protocols for airway management are reviewed.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2022	1.00	1.00	1.00
Course #	<input type="text"/>		

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**CDE #60153 EMD Liability**

This session will focus on the concepts of reasonableness, the emergency rule, and foreseeability and the reliability and accuracy of what the EMD is being told.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2022	1.00	1.00	1.00
Course #	<input type="text"/>		

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**CDE #60154 Kounis Syndrome**

Original symptoms can present as a rash and lead to life-threatening anaphylactic reactions. This session discusses how patients with coronary disease can experience myocardial infarction because of allergic reaction.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2022	1.00	1.00	1.00
Course #	<input type="text"/>		

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**CDE #60155 Telematics and Emergency Medical Dispatch**

This session will take a deeper look at information that vehicle telematics systems can provide to the EMD and what the information translates to regarding the mechanism of injury, probability of trauma, the need for extrication, life flights or surgeons

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2022	1.00	1.00	1.00
Course #	<input type="text"/>		

**CDE #60156 EMS Personnel Can Be Targets Too**

Examples of recent events involving injury and death to EMS workers are examined during this session.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2022	1.00	1.00	1.00
Course #	<input type="text"/>		

**CDE #61705 System Failure**

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2022	1.00	0.00	1.00
Course #	<input type="text"/>		

**CDE #61706 CAD Outage**

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2022	1.00	0.00	1.00
Course #	<input type="text"/>		

**CDE #61707 Alleviate Stress in 10 Days**

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2022	1.00	1.00	1.00
Course #	<input type="text"/>		

**CDE #61708 Bridge the Gap Between Telecommunicator and Technology**

<input type="text"/>	Year Introduced	CEU Hours		
	2022	TELECOMM	EMD	Instructor
		1.00	0.00	1.00
		Course #	<input type="text"/>	

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**CDE #61709 Career Considerations**

<input type="text"/>	Year Introduced	CEU Hours		
	2022	TELECOMM	EMD	Instructor
		1.00	0.00	1.00
		Course #	<input type="text"/>	

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**CDE #61710 Recruiting Quality Public Safety Telecommunicators**

<input type="text"/>	Year Introduced	CEU Hours		
	2022	TELECOMM	EMD	Instructor
		1.00	0.00	1.00
		Course #	<input type="text"/>	

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**CDE #61711 Climbing the Ladder**

<input type="text"/>	Year Introduced	CEU Hours		
	2022	TELECOMM	EMD	Instructor
		1.00	0.00	1.00
		Course #	<input type="text"/>	

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**CDE #61712 Benefits and Expectations of the CPE Program**

<input type="text"/>	Year Introduced	CEU Hours		
	2022	TELECOMM	EMD	Instructor
		1.00	0.00	1.00
		Course #	<input type="text"/>	

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**CDE #61713 Why Cyber Hygiene Matters**

Changing passwords, in addition to other techniques, is broadly categorized as cybersecurity hygiene

Year Introduced  
**2022**

CEU Hours  
TELECOMM EMD Instructor

1.00 0.00 1.00

Course #

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**CDE #61714 Cyber and Physical Security in the ECC**

The two types of security are connected, and we can take steps to enhance both.

Year Introduced  
**2022**

CEU Hours  
TELECOMM EMD Instructor

1.00 0.00 1.00

Course #

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**EMD Illuminations- 'My Kid is Out of Control'**

Topics include information about potential physical and mental conditions and common medications prescribed for overactive children.

Year Introduced  
**2022**

CEU Hours  
TELECOMM EMD Instructor

1.00 1.00 1.00

Course #

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**EMD Illuminations- Medical Differences Between Male and Female**

This session examines the importance of obtaining the sex and age of the patient and the potential causes of the symptoms reported.

Year Introduced  
**2022**

CEU Hours  
TELECOMM EMD Instructor

1.00 1.00 1.00

Course #

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**EMD Illuminations- Spinal Cord and Vertebral Column**

This session will investigate the spinal cord and vertebral column and calls the EMD may receive where the patient may experience breaks to the vertebra and cuts to the spinal cord.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2022	1.00	1.00	1.00
Course #	<input type="text"/>		

**EMD Illuminations-December 2022, High-Risk Pregnancy**

Medical conditions and physical symptoms that may complicate the pregnancy and delivery are considered.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2022	1.00	1.00	1.00
Course #	<input type="text"/>		

**EMD Illuminations-November 2022, They Are Not 'Silly' Questions**

An EMD who does not understand the how's and whys of the EMD guide cards may find the questions to be "silly", which enhances the caller's frustration with answering essential vital points questions.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2022	1.00	1.00	1.00
Course #	<input type="text"/>		

**General Illuminations-August 2022, PSTs Rise to Occurences**

Rather than reacting to the challenge, this session will focus on the adaptability of the PST and rising to various occurrences.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2022	1.00	0.00	1.00
Course #	<input type="text"/>		



**General Illuminations-December 2022, Acronyms Galore**

What do they all mean? Public safety often uses lingo with acronyms.

Year Introduced  
**2022**

CEU Hours

TELECOMM	EMD	Instructor
1.00	0.00	1.00

Course #

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**General Illuminations-July 2022, MY KID IS OUT OF CONTROL**

This session looks at some common reasons for calling, such as refusal to go to school, angry outbursts, drug use, the threat of suicide, and threat of violence against others. Topics include information about potential physical and mental conditions and

Year Introduced  
**2022**

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	1.00

Course #

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**General Illuminations-November 2022, ICS Refresher**

This session delves into the Incident Command System (ICS). A review of how the system is established, who reports to whom, and how responsibilities are assigned are discussed.

Year Introduced  
**2022**

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	1.00

Course #

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**General Illuminations-October 2022, The System Just Crashed**

What happens when the CAD system, phone system, or radios go down?

Year Introduced  
**2022**

CEU Hours

TELECOMM	EMD	Instructor
1.00	0.00	1.00

Course #

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**General Illuminations-September 2022, Homelessness**

This session will focus on the homeless population, their living conditions, and common problems experienced in this environment. Response types for law enforcement, fire, and EMS are discussed.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2022	1.00	1.00	1.00
Course #	<input type="text"/>		

**General Illuminations-Incidents That Cause Mass Casualty Injuries-October 2023**

This session considers recent Mass Casualty Incidents and the emergency responses.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2023	1.00	1.00	1.00
Course #	<input type="text" value="CTE-23-025"/>		

**Illuminations - EMD-Poisoning-January 2023**

The types of poisonings discussed include environmental, food poisoning, occupational, therapeutic error, bite/sting, and product misuse.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2023	1.00	1.00	1.00
Course #	<input type="text" value="CTE-23-013"/>		

**Illuminations -Active Shooter: EMD & EMS Partnership**

Common types of injuries are discussed, along with information-gathering requirements for scene safety.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2023	1.00	1.00	1.00
Course #	<input type="text" value="CTE-23-023"/>		

**Illuminations -Can't Touch This! Thermal, Radiation, Chemical, and Electrical Burns**

This session will provide an understanding of the different types of burns and burn classifications which will aid in the treatment of the specific type of injury.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2023	1.00	1.00	1.00
Course #	<input type="text" value="CTE-23-018"/>		

**Illuminations -Electronics Are Keeping Us Alive**

A review of these devices and how they work will assist you in answering this type of medical call.

Year Introduced

2023

CEU Hours

TELECOMM

EMD

Instructor

1.00

1.00

1.00

Course #

CTE-23-024

**Illuminations -Fentanyl**

This session examines Fentanyl abuse and overdoses, including illegally manufactured powders, patches, pills, and candy-look-alike "Rainbow Fentanyl".

Year Introduced

2023

CEU Hours

TELECOMM

EMD

Instructor

1.00

1.00

1.00

Course #

CTE-23-021

**Illuminations -Pelvic Trauma-May 2023**

The pelvic region also supports and protects the reproductive organs, bladder, and rectum. Anatomy of the pelvic area, and common causes of pelvic trauma are discussed.

Year Introduced

2023

CEU Hours

TELECOMM

EMD

Instructor

1.00

1.00

1.00

Course #

CTE-23-017

**Illuminations -Pick A Card!**

Using the APCO EMD Sick/Unknown card as an example, we will look at this process.

Year Introduced

2023

CEU Hours

TELECOMM

EMD

Instructor

1.00

1.00

1.00

Course #

CTE-23-020

**Illuminations -Severe Eye Injuries-March 2023**

Various severe eye injuries are discussed, including scratches, eye inflammation, foreign object, penetrating object, chemical burn, and eye hemorrhages.

Year Introduced

2023

CEU Hours

TELECOMM

EMD

Instructor

1.00

1.00

1.00

Course #

CTE-23-015

Vendor

**APCO**

**Illuminations -Signs and Symptoms of a Diabetic Emergency – Out of the norm symptoms and signs of a possible diabetic emergency**

Understanding the signs could be the difference in identifying a diabetic emergency from an intoxicated person or a person with dementia.

Year Introduced  
**2023**

CEU Hours

TELECOMM EMD Instructor

1.00

1.00

1.00

Course # CTE-23-014

**Illuminations -The Chain of Survival for Witnessed Cardiac Arrest – The key elements at the best chance of survival**

This AHA Focus Group Doc is a life-saving tool to be added to the dispatcher's toolbox.

Year Introduced  
**2023**

CEU Hours

TELECOMM EMD Instructor

1.00

1.00

1.00

Course # CTE-23-016

**Illuminations -TTY/TDD – How do you EMD with TTY?**

Understanding how to gather accurate information quickly by using best practices for TTY medical is a tool no dispatcher should be without.

Year Introduced  
**2023**

CEU Hours

TELECOMM EMD Instructor

1.00

1.00

1.00

Course # CTE-23-022

**Illuminations -Whooping Cough**

This session examines common signs and symptoms and means of transmission

Year Introduced  
**2023**

CEU Hours

TELECOMM EMD Instructor

1.00

1.00

1.00

Course # CTE-23-019

Vendor

## Crisis Intervention Team-NJ

### Crisis Intervention Telecommunication Training

This course will give you as a Tele- Communicator the tools to utilize and the education needed to handle a caller in crisis or that may suffer from a mental illness or disability.

Year Introduced

2017

CEU Hours

TELECOMM EMD Instructor

8.00

8.00

8.00

Course #

CTE-17-034

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Vendor

# EMS Council of NJ 2019 Symposium

## All That is Asthma Does Not Wheeze

Recognition and treatment of respiratory ailments.

Year Introduced

2019

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

1.50

Course #

CTE-19-066A

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## Autoerotic? Choking Game? Suicide? It's Your Call

This course covers Management of Kink-Related Emergencies

Year Introduced

2019

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

1.50

Course #

CTE-19-066C

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## CBRNE

This program is a 3.5-hour version of the New Mexico Tech class. It will address the course of action for a CBRNE response, including triage, decontamination, scene survey, and monitoring operations.

Year Introduced

2019

CEU Hours

TELECOMM

3.50

EMD

3.50

Instructor

3.50

Course #

CTE-19-066D

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## Down and Dirty Chest Checkout

A scenario-based interactive look at the basics of thoracic trauma.

Year Introduced

2019

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

1.50

Course #

CTE-19-066G

---

## Emergency Response for EMS at Aircraft/Airport Emergencies

Presents the fundamentals of the effective use of emergency services during an aircraft accident

Year Introduced

2019

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

1.50

Course #

CTE-19-066H

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Vendor

## EMS Council of NJ 2019 Symposium

### EMS as part of the multi-disciplinary approach to Maternal Early Warning System

The goal of this presentation is to introduce the Maternal Early Warning System to the EMS providers and explain their role in addressing the most common causes of maternal morbidity over which they have influence: post-partum hemorrhage and pre-eclamps

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.50

1.50

1.50

Course # CTE-19-066I

### EMS Roles with Search and Rescue

Focus will be placed on how EMS will participate and assist in the operation.

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

3.50

3.50

3.50

Course # CTE-19-066J

### Gang Violence

Across the United States, acts of violence toward first responders continue to grasp headlines. Regardless of where you work, you will likely face the challenge of responding to a critical incident involving gangs.

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.50

1.50

1.50

Course # CTE-19-066K

### Improv for the EMS Professional

This is an interactive workshop focusing on how Improv can be used by the EMS professional

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.50

1.50

1.50

Course # CTE-19-066O

Vendor

## EMS Council of NJ 2019 Symposium

### Lay Your Hands on Me: The Art and Science of Physical Assessment

Join Kelly Grayson as he teaches you how to develop those intuitive physical assessment skills that not only yield vital diagnostic information, but also help guide us on when and how to appropriately apply our technology

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.50

1.50

1.50

Course # CTE-19-066Q

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### Major Hemorrhage

From severed jugulars and ruptured fistulas to esophageal varices, EMS must be ready. Learn what to expect and how to best manage these and other life-threatening injuries.

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.50

1.50

1.50

Course # CTE-19-066S

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### MD 1: Capabilities and Procedures

Dr. Merlin will review the NJ EMS Physician Response program (MD1-MD6) vehicles.

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.50

1.50

1.50

Course # CTE-19-066T

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### Mechanical Circulatory Support

This presentation will overview a spectrum of devices intended to mechanically substitute or augment native blood circulation.

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.50

1.50

1.50

Course # CTE-19-066U

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Vendor

## EMS Council of NJ 2019 Symposium

### NJ Nature Strikes Back

From dens of vipers, to ground hives full of hornets, and plants whose sap burns; there are dangers all around us.

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.50

1.50

1.50

Course # CTE-19-066V

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### No Medic Available- Effective BLS response to Diabetic Emergencies

This session will review how this disease affects the body, who is the most vulnerable, and how to be a competent and confident caregiver in these events, especially when ALS is not immediately available.

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.50

1.50

1.50

Course # CTE-19-066W

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### Pediatric Emergencies and Assessment

Assessment strategies and treatments (BLS and ALS) for the pediatric patient

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.50

1.50

1.50

Course # CTE-19-066X

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### Playing with Dolls - Triage for first on scene & Fundamentals of Disaster Response.

Nancy will teach first responders how to use a first-pass triage algorithm to identify and sort victims (dolls) of a smaller-scale MCI prior to arrival of transporting units, using a tabletop exercise. Once they have been triaged, we will describe what

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.50

1.50

1.50

Course # CTE-19-066Y

---

Vendor

# EMS Council of NJ 2019 Symposium

## Saving Your Own Life.

True confessions of a clinically depressed medic.

Year Introduced

2019

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

1.50

Course #

CTE-19-066AB

---

## Sepsis: Recognizing the Silent Killer

This presentation will examine the integral role of EMS in the management of sepsis, including Sepsis Alert Criteria and prehospital treatment guidelines

Year Introduced

2019

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

1.50

Course #

CTE-19-066AC

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## The Transgender Patient

Jonathan will discuss use of pronouns and interaction with the patient to inspire trust and cultivate patient rapport. Clinical presentation secondary to pharmacological and surgical factors will also be addressed.

Year Introduced

2019

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

1.50

Course #

CTE-19-066AH

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## Tweaked: Meth, Molly, their friends and the opioid epidemic.

Recognition and management of overdose, and compassionate response to all patients with addiction.

Year Introduced

2019

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

1.50

Course #

CTE-19-066AI

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## Understanding and Planning for School Bomb Incidents

The course identifies the factors involved in school bomb threats; critical response actions based on scenario types; the primary components of an improvised explosive device; and critical components of a school bomb related response plan.

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

3.50

3.50

3.50

Course # CTE-19-066AJ

## What Do You Mean I'm The Patient?

We spend so much time taking care of everyone else, but what happens when we, as the provider, become sick and must be treated by our colleagues?

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.50

1.50

1.50

Course # CTE-19-066AL

## Why a Trauma Center?

Learn how to make the best decision possible, learn why and when a patient needs a trauma center.

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.50

1.50

1.50

Course # CTE-19-066AN

## You Ate What?

In this session we will discuss what to expect if your patient has participated in the Tide Pod Challenge, the Cinnamon Dragon Challenge, Condom Snorting, Butt Chugging alcohol, and other disturbing games where there are no winners.

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.50

1.50

1.50

Course # CTE-19-066AO

Vendor **EMS Council of NJ 2021  
Symposium**

**A Walk in the Park...Case Studies in Trauma**

Four (4) trauma case studies will review assessment, treatment, and transportation decisions used in an austere field environment.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	1.50	1.50	1.50
Course #	21-051-F		

**Diabetic Emergencies**

Dr. Berkenbush will review the pathophysiology of the commonly encountered disease of diabetes as well as an overview of the types of diabetic emergencies contended with in the prehospital setting.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	1.50	1.50	1.50
Course #	21-051-E		

**Different Strokes for Different Folks**

The goal of this course is to take a deeper dive into strokes.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	1.50	1.50	1.50
Course #	21-051-C		

**I'm In EMS, But I Didn't Sign Up For This!**

Most people get into EMS to save lives. But most EMT's find out quickly EMS isn't all they dreamed it would be.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	1.50	1.50	1.50
Course #	21-051-T		

**Is the Scene Really Safe?**

Some situations discussed will be accident scenes, behavioral emergencies, violent situations on scene or in the ambulance, or even major contagious illnesses.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	1.50	1.50	1.50
Course #	21-051-I		

# EMS Council of NJ 2021 Symposium

## Improv for the EMS Professional

Better interaction with patients, better interaction with coworkers, better interaction with other agencies/ hospitals, advancing ourselves in EMS.

Year Introduced  
2021

CEU Hours

TELECOMM EMD Instructor

1.50

1.50

1.50

Course # 21-051-M

## MICU Utilization - Sick or Not Sick?

The purposes of this seminar are to: 1) inform EMS professionals about the Mobile Intensive Care Unit program in New Jersey, and 2) develop strategies necessary to make a field differential diagnosis to distinguish between SICK (unstable) and NOT SICK (s

Year Introduced  
2021

CEU Hours

TELECOMM EMD Instructor

1.50

1.50

1.50

Course # 21-051-S

## Old Guys Rule...And Take a Lot of Meds Too!

This session will cover some of the most common prescription meds and why your patients may be taking them

Year Introduced  
2021

CEU Hours

TELECOMM EMD Instructor

1.50

1.50

1.50

Course # 21-051-L

## Patient Assessment

A step-by-step approach for both Trauma and Medical Patient Assessments.

Year Introduced  
2021

CEU Hours

TELECOMM EMD Instructor

1.50

1.50

1.50

Course # 21-051-J

## Pediatric Transportation

We will look at NHTSA's guidelines for transporting pediatric patients in ambulances to ensure we are doing everything we can to transport this precious cargo in the safest way possible.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	1.50	1.50	1.50
Course #	21-051-G		

## Pediatric Assessment

Using evidence based, developmentally and psychologically appropriate interventions with the patient can drastically improve your patient care and understanding. Interventions include therapeutic play and education to reduce fear, anxiety, and pain.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	1.50	1.50	1.50
Course #	21-051-N		

## Pediatric Trauma and the Differences in Management

This class will discuss some of the challenges with these patients and some tools on how make the best of a tough situation.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	1.50	1.50	1.50
Course #	21-051-R		

## Respiratory Failure: Going Down the Tubes

This presentation focuses on the early recognition and management of respiratory failure using both basic and advanced skills. CPAP and Nebulized Bronchodilators

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	1.50	1.50	1.50
Course #	21-051-A		

**Shock Talk...**

. Understanding this physiologic mechanism will allow a field provider to recognize the subtle signs early and take appropriate action. In this presentation the physiology of shock will be covered in depth and related to the accompanying signs and symp

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	1.50	1.50	1.50
Course #	21-051-D		

**So, You have Been Subpoenaed**

The lecture portion will discuss the types of adjudication EMTs may find themselves testifying at. The participants will be advised of the cardinal do's and do not' s of providing testimony

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	1.50	1.50	1.50
Course #	21-051-P		

**Syncope, A Wolf in Sheep's Clothing**

In this case study-based presentation, the major causes of syncope will be discussed along with assessment and treatment of the various causes.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	1.50	1.50	1.50
Course #	21-051-H		

**The Transgender Patient - Post Gender Reassignment Surgery**

This presentation will give EMS providers a basic understanding of the surgical procedures and pharmacological interventions associated with GRS.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	1.50	1.50	1.50
Course #	21-051-K		

### The Water's Rising - All About Edema

This session will overview the causes, manifestations, and consequences of edema-- peripheral, cerebral, pulmonary, ascites, lymphedema, and angioedema.

Year Introduced  
2021

CEU Hours

TELECOMM EMD Instructor

1.50

1.50

1.50

Course # 21-051-Q

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### Understanding ACLS (Advanced Cardiac Life Support) for EMTs

Overall, this seminar provides EMTs with better understanding of their role in providing high quality care within the ACLS scheme to patients who have suffered sudden cardiac arrest or one of the other acute coronary syndromes.

Year Introduced  
2021

CEU Hours

TELECOMM EMD Instructor

1.50

1.50

1.50

Course # 21-051-B

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### What's the Story? ... The lost art of history taking and presenting the patient

This presentation focuses on obtaining a history in the field environment plus techniques to effectively present the patient verbally and in writing.

Year Introduced  
2021

CEU Hours

TELECOMM EMD Instructor

1.50

1.50

1.50

Course # 21-051-O

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Vendor

**EMS1**

**HIPAA for First Resonders**

Year Introduced

2022

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Patient Communication During Disasters (BLS)**

Year Introduced

2022

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

Vendor

# Equature (DDS Corporation)

## Active Shooter

The most comprehensive active shooter class on the market. This class will not only give telecommunicators the historical prospective of the active shooter, but will also provide skills your telecommunicator can use during active shooter events. Lessons I

Year Introduced  
**2014**

CEU Hours

TELECOMM EMD Instructor

8.00

Course #

## Advanced Law Enforcement

This course focuses on skills dispatchers need to dispatch various calls, which may become critical incidents. Topics covered include: suicidal callers, shootings, domestic violence, school violence, rape calls, officer down, pursuits and critical incident

Year Introduced  
**2014**

CEU Hours

TELECOMM EMD Instructor

8.00

0.00

Course #

## Breeding Success

This course is designed to assist in making the training program effective to produce a fully trained dispatcher. Topics include: How to breed failure, how to breed success, training on a budget, the learning process, roles of the trainer, remedial training

Year Introduced  
**2014**

CEU Hours

TELECOMM EMD Instructor

8.00

0.00

8.00

Course #

## Communication Training Officer

Communication Training Officer

Year Introduced  
**2014**

CEU Hours

TELECOMM EMD Instructor

8.00

0.00

8.00

Course #

**Communications Center Liability**

Liability issues in the communications center have become increasingly more of a problem across the United States. Communications centers are now being faced with lawsuits. It is important for all members of the communications center to learn the basics o

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2014	8.00	0.00	
Course #	<input type="text"/>		

**Crimes in Progress**

During any in-progress call it is important for communications to anticipate what will happen next. Stay one step ahead of the incident when possible

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2014	8.00	0.00	
Course #	<input type="text"/>		

**Critical Incident Stress**

Communications is one of the most stressful jobs you can have. Each one of you will experience critical incident stress during your career. This class will provide you with the techniques to manage critical incident stress and educate you about the effect

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2014	8.00	0.00	
Course #	<input type="text"/>		

**Critical Incidents - Total Disaster Response**

Disasters can hit anytime, anywhere. Disasters come in all sizes in any jurisdiction. A disaster may be a small tornado, a wildfire or a major snowstorm. Or it could be a terrorist incident or a major earthquake. Some agencies have failed to prepare for d

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2014	8.00	0.00	
Course #	<input type="text"/>		

**Customer Service**

Customer service skills for dispatchers is a critical class for all dispatchers and 9-1-1 personnel. Topics covered include, annoying and difficult callers, words to use for extraordinary customer service, how to defuse anger and officer/dispatcher relati

Year Introduced  
**2014**

CEU Hours  
TELECOMM EMD Instructor

8.00

0.00

Course #

**Customer Service Skills for Public Safety Professionals**

Customer service skills for dispatchers is a critical class for all dispatchers and 9-1-1 personnel. Topics covered include, annoying and difficult callers, words to use for extraordinary customer service, how to defuse anger and officer/dispatcher relati

Year Introduced  
**2014**

CEU Hours  
TELECOMM EMD Instructor

8.00

0.00

Course #

**Domestic Violence**

This course provides a dynamic look at the truths and myths associated with domestic abuse. Attendees will learn to handle domestic abuse calls and the various situations associated with it.

Year Introduced  
**2014**

CEU Hours  
TELECOMM EMD Instructor

8.00

8.00

Course #

**Elite Continuous Training-Address Verification**

The first step in taking any call is to obtain a verified address. Something that sounds so easy is a complex process that must be done correctly and quickly.

Year Introduced  
**2014**

CEU Hours  
TELECOMM EMD Instructor

0.25

0.25

Course #

**Elite Continuous Training-Calming techniques**

What separates the good call taker from the great call taker? One thing is their ability to calm callers. Their ability to use the right calming techniques with the right caller at the right time.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2014	<input type="text" value="0.25"/>	<input type="text" value="0.25"/>	<input type="text"/>
Course #	<input type="text"/>		

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**Elite Continuous Training-Excited Delirium**

Simply stated, excited delirium is a mental and physiological condition that causes the body to overwork the heart and neurological systems and eventually shut them down, often ending in death.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2014	<input type="text" value="0.25"/>	<input type="text" value="0.25"/>	<input type="text"/>
Course #	<input type="text"/>		

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**Elite Continuous Training-Fire Fighter/EMS Safety**

One of the most important tasks a telecommunicator has when it comes to responder safety is making sure that law enforcement is present when needed. There are many agencies that respond to fire/medical calls without law enforcement.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2014	<input type="text" value="0.25"/>	<input type="text" value="0.25"/>	<input type="text"/>
Course #	<input type="text"/>		

---

**Elite Continuous Training-Handling Difficult Callers**

Your ability to handle the difficult callers will separate you from being average to being one of the greats

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2014	<input type="text" value="0.25"/>	<input type="text" value="0.25"/>	<input type="text"/>
Course #	<input type="text"/>		

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Vendor

## Equature (DDS Corporation)

### Elite Continuous Training-Handling difficult employees

Handling the difficult employee takes time and skill. We would like to address a few areas that we think are important

Year Introduced  
2014

CEU Hours

TELECOMM EMD Instructor

0.25

0.00

Course #

### Elite Continuous Training-Information Gathering

Information gathering is a continual process that begins with gathering information from the caller but gathering information from a variety of sources as well.

Year Introduced  
2014

CEU Hours

TELECOMM EMD Instructor

0.25

0.25

Course #

### Elite Continuous Training-Interviewing Skills -

We do not have hours to obtain information from our callers we have minutes so your ability to "interview" the caller becomes very important.

Year Introduced  
2014

CEU Hours

TELECOMM EMD Instructor

0.25

0.25

Course #

### Elite Continuous Training-Multitasking

You must be able to perform multiple jobs simultaneity. You must be able to work the radio, enter information into CAD, and take an emergency call at the same time.

Year Introduced  
2014

CEU Hours

TELECOMM EMD Instructor

0.25

0.00

Course #

### Elite Continuous Training-Officer Down

This session will look at what you can do during an officer involved shooting and your role in officer safety.

Year Introduced  
2014

CEU Hours

TELECOMM EMD Instructor

0.25

0.25

Course #

### Elite Continuous Training-Pursuits

There are several keys to dispatching vehicle pursuits, as well as foot chases

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2014	0.25	0.00	
Course #	<input type="text"/>		

### Elite Continuous Training-Sovereign Citizens

A sovereign Citizen is a person who openly rejects their citizenship status and claim to exist beyond the realm of government authority.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2014	0.25	0.00	
Course #	<input type="text"/>		

### Elite Continuous Training-The W's: The foundation of call taking

The Six W's are the foundation of call taking. If you do this well then you can take any call that comes down the pike.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2014	0.25	0.25	
Course #	<input type="text"/>		

### Elite Continuous Training-TTY/TDD

PSAP's must train call takers to effectively recognize incoming TTY signals, effectively process TTY calls, use proper TTY protocol.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2014	0.25	0.25	
Course #	<input type="text"/>		

### Elite Continuous Training-Workplace Bullying

It is real, it is occurring in the communications center, and it is unacceptable

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2014	0.25	0.00	
Course #	<input type="text"/>		

### Fire Communications

The focus for this course is on communication, management, apparatus, and functionality in handling calls related to fires. A firehouse tour and explanation of equipment is also included in this course.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2014	8.00	0.00	
Course #	<input type="text"/>		

### Hostage Negotiation for Telecommunicators

The FBI now recommends that communications professionals receive hostage negotiation training. Many hostage-incident contacts with law enforcement begin when the hostage taker calls 9-1-1. It is critical that the person who answers this call is trained. T

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2014	8.00	0.00	
Course #	<input type="text"/>		

### How To Save a Life – Yours!

In this day and age heart disease, stroke and diabetes are not discriminatory; however those that do not take care of themselves can find themselves in the front of the pack when it comes to SCA or CVA. Dispatchers for the most part live very unhealthy li

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2014	8.00	0.00	
Course #	<input type="text"/>		

### Stress, It's All in Your Head

The class is designed to provide Public Safety call takers and dispatchers with the information needed to manage the stress in their lives. This is designed to require the attendees to take an active role in the management of stress in their life.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2014	8.00	0.00	
Course #	<input type="text"/>		



**Suicide Intervention**

This course educates public safety call takers in suicide crisis intervention. Topics include: suicide attitudes and facts, risk assessment of caller, risk assessment of responder, call taker interaction, and suicide call case studies review.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2014	8.00	8.00	
Course #	<input type="text"/>		

**Terrorism and the Telecommunicator**

Terrorism has become a major threat to the cities of America. The dispatcher and call taker must have an understanding of terrorism and Weapons of Mass Destruction. Being the true first responder, the attendee will learn techniques to handle an incident i

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2014	8.00	0.00	
Course #	<input type="text"/>		

**Communications Center Supervisor**

An interactive class focusing on skills supervisors need. Topics covered include federal laws, supervisor skill and styles, problem solving, counseling and liability.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2016	8.00	0.00	8.00
Course #	<input type="text"/>		

**Elite 4 Hour Collection**

The following topics are discussed: Liability in the Communications Center, Dispatcher Improvement, Communication in the Dispatch Center, and Critical Incidents.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2016	4.00	0.00	
Course #	<input type="text"/>		

**Elite II Continuous Training Program 2016**

Topics include: Communication in the Dispatch Center, Dispatcher Improvement, Supervisor Skills, Liability for the Communications Center, and Critical Incidents.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2016	8.00	0.00	
Course #	<input type="text"/>		

**911 Challenges – Hacked, Attacked, and Where’s That? Webinar**

ANI/ ALI Confirmation  
This section will cover the procedure of confirming ANI/ALI on-screen information, CAD integration, mapping, cellular calls, and much more.  
•Technology Challenges  
This section examines technology improvements, location informati

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2018	1.00	1.00	
Course #	<input type="text"/>		

**Becoming More Than Just a Dispatcher Webinar**

When Seconds Count  
This section discusses how to make seconds count in EMS, fire, and law enforcement situations. The steps you can take and things you can do as a telecommunicator to save seconds is also discussed. .  
•Being the Best  
This section exp

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2018	1.00	0.00	
Course #	<input type="text"/>		

**Children and 911 Webinar**

When Children Call 911  
 Topics include: Misconceptions, types of calls, your communication style, and beyond the initial call.  
 • Missing Children  
 Topics include: Statistics, timeline on stranger abductions, your role, runaways, high-risk factors, NCIC

Year Introduced  
**2018**

CEU Hours  
 TELECOMM EMD Instructor

1.00 1.00

Course #

**Communication in the Dispatch Center Webinar**

Attitudes in Dispatch  
 •Conflict Resolution  
 •Games Trainers Play

Year Introduced  
**2018**

CEU Hours  
 TELECOMM EMD Instructor

1.00 **0.00**

Course #

**Communications Training Officer (CTO) Webinar**

Your Fingerprint  
 Topics include: Positive characteristics to have as a trainer, setting the tone, the right way to train, and your training and evaluation program.  
 •Remedial Training  
 Topics include: Improvement of performance, remedial of new hire, m

Year Introduced  
**2018**

CEU Hours  
 TELECOMM EMD Instructor

1.00 **0.00**

Course #

**Critical Incidents Webinar**

Handling Multiple Call Situations  
 This section discusses how to handle multiple call situations and increased call volume. It also discusses what types of incidents may result in high call volume.  
 •Preparing Yourself for Critical Incidents  
 This secti

Year Introduced  
**2018**

CEU Hours  
 TELECOMM EMD Instructor

1.00 1.00

Course #

**Dispatcher Improvement Webinar**

Fight, Flight, Freeze  
 •Metabolic Syndrome  
 •Dispatcher Mind Set

Year Introduced  
**2018**

CEU Hours  
 TELECOMM EMD Instructor

1.00 0.00

Course #

**Liability for the Communication Center Webinar**

Liability for the Telecommunicator  
 This topic will examine the simple rules, what to avoid doing, the importance of confirming critical information, case studies, and more  
 •Liability for the Supervisor  
 This topic will cover the importance of liability

Year Introduced  
**2018**

CEU Hours  
 TELECOMM EMD Instructor

1.00 0.00

Course #

**PSAP Front Line Leader Success Webinar**

Leader Success  
 Topics include: Management, the ability to influence, the importance of a leader, being positive, traits of a leader, meeting peoples needs, respect, and leading from the top.  
 •Types of Front Line Leaders  
 Topics include: Vocal leaders,

Year Introduced  
**2018**

CEU Hours  
 TELECOMM EMD Instructor

1.00 0.00

Course #

**PTSD (Post Traumatic Stress Disorder)**

How Do I Get It?  
 Topics include: A litigious society, common symptoms, how you can get PTSD, PTSD & your brain, physical buffer zone, critical incident stress, the most difficult calls, and additional contributing factors.  
 •What Can I Do?  
 Topics incl

Year Introduced  
**2018**

CEU Hours  
 TELECOMM EMD Instructor

1.00 0.00

Course #

Vendor

**Equature (DDS Corporation)**

**Supervisor Skills Webinar**

**When to Discipline**

Discipline is a required function of any supervisor. You may want to reevaluate or challenge some ways of thinking and possibly have a different perspective in regards to discipline. This section will discuss when the best time to dis

Year Introduced

**2018**

CEU Hours

TELECOMM

EMD

Instructor

1.00

**0.00**

1.00

Course #

Vendor

FEMA

IS-100 Introduction to Incident Command System

<input type="text"/>	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
		<input type="text" value="2.00"/>	<input type="text" value="2.00"/>	<input type="text"/>
		Course #	<input type="text"/>	

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IS-139 Exercise Design

<input type="text"/>	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
		<input type="text" value="1.00"/>	<input type="text" value="0.00"/>	<input type="text"/>
		Course #	<input type="text"/>	

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IS-144 Telecommunicator Emergency Response Taskforce

<input type="text"/>	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
		<input type="text" value="3.00"/>	<input type="text" value="3.00"/>	<input type="text"/>
		Course #	<input type="text"/>	

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IS-200 Introduction to IMS Single Recourse & Initial Actions

<input type="text"/>	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
		<input type="text" value="3.00"/>	<input type="text" value="3.00"/>	<input type="text"/>
		Course #	<input type="text"/>	

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IS-230 Principals of Emergency Management

<input type="text"/>	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
		<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text"/>
		Course #	<input type="text"/>	

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IS-235 Emergency Planning

<input type="text"/>	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
		<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text" value="1.00"/>
		Course #	<input type="text"/>	

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Vendor

**FEMA**

**IS-240 Leadership and Influence**

Year Introduced

CEU Hours

TELECOMM

1.00

EMD

0.00

Instructor

1.00

Course #

**IS-241 Decision Making and Problem Solving**

Year Introduced

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

Course #

**IS-242 Effective Communications**

Year Introduced

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

Course #

**IS-300 Intermediate Incident Command System for Expanding Incidents**

Year Introduced

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

Course #

**IS-700 National Incident Management System**

Year Introduced

CEU Hours

TELECOMM

3.00

EMD

3.00

Instructor

Course #

**IS-704 NIM Communications and Information Management**

Year Introduced

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

Course #

**IS-706 NIMS Interstate Mutual Aid**

<input type="text"/>	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
		<input type="text" value="2.50"/>	<input type="text" value="2.50"/>	<input type="text"/>
Course #		<input type="text"/>		

---

**IS-907 Active Shooter: What can you do?**

<input type="text"/>	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
		<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text"/>
Course #		<input type="text"/>		

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**IS-106.11 Workplace Violence Awareness Training**

<input type="text"/>	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
		<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text"/>
Course #		<input type="text"/>		

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**L0948 Situational Awareness and Common Operating Picture**

<input type="text"/>	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
		<input type="text" value="8.00"/>	<input type="text" value="8.00"/>	<input type="text"/>
Course #		<input type="text" value="CTE-15-030"/>		

---

**AWR-111-W Basic Emergency Medical Services for Chemical, Biological, Radiological, Nuclear and Explosive (CBRNE) Events**

<input type="text"/>	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
		<input type="text" value="4.00"/>	<input type="text" value="4.00"/>	<input type="text"/>
Course #		<input type="text" value="CTE-16-018"/>		

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Vendor **FEMA**

**AWR-160-W Terrorism Awareness for Emergency First Responders**

	Year Introduced	CEU Hours		Instructor
		TELECOMM	EMD	
	2016	4.00	4.00	
		Course # CTE-16-019		

**Incident Center Manager**

	Year Introduced	CEU Hours		Instructor
		TELECOMM	EMD	
	2017	22.00	2.00	22.00
		Course # CTE-17-053		

**Incident Tactical Dispatcher**

	Year Introduced	CEU Hours		Instructor
		TELECOMM	EMD	
	2017	24.00	8.00	8.00
		Course # CTE-17-054		

**All-Hazards Communications Technician (COMT)**

	Year Introduced	CEU Hours		Instructor
		TELECOMM	EMD	
	2018	8.00	0.00	8.00
		Course # CTE-19-029		

**FEMA Communications Unit Leader**

	Year Introduced	CEU Hours		Instructor
		TELECOMM	EMD	
	2018	8.00	0.00	8.00
		Course # CTE-19-030		

**Radio Operator Training (RADO)**

	Year Introduced	CEU Hours		Instructor
		TELECOMM	EMD	
	2018	8.00	2.00	8.00
		Course # CTE-17-036		

Vendor **FEMA**

**Bomb-Making Materials Awareness Employee Training**

	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2020	1.00	0.00	1.00
Course #				

**Environmental Health Training in Emergency Response Awareness Course**

	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2020	8.00	3.00	8.00
Course #				

**Hazardous Materials Awareness Refresher**

	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2020	4.00	2.00	4.00
Course #				

**HME and Precursor Awareness for Public Safety**

	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2020	1.00	0.00	1.00
Course #				

**IS-1150 DHS Human Trafficking Awareness for Fema Employees**

	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2020	1.00	0.00	1.00
Course #				

**IS-2200 Basic Emergency Operations Center Functions**

	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2020	1.00	1.00	1.00
Course #				

Vendor **FEMA**

**IS-906 Basic Workplace Security Awareness**

<input type="text"/>	Year Introduced	CEU Hours		
	2020	TELECOMM	EMD	Instructor
		<input type="text" value="1.00"/>	<input type="text" value="0.00"/>	<input type="text" value="1.00"/>
	Course #	<input type="text"/>		

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**Medical Countermeasures Awareness for Public Health emergencies**

<input type="text"/>	Year Introduced	CEU Hours		
	2020	TELECOMM	EMD	Instructor
		<input type="text" value="3.00"/>	<input type="text" value="3.00"/>	<input type="text" value="3.00"/>
	Course #	<input type="text"/>		

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**Response Considerations During an Outbreak or Pandemic**

<input type="text"/>	Year Introduced	CEU Hours		
	2020	TELECOMM	EMD	Instructor
		<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text" value="1.00"/>
	Course #	<input type="text"/>		

---

**AWR-922-W Environmental health Training in Emergency Response Awareness -  
ETHER**

<input type="text"/>	Year Introduced	CEU Hours		
	2022	TELECOMM	EMD	Instructor
		<input type="text" value="8.00"/>	<input type="text" value="3.00"/>	<input type="text"/>
	Course #	<input type="text" value="CTE-22-016"/>		

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### Suicide Recognition and Intervention

This program examines suicide recognition, prevention and intervention strategies

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
	8.00	8.00	
Course #			

### Critical Incident Communication

The program emphasizes the dispatcher's important role in assisting the officer and public in critical incidents to save lives and reduce injury.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2001	8.00	8.00	
Course #	CTE-01-086		

### Dispatcher Performance Enhancement

Enhance the performance of dispatchers by increasing employees' internal motivation and sense of personal accountability

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2001	8.00	8.00	
Course #	CTE-01-087		

### Hostage Negotiating - Suicide Prevention

The telecommunicators role in receiving the call and first officer response to Hostage/Barricade/Suicide incidents

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2001	8.00	8.00	
Course #	CTE-01-088		

### Wellness and Stress Management

Manage mental and physical stress and function at a higher level to be more productive at work and a home

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2001	8.00	8.00	
Course #	CTE-01-089		

### Dispatcher Performance Enhancement The Power to Change

Improve job knowledge, attitude and skills necessary to achieve excellence in telecommunication. Enhance the performance of dispatchers by increasing employees' internal motivation and sense of personal accountability to personal and organizational goals

Year Introduced  
2015

CEU Hours

TELECOMM EMD Instructor




Course #

### Foundations for Improved Communications Center Respect & Customer Service

Given a lecture, workbook, guided discussion and group interaction, this program will guide participants through obtaining these behaviors, with emphasis on Human Resource and Customer Service Improvement, enhanced through Foundations for Building and Unl

Year Introduced  
2015

CEU Hours

TELECOMM EMD Instructor




Course #

### Hostage Negotiation - Suicide Intervention for Telecommunicators

This program examines the role of the Telecommunicator or Dispatcher receiving and handling calls from hostage takers or suicidal persons. The telecommunicator or dispatcher is often the first contact and is asked to utilize their best skills in implement

Year Introduced  
2015

CEU Hours

TELECOMM EMD Instructor




Course #

**Incident Command System  
Training for Dispatchers**

Summary: The Department of Homeland Security has indicated that the National Incident Management System (NIMS) concepts and principles and Incident Command System (ICS) for incident management must be used and implemented in day to day emergency operation

Year Introduced  
**2015**

CEU Hours  
TELECOMM EMD Instructor

8.00

4.00

Course #

**School Violence  
Dispatcher Terrorism Preparation/Response**

This eight-hour course provides information on the types of individuals or groups that commit violence in schools The use of this information will lead to better contingency planning by law enforcement, communication centers, EMS, school, government offi

Year Introduced  
**2015**

CEU Hours  
TELECOMM EMD Instructor

8.00

4.00

Course #

**Suicide Recognition and Intervention  
for Dispatchers**

Unfortunately, we can all probably relate to knowing a co-worker, family member, friend, loved one or business associate who has committed suicide. The shock of this is generally followed by questions, why, how could we have seen this coming, and was ther

Year Introduced  
**2015**

CEU Hours  
TELECOMM EMD Instructor

9.00

9.00

Course #

Vendor **Kebcor**

**Terrorism Preparedness and Response Seminar**

This three-day seminar is intended for telecommunicators and supervisors who want to become more effective in preparing for and responding to future terrorism incidents. The training provided in this seminar will also prove valuable in developing plans an

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2015	8.00	4.00	
Course #	<input type="text"/>		

Vendor **NCMEC**

**Missing and Exploited Children for PSAP Executives**

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2023	0.50	0.00	0.50
Course #	<input type="text"/>		

**Missing and Exploited Children for PSAP Supervisors**

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2023	0.50	0.00	0.50
Course #	<input type="text"/>		

**Missing and Exploited Children for Public Safety Telecommunicators**

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2023	0.50	0.50	0.50
Course #	<input type="text"/>		

**Missing and Exploited Children: Introduction for Public Safety**

This module will provide public safety personnel an introduction to the issues of missing and exploited children and available resources,

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2023	0.50	0.50	0.50
Course #	<input type="text"/>		

### 9-1-1 Liability and Legal Issues

The purpose of this interactive workshop is to ensure the 9-1-1 Officer understands different types of law, legal concepts, terms and specific issues related to 9-1-1.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
	8.00	8.00	8.00
Course #	<input type="text"/>		

### Bomb Threats

The purpose of this interactive workshop is to provide the 9-1-1 Officer with the knowledge and skills for handling bomb threat call.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2015	8.00	8.00	8.00
Course #	CTE-15-045		

### Crimes in Progress Calls

This interactive workshop is for the experienced 9-1-1 Officer who desires to update their basic skills with law enforcement specific training for crimes in progress. During this workshop, the student will actively participate in several pre-scripted role

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2015	8.00	0.00	0.00
Course #	<input type="text"/>		

### Domestic Violence Calls Course

The purpose of this course is to provide the 9-1-1 Officer with the key terms, definitions and situational factors associated with domestic violence.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2015	8.00	8.00	8.00
Course #	<input type="text"/>		



### Fire Communications Officer

The course provides the 9-1-1 Officer with the knowledge and skills to understand the structure and function of the fire service and the role of 9-1-1 during a fire-related call.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2015	40.00	0.00	
Course #	<input type="text"/>		

### TDD Calls Course

The purpose of this interactive workshop is to ensure that the 9-1-1 Officer is completely aware of the American Disabilities Act as it relates to public safety communications. The goal is to make the student familiar with the types of TDD units, how they

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2015	8.00	8.00	8.00
Course #	<input type="text"/>		

### Liability and Legal Issues in 9-1-1

The purpose of this interactive workshop is to ensure the 9-1-1 Officer understands different types of law, legal concepts, terms, and specific issues related to 9-1-1.

This course on 9-1-1 liability, legal issues, and the law is designed to provide a

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2016	8.00	4.00	4.00
Course #	<input type="text"/>		

### 9-1-1 Dispatcher Re-certification Course

The 40-hour 9-1-1 Communications Officer National Re-certification Course is for the individual who receives calls for public safety assistance and dispatches the public safety field personnel and has already completed the NECI 9-1-1 Communications Office

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2018	40.00	0.00	0.00
Course #	<input type="text"/>		

**EMD Re-certification**

The 24-hour EMD Communications Officer National Re-certification Course is for the EMD Communications Officer that has already been certified as an NECI EMD Communications officer within the last 36 Months.

The NECI EMD National Re-Certification Progr

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2018	24.00	24.00	24.00
Course #	<input type="text"/>		

**HAZMAT Calls**

The purpose of this interactive workshop is to provide the 9-1-1 Officer with the knowledge and skills necessary to properly handle hazardous materials (HAZMAT) incident calls.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2018	8.00	8.00	8.00
Course #	<input type="text"/>		

**Stress Management in 9-1-1**

The course provides the 9-1-1 Officer with the knowledge and skills to understand what causes stress and how to properly manage it in an emergency communications environment

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2018	8.00	8.00	8.00
Course #	<input type="text"/>		

**Suicide Calls**

The purpose of this interactive workshop is to provide the knowledge and skills necessary to properly handle suicidal callers.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2018	8.00	8.00	8.00
Course #	<input type="text"/>		

### A PARENT'S WORST NIGHTMARE: ARE YOU PREPARED TO RECEIVE A MISSING CHILD 9-1-1 CALL?

With over three decades of experience handling missing children cases, NCMEC has developed best practices for all levels of law enforcement and call takers to implement when a child goes missing in their jurisdiction. Implementing these best practices, al

Year Introduced

2018

CEU Hours

TELECOMM EMD Instructor

1.00

1.00

1.00

Course #

### A Victim's Plea; Meeting Expectations

In this full-day course, students are exposed to a riveting, emotional roller coaster of critical 911 failures that occurred the night Denise was kidnapped, raped, and murdered.

Year Introduced

2018

CEU Hours

TELECOMM EMD Instructor

8.00

8.00

8.00

Course #

### Active Shooter incident training for Dispatchers

What you need to know and expect to happen in the first 30 minutes and how to be ready for that day.

Year Introduced

2018

CEU Hours

TELECOMM EMD Instructor

0.75

0.75

0.75

Course #

### Best Practices of a Successful CTO: Training the Adult Learner

Revisit and refresh the minds of CTO's.

Year Introduced

2018

CEU Hours

TELECOMM EMD Instructor

0.75

0.00

0.75

Course #

### Communication Center Challenges During A Crisis

Year Introduced

2018

CEU Hours

TELECOMM EMD Instructor

0.75

0.00

0.75

Course #

Vendor

## NJ NENA Conference

### Developing Millennials for the Public Sector

Although Millennials are the largest generation in today's workforce, they are not prepared for the challenges and responsibilities of working in the public sector. To achieve optimum success, leaders must attend this workshop if they are to attract, deve

Year Introduced

2018

CEU Hours

TELECOMM EMD Instructor

0.75

0.00

0.75

Course #

### EMD Guidecards Update

Year Introduced

2018

CEU Hours

TELECOMM EMD Instructor

0.75

0.75

0.75

Course #

### GEN Z Leadership - Meet Your New Workforce

This workshop will show participants in 3 simple steps how to prepare for and lead this new generation of employees called the Homeland Generation also known as Gen Z and how they differ from Millennials.

Year Introduced

2018

CEU Hours

TELECOMM EMD Instructor

0.75

0.00

0.75

Course #

### Keeping the WHY: Importance of Leaders under Leadership

Year Introduced

2018

CEU Hours

TELECOMM EMD Instructor

0.75

0.00

0.75

Course #

Vendor

# NJ NENA Conference

## Lessons Learned from ESInet Deployments

As more and more agencies and governments are beginning to plan their transition to NG9-1-1 solutions, it is critical to review some of the fundamental questions necessary for a successful ESInet deployment, ranging from network providers, core components

Year Introduced

2018

CEU Hours

TELECOMM

EMD

Instructor

0.75

0.00

0.75

Course #

## Next Gen 911 - Telephone Triage

Year Introduced

2018

CEU Hours

TELECOMM

EMD

Instructor

0.75

0.00

0.75

Course #

## Next Generation 9-1-1. Is Your PSAP Ready?

Learn how to leverage new NG9-1-1 capabilities, its impact to the public safety eco-system, and how to prepare your PSAP to be ready for what's next.

Year Introduced

2018

CEU Hours

TELECOMM

EMD

Instructor

0.75

0.00

0.75

Course #

## NJ OETS Updates

Year Introduced

2018

CEU Hours

TELECOMM

EMD

Instructor

0.75

0.00

0.75

Course #

Vendor

# NJ NENA Conference

## PSAP/Dispatch Center Consolidation

This presentation identifies how to successfully manage a consolidation effort and identifies the potential benefits and risks in these type of initiatives and projects. Lessons learned and key factors for conducting a consolidation project are provided.

Year Introduced  
**2018**

CEU Hours  
TELECOMM EMD Instructor

0.75

**0.00**

0.75

Course #

## QA/QI Program: Where to start

The Denise Amber Lee Foundation has unveiled new initiatives to assist 911 centers develop/re-develop their training programs and Quality Assurance programs.

Year Introduced  
**2018**

CEU Hours  
TELECOMM EMD Instructor

0.75

**0.00**

0.75

Course #

## Suicide: A Dispatcher's Survival

Year Introduced  
**2018**

CEU Hours  
TELECOMM EMD Instructor

0.75

**0.00**

0.75

Course #

## Training Resources for the Dispatcher

This program will show the dispatcher how they can access these training programs.

Year Introduced  
**2018**

CEU Hours  
TELECOMM EMD Instructor

0.75

**0.00**

0.75

Course #

**"The Young Airway", Respiratory Emergencies in The Pediatric Patient**

<input type="text" value="1048843601429"/>	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
		<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text" value="1.00"/>
	Course #	<input type="text"/>		

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**12-Lead Electrocardiogram (ECG) (v2)**

<input type="text" value="1423143597083"/>	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
		<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text" value="1.00"/>
	Course #	<input type="text"/>		

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**20083 Bleeding Control for Injured - Advanced**

<input type="text" value="1187363583363"/>	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
		<input type="text" value="3.00"/>	<input type="text" value="1.50"/>	<input type="text" value="3.00"/>
	Course #	<input type="text"/>		

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**20084 Bleeding Control for the Injured - Advanced**

<input type="text" value="1984603583364"/>	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
		<input type="text" value="2.00"/>	<input type="text" value="2.00"/>	<input type="text" value="2.00"/>
	Course #	<input type="text"/>		

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**4th annual Stroke and Endovascular Symposium II.**

<input type="text" value="1812133604952"/>	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
		<input type="text" value="1.50"/>	<input type="text" value="1.50"/>	<input type="text" value="1.50"/>
	Course #	<input type="text"/>		

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<input type="text" value="1652463604954"/>	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
		<input type="text" value="1.50"/>	<input type="text" value="1.50"/>	<input type="text" value="1.50"/>
	Course #	<input type="text"/>		

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**A Closer Look at Asthma**

1353003594567

Year Introduced

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

1106143603043

Year Introduced

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

1779963599078

Year Introduced

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

**A Fatality Review Program: A Social Autopsy of Overdose Decedents**

1278113601286

Year Introduced

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	1.00

Course #

**Abdominal and Chest Trauma**

1071813585956

Year Introduced

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

**Abdominal Disorders**

1378493599673

Year Introduced

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #



**Abdominal Emergencies**

1841363604370

Year Introduced

CEU Hours

TELECOMM

EMD

Instructor

1.00

1.00

1.00

Course #

**Abdominal Emergencies (v2)**

1127273597153

Year Introduced

CEU Hours

TELECOMM

EMD

Instructor

1.00

1.00

1.00

Course #

**Abdominal Trauma (v2)**

1667323597158

Year Introduced

CEU Hours

TELECOMM

EMD

Instructor

1.00

1.00

1.00

Course #

**Abdominal Trauma Part I - General Principles of Abdominal Trauma**

1616433580186

Year Introduced

CEU Hours

TELECOMM

EMD

Instructor

1.50

1.50

Course #

**Abdominal Trauma Part I – General Principles of Abdominal Trauma**

1270033586011

Year Introduced

CEU Hours

TELECOMM

EMD

Instructor

1.50

1.50

1.50

Course #

**Abdominal Trauma Part II- Case Studies**

1691563586017

Year Introduced

CEU Hours

TELECOMM

EMD

Instructor

1.50

1.50

1.50

Course #

**Abdominal Trauma What Prehospital Providers Need to Know**

<input type="text" value="1800323596621"/>	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
		<input type="text" value="2.00"/>	<input type="text" value="2.00"/>	<input type="text" value="2.00"/>
	Course #	<input type="text"/>		

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**Abuse Awareness for EMS**

<input type="text" value="1213403598834"/>	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
		<input type="text" value="3.00"/>	<input type="text" value="3.00"/>	<input type="text" value="3.00"/>
	Course #	<input type="text"/>		

---

**Abuse I – Pediatric Maltreatment**

<input type="text" value="1425403586018"/>	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
		<input type="text" value="2.00"/>	<input type="text" value="2.00"/>	<input type="text" value="2.00"/>
	Course #	<input type="text"/>		

---

**Abuse II - Elder Maltreatment**

<input type="text" value="1116613586020"/>	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
		<input type="text" value="1.50"/>	<input type="text" value="1.50"/>	<input type="text" value="1.50"/>
	Course #	<input type="text"/>		

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**Allergy & Anaphylaxis-06970057**

<input type="text"/>	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
		<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text"/>
	Course #	<input type="text"/>		

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**ARC First Aid**

<input type="text" value="NJOEMS ref #80"/>	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
		<input type="text" value="2.50"/>	<input type="text" value="2.50"/>	<input type="text"/>
	Course #	<input type="text"/>		

---

**ARC HIV/AIDS Starter Facts**

NJOEMS ref# 73

Year Introduced

CEU Hours

TELECOMM

4.00

EMD

4.00

Instructor

Course #

**ARC Sports Injuries**

NJOEMS ref #79

Year Introduced

CEU Hours

TELECOMM

4.00

EMD

4.00

Instructor

Course #

**Asthma Management-06970058**

Year Introduced

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

Course #

**Biological Terrorism-06970059**

Year Introduced

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

Course #

**BTLS**

NJOEMS ref #15

Year Introduced

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

Course #

**Burns**

NJOEMS ref#58

Year Introduced

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

Course #

**Care of the Neonate-06970060**

<input type="text"/>	Year Introduced	CEU Hours		Instructor
		TELECOMM	EMD	
		<input type="text" value="2.00"/>	<input type="text" value="2.00"/>	<input type="text"/>
	Course #	<input type="text"/>		

---

**CBRNE Awareness**

<input type="text" value="NJOEMS ref #81"/>	Year Introduced	CEU Hours		Instructor
		TELECOMM	EMD	
		<input type="text" value="4.00"/>	<input type="text" value="4.00"/>	<input type="text"/>
	Course #	<input type="text"/>		

---

**Child Maltreatment, Abuse and Neglect-06970078**

<input type="text"/>	Year Introduced	CEU Hours		Instructor
		TELECOMM	EMD	
		<input type="text" value="2.00"/>	<input type="text" value="2.00"/>	<input type="text"/>
	Course #	<input type="text"/>		

---

**Confined Space Rescue**

<input type="text" value="NJOEMS ref# 56"/>	Year Introduced	CEU Hours		Instructor
		TELECOMM	EMD	
		<input type="text" value="2.00"/>	<input type="text" value="2.00"/>	<input type="text"/>
	Course #	<input type="text"/>		

---

**CPR (Healthcare Provider Level)**

<input type="text" value="NJOEMS Ref # 25"/>	Year Introduced	CEU Hours		Instructor
		TELECOMM	EMD	
		<input type="text" value="2.00"/>	<input type="text" value="2.00"/>	<input type="text"/>
	Course #	<input type="text"/>		

---

**EMERGENCY OPERATIONS EMS1 - 17-PRAE-F3-1246**

<input type="text"/>	Year Introduced	CEU Hours		Instructor
		TELECOMM	EMD	
		<input type="text" value="1.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>
	Course #	<input type="text"/>		

---

**Emergency Response to Terrorism**

NJOEMS ref# 67

Year Introduced

CEU Hours

TELECOMM

8.00

EMD

2.00

Instructor

Course #

**Emergency Response to Terrorism EMS**

NJOEMS Ref #90

Year Introduced

CEU Hours

TELECOMM

8.00

EMD

8.00

Instructor

Course #

**EMS Response to Large Scale Incidents- Awareness**

NJOEMS Ref #27

Year Introduced

CEU Hours

TELECOMM

4.00

EMD

4.00

Instructor

Course #

**Hazmat Awareness Refresher**

NJOEMS ref # 72

Year Introduced

CEU Hours

TELECOMM

3.00

EMD

3.00

Instructor

Course #

**Hazmat Level I-Awareness**

NJOEMS Ref #17

Year Introduced

CEU Hours

TELECOMM

4.00

EMD

4.00

Instructor

Course #

**ICS for EMS**

NJOEMS ref #68

Year Introduced

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

Course #

**ICS-100**

NJOEMS ref #62

Year Introduced

CEU Hours

TELECOMM

EMD

Instructor

2.00

2.00

Course #

**Incident Command System  
(ICS 200)**

NJOEMS ref #42

Year Introduced

CEU Hours

TELECOMM

EMD

Instructor

8.00

8.00

Course #

**Issues in Spinal Care-06970064**

Year Introduced

CEU Hours

TELECOMM

EMD

Instructor

1.00

1.00

Course #

**JEMSTAR Safety Program**

NJOEMS ref #30

Year Introduced

CEU Hours

TELECOMM

EMD

Instructor

1.00

1.00

Course #

**Medical Ethics in EMS (DNR)**

NJOEMS ref #45

Year Introduced

CEU Hours

TELECOMM

EMD

Instructor

3.00

3.00

Course #

**NJ EMT-B Core Refresher Program**

NJOEMS Ref #13

Year Introduced

CEU Hours

TELECOMM

EMD

Instructor

2.00

2.00

Course #

**NJ EMT-B Individual Core Programs**

NJOEMS Ref # 1-12

Year Introduced

CEU Hours

TELECOMM

EMD

Instructor

2.00

2.00

Course #

**NJSFAC Basic Extrication**

NJOEMS ref #39

Year Introduced

CEU Hours

TELECOMM

EMD

Instructor

4.00

4.00

Course #

**NJSFAC Extrication Recert.**

NJOEMS ref #40

Year Introduced

CEU Hours

TELECOMM

EMD

Instructor

1.00

1.00

Course #

**Pediatric Trials and Tribulations-06980079**

Year Introduced

CEU Hours

TELECOMM

EMD

Instructor

2.00

2.00

Course #

**PHTLS**

NJOEMS ref #14

Year Introduced

CEU Hours

TELECOMM

EMD

Instructor

2.00

2.00

2.00

Course #

**PHTLS Refresher Program**

NJOEMS ref #19

Year Introduced

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

Course #

**Radioactive Response**

NJOEMS ref #46

Year Introduced

CEU Hours

TELECOMM

3.00

EMD

3.00

Instructor

Course #

**RESPONDERS AT RISK: PROTECTING -FIRST RESPONDERS FROM OPIOID EXPOSURE - 17-PRAE-F3-1367**

Year Introduced

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Triage**

NJOEMS Ref #65

Year Introduced

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

Course #

**Vital Signs**

NJOEMS Ref #66

Year Introduced

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

Course #



**Emergency Medical Technician (initial training)**

	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2001	8.00	8.00	8.00
Course # <input type="text"/>				

**Ebola Virus for EMS**

(NJ OEMS# 2364)	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2015	2.00	2.00	2.00
Course # <input type="text"/>				

**Epinephrine Auto-Injector**

(NJ OEMS# 604)	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2015	3.00	3.00	3.00
Course # <input type="text"/>				

**Medical Ethics in EMS**

(NJ OEMS # 521)	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2015	3.00	3.00	3.00
Course # <input type="text"/>				

**NJ EMS Response to Opiates**

(NJ OEMS# 2289)	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2015	1.00	1.00	1.00
Course # <input type="text"/>				

**Rave and Club Drugs**

(NJ OEMS# 199)	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2015	1.00	1.00	1.00
Course # <input type="text"/>				

**Abuse III – Intimate Partner Violence**

1762363586098

Year Introduced

2019

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

1.50

Course #

**Acute Coronary Syndrome (ACS) Care (v2)**

1430813597163

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Acute Coronary Syndromes**

1826433604392

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Acute Stroke for EMS**

1499423601629

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

1013463598682

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Adult Respiratory Emergencies**

1208603591399

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Advanced Airway Management 1**

1829163604357

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Advanced Bandaging and Bleeding Control and**

1766583599469

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Advanced Cardiac Anatomy**

1932943604367

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Advanced Head Trauma Pt 1**

1001373604878

Year Introduced

2019

CEU Hours

TELECOMM

0.75

EMD

0.75

Instructor

0.75

Course #

**Advanced Head Trauma Pt 2**

1505573604892

Year Introduced

2019

CEU Hours

TELECOMM

0.75

EMD

0.75

Instructor

0.75

Course #

**Advances in Cardiovascular Care**

1361173598324

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Advances in Stroke Care**

1603783601932

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**A-Fib for EMS**

1278373580410

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Agricultural Hazmat: EMS Response (v2)**

1514523597166

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Airway Care (v2)**

1409383597168

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Airway I - Basic Airway Anatomy and Assessment**

1904573586031

Year Introduced

2019

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

1.50

Course #

**Airway Managemnt**

1177433598924

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Albuterol**

1384953590184

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Albuterol Competency and Training**

1088823591717

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Albuterol for EMS**

1576163604772

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Albuterol Mebulizer and MDI**

1022833596229

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Albuterol Protocol Adult / Peds for BLS**

1643193597254

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Albuterol Protocol for BLS**

1928563597252

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Allergy and Anaphylaxis**

1037493586032

Year Introduced  
**2019**

CEU Hours  
**TELECOMM** 1.00 **EMD** 1.00 **Instructor** 1.00

Course #

---

**Altered mental Status - focus on Stroke and Sepsis**

1746293597272

Year Introduced  
**2019**

CEU Hours  
**TELECOMM** 1.00 **EMD** 1.00 **Instructor** 1.00

Course #

---

**Anaphylaxis (v2)**

1497763597170

Year Introduced  
**2019**

CEU Hours  
**TELECOMM** 1.00 **EMD** 1.00 **Instructor** 1.00

Course #

---

**Applied Concepts of First Aid in Remote Areas**

1491453598388

Year Introduced  
**2019**

CEU Hours  
**TELECOMM** 4.00 **EMD** 4.00 **Instructor** 4.00

Course #

---

**Applied Skills in Search and Rescue**

1331193598393

Year Introduced  
**2019**

CEU Hours  
**TELECOMM** 3.00 **EMD** 3.00 **Instructor** 3.00

Course #

---

**Approach to pre-hospital hemorrhage**

1246963601380

Year Introduced  
**2019**

CEU Hours  
**TELECOMM** 1.00 **EMD** 1.00 **Instructor** 1.00

Course #

---

**Approaching Alzheimer's Disease**

1766573589737

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Assault Victim Care (v2)**

1468073597171

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Assessing the Unreachable Patient**

1949853596721

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Assessment of Trauma**

1428283596066

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Assessment: Medical Patient (v2)**

1228463597173

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Asthma & EMS**

1062393605070

Year Introduced

2019

CEU Hours

TELECOMM

3.00

EMD

3.00

Instructor

3.00

Course #

**Asthma (v2)**

1619593597175

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	1.00

Course #

**Asthma and BLS Albuterol**

1496383591394

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	1.00

Course #

**Asthma in Depth**

1957143581802

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

**Asthma, COPD and Albuterol**

1103283596847

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	1.00

Course #

**Atraumatic Chest Pain**

1521803581055

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	1.00

Course #

**At-Risk Population**

1886043601243

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	1.00

Course #



**Atypical Stroke**

1814383598608

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

---

**Autism Awareness**

1925523597274

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

---

**Autism Awareness for Emergency Services**

1841223594603

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
3.00	3.00	3.00

Course #

---

**Autism Awareness for EMS Providers**

1369453599014

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

---

**Autism Recognition & Response fro EMS & First Responders**

1903823590602

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
3.00	3.00	3.00

Course #

---

**Autoimmune Diseases for BLS**

1884653603450

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

---

**Bariatric Patient: Care & Transport (v2)**

1748403597178

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Bariatrics for EMS**

1055853596085

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Basic Medication Delivery**

1755513604979

Year Introduced

2019

CEU Hours

TELECOMM

0.50

EMD

0.50

Instructor

0.50

Course #

**BCON - Stop The Bleed**

1345443585050

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**B-Con (Bleeding Control)**

1872013598383

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

3.00

Instructor

3.00

Course #

**B-Con, Bleeding Control**

1666223582089

Year Introduced

2019

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

1.50

Course #

**Behavioral and Psychiatric Emergencies**

1427673586033

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Behavioral Emergencies**

1844763588245

Year Introduced

2019

CEU Hours

TELECOMM

3.00

EMD

3.00

Instructor

3.00

Course #

**Behavioral Emergencies: Excited Delirium (v2)**

1552823597179

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Blast Injuries**

1923683584627

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Blast Injuries with triage**

1828613604947

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Bleeding**

1279253604365

Year Introduced

2019

CEU Hours

TELECOMM

0.75

EMD

0.75

Instructor

0.75

Course #

**Bleeding & Shock**

1121323585491

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

---

**Bleeding Control**

1503553580110

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

---

1249493597787

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
1.50	1.50	1.50

Course #

---

**Bleeding Control (BCON)**

1649803601673

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

---

**Bleeding Control (BCON) Course**

1287203590240

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	1.00

Course #

---

**Bleeding Control Basic**

1901203591739

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

---

**Blunt Chest Trauma (v2)**

1535973597182

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Blunt Trauma**

1020613605132

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Body Modification**

1485663581922

Year Introduced

2019

CEU Hours

TELECOMM

3.00

EMD

3.00

Instructor

3.00

Course #

**Bomb Blast Injuries (v2)**

1558553597187

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Burn Emergencies I -General Principles of Burn Injuries**

1340773586035

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Burn Emergencies II - Burn Case Studies**

1615153586036

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**burn injuries: assessment, treatment & transport**

1767343581060	Year Introduced <b>2019</b>	CEU Hours		
		TELECOMM	EMD	Instructor
		2.00	2.00	2.00
		Course #	<input type="text"/>	

---

**Burn Management**

1710703589503	Year Introduced <b>2019</b>	CEU Hours		
		TELECOMM	EMD	Instructor
		2.00	2.00	2.00
		Course #	<input type="text"/>	

---

**Burn Management for Emergency Services**

1341803602698	Year Introduced <b>2019</b>	CEU Hours		
		TELECOMM	EMD	Instructor
		2.00	2.00	2.00
		Course #	<input type="text"/>	

---

**Burn Mass Casualty Triage & Transport: A Tabletop Exercise**

1453253577257	Year Introduced <b>2019</b>	CEU Hours		
		TELECOMM	EMD	Instructor
		2.00	2.00	2.00
		Course #	<input type="text"/>	

---

**Burn Review**

1805103587359	Year Introduced <b>2019</b>	CEU Hours		
		TELECOMM	EMD	Instructor
		3.00	3.00	3.00
		Course #	<input type="text"/>	

---

**Burns**

1407283580115	Year Introduced <b>2019</b>	CEU Hours		
		TELECOMM	EMD	Instructor
		2.00	2.00	2.00
		Course #	<input type="text"/>	

---

**Burns: Thermal (v2)**

1529743597188

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

1.00

1.00

1.00

Course #

**Carbon Monoxide Poisoning (v2)**

1494973597190

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

1.00

1.00

1.00

Course #

**Cardiac Emergencies**

1437943580085

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

2.00

2.00

2.00

Course #

**Cardiology I -A Review of Cardiovascular Anatomy and Physiology**

1142753586037

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

1.00

1.00

1.00

Course #

**Cardiology II -Cardiovascular Emergencies**

1282803586038

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

1.50

1.50

1.50

Course #

**Cardiology III - Chest Pain**

1407833586039

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

1.50

1.50

1.50

Course #

**Cardiology IV- Dysrhythmias**

1967953586040

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Cardiothoracic Trauma**

1108093598778

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Cardiovascular Emergencies**

1907523581919

Year Introduced

2019

CEU Hours

TELECOMM

3.00

EMD

3.00

Instructor

3.00

Course #

**Care and Considerations of the Newborn Patient**

1717473601293

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Caring for Patients with Hearing Loss**

1958563583400

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Caring for Patients with Special Challenges**

1334653586117

Year Introduced

2019

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

1.50

Course #



**Case Studies- Psychiatric Emergencies**

1959143590195	Year Introduced 2019	CEU Hours		
		TELECOMM	EMD	Instructor
		2.00	2.00	2.00
Course # <input type="text"/>				

---

**Case Study - Active Shooter - Preparation for EMS**

1289663584431	Year Introduced 2019	CEU Hours		
		TELECOMM	EMD	Instructor
		2.00	2.00	2.00
Course # <input type="text"/>				

---

**Case Study - Active Shooter/RTF**

1562613590192	Year Introduced 2019	CEU Hours		
		TELECOMM	EMD	Instructor
		2.00	2.00	2.00
Course # <input type="text"/>				

---

**Case Study - Journal club**

1718983589766	Year Introduced 2019	CEU Hours		
		TELECOMM	EMD	Instructor
		2.00	2.00	2.00
Course # <input type="text"/>				

---

**Chest Trauma**

1132763604384	Year Introduced 2019	CEU Hours		
		TELECOMM	EMD	Instructor
		0.75	0.75	0.75
Course # <input type="text"/>				

---

**CHF**

1609983596082	Year Introduced 2019	CEU Hours		
		TELECOMM	EMD	Instructor
		2.00	2.00	2.00
Course # <input type="text"/>				

---

**Childbirth Review**

1324653587356

Year Introduced

2019

CEU Hours

TELECOMM

3.00

EMD

3.00

Instructor

3.00

Course #

**Children with Special Healthcare Needs**

1780723591998

Year Introduced

2019

CEU Hours

TELECOMM

3.00

EMD

3.00

Instructor

3.00

Course #

**Children with Special Needs**

1585083598428

Year Introduced

2019

CEU Hours

TELECOMM

3.00

EMD

3.00

Instructor

3.00

Course #

**Clandestine Laboratory and Hazardous Narcotic Awareness**

1292853591649

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Cold Weather Emergencies**

1523973598397

Year Introduced

2019

CEU Hours

TELECOMM

3.00

EMD

3.00

Instructor

3.00

Course #

**Cold Weather Emergencies: Hypothermia (v2)**

1895163597192

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Communicable Diseases: Childhood & Travelers (v2)**

1243403597194

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Complications of Childbirth**

1714293598982

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Concussions and MVC's**

1760943580077

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Congestive Heart Failure**

1368163603891

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**CPAP**

1957603579210

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**CPAP for BLS**

1385203581717

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**CPAP, BiPAP, PEEP**

1426653588408

Year Introduced

2019

CEU Hours

TELECOMM

3.00

EMD

3.00

Instructor

3.00

Course #

**CPAP/ASA**

1180873588141

Year Introduced

2019

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

1.50

Course #

**Crush injuries**

1777163601999

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**CVAs and Cardiac Emergencies, A Case Review**

1784153601877

Year Introduced

2019

CEU Hours

TELECOMM

2.50

EMD

2.50

Instructor

2.50

Course #

**Cyanide Poisoning (v2)**

1381553597200

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Deaf and Hard of Hearing: Response Awareness (v2)**

1069303597201

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Dealing with Excited Delirium and Street Drugs for BLS**

1567123577259

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
1.50	1.50	1.50

Course #

**Death & Dying**

1394473579223

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

**Developmental Disabilities Awareness**

1324103584726

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

**Diabetic & Endocrine Emergencies**

1186433580088

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
3.00	3.00	3.00

Course #

**Diabetic Emergencies**

1384793581543

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

**Diabetic Emergencies (v2)**

1925643597202

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	1.00

Course #

**Dive Medicine and SCUCA Intro**

1644863601722

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**DNR and POA**

1445113581698

Year Introduced

2019

CEU Hours

TELECOMM

3.00

EMD

3.00

Instructor

3.00

Course #

**DNR and POLST**

1759913602633

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**DNR Death and Dying**

1425823580439

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Do No Harm Dev. Disabilities Training**

1662803602102

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Domestic Violence (v2)**

1735873597204

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Domestic Violence and EMS**

1335263583678

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Domestic Violence Response**

1329063602290

Year Introduced

2019

CEU Hours

TELECOMM

3.00

EMD

3.00

Instructor

3.00

Course #

**Domestic Violence Response & Intervention for EMT**

1153023585292

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Drowning & Spinal Injuries**

1976703599383

Year Introduced

2019

CEU Hours

TELECOMM

3.00

EMD

3.00

Instructor

3.00

Course #

**Drugs and overdose**

1151373587645

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Dyspnea/Wheezing Patient**

1230893597433

Year Introduced

2019

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

1.50

Course #

**Ebola**

1206863604995

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
0.50	0.50	0.50

Course #

---

**Ebola Awareness for EMS (v2)**

1184263597205

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
0.50	0.50	0.50

Course #

---

**EMS & LVAD**

1064493596404

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

---

**EMS and the Homeless**

1868613598376

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

---

**EMS Management of the Patient with Mental Health Issues**

1708853603111

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

---

**EMS Management of the Radiologically Contaminated Patient**

1283773590232

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

---



**EMS Recognition of Child Abuse and Mandated Reporting**

1779533603113

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

---

**Endocrine Emergencies**

1756423586099

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

---

**Entrapped Patients (v2)**

1620203597212

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	1.00

Course #

---

**Environmental Emergencies**

1943643590194

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

---

**Environmental Emergencies I – The Physiology and Pathophysiology of Temperature-Related Emergencies**

1055563586044

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
1.50	1.50	1.50

Course #

---

**Environmental Emergencies II – The Assessment and Management of Temperature-Related Emergencies**

1092603586045	Year Introduced	CEU Hours		
	2019	TELECOMM	EMD	Instructor
		2.00	2.00	2.00
		Course #	<input type="text"/>	

---

**Environmental Emergencies III – Drowning Emergencies**

1349773586046	Year Introduced	CEU Hours		
	2019	TELECOMM	EMD	Instructor
		1.50	1.50	1.50
		Course #	<input type="text"/>	

---

**Environmental Emergencies IV – Deep-Water Diving Emergencies**

1602853586047	Year Introduced	CEU Hours		
	2019	TELECOMM	EMD	Instructor
		1.50	1.50	1.50
		Course #	<input type="text"/>	

---

**Environmental Emergencies V – High-Altitude Emergencies**

1205093586048	Year Introduced	CEU Hours		
	2019	TELECOMM	EMD	Instructor
		1.50	1.50	1.50
		Course #	<input type="text"/>	

---

**Epi Administratin**

1511843603042	Year Introduced	CEU Hours		
	2019	TELECOMM	EMD	Instructor
		3.00	3.00	3.00
		Course #	<input type="text"/>	

---

**Epi Pen**

1314593579039

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

**Epi Pen Administration**

1413173585560

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
3.00	3.00	3.00

Course #

**Epi Pen refresher**

1910153605102

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

**Epinepherine Auto Injector**

1207983596449

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
3.00	3.00	3.00

Course #

**Everything Respiratory**

1316903603715

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

**EXCITED DELIRIUM**

1171633596443

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

**Extreme Heat Emergencies (v2)**

1183543597214

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Extreme Sports Injuries: Extremity Trauma (v2)**

1836503597215

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Eye Injuries**

1563473597639

Year Introduced

2019

CEU Hours

TELECOMM

3.00

EMD

3.00

Instructor

3.00

Course #

**Facial Injuries (v2)**

1584673597217

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Gang Related Emergencies**

1034563599294

Year Introduced

2019

CEU Hours

TELECOMM

3.00

EMD

3.00

Instructor

3.00

Course #

**Geriatric Assessment (v2)**

1152643597219

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Geriatric Behavioral Emergencies (v2)**

1961723597220

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

1.00

1.00

1.00

Course #

**Geriatric Dementia**

1721093604986

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

1.00

1.00

1.00

Course #

**Geriatric Emergencies**

1892373595890

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

3.00

3.00

3.00

Course #

**Geriatric Poisonings (v2)**

1437753597221

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

1.00

1.00

1.00

Course #

**Geriatric Respiratory Emergencies (v2)**

1975313597222

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

1.00

1.00

1.00

Course #

**Geriatric Trauma**

1685613596544

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

2.00

2.00

2.00

Course #

**Geriatric Trauma: Hip Injuries (v2)**

1492303597223

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Geriatrics I – Introduction to Geriatric Emergency Care**

1436363586115

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Geriatric Emergencies**

1288953598784

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Gun Shot Wound Ballistics**

1624303599404

Year Introduced

2019

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

1.50

Course #

**Gunshot Wound Management**

1575133604987

Year Introduced

2019

CEU Hours

TELECOMM

0.50

EMD

0.50

Instructor

0.50

Course #

**Gynecological Emergencies**

1668933586097

Year Introduced

2019

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

1.50

Course #

**Head and Spine Injuries**

1950723580172

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Head and Spine Trauma**

1925303604386

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Headaches**

1225583578404

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Health Effects of CBRNE**

1789893596451

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Heart Failure (v2)**

1020963597225

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Hematologic Emergencies**

1389993604964

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Hemorrhage Control**

1467823596155

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
3.00	3.00	3.00

Course #

---

**Ice Rescue Awareness**

1438243581192

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
3.00	3.00	3.00

Course #

---

**Ice Rescue Awareness & Operations**

1101723579446

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
3.00	3.00	3.00

Course #

---

**Immersion Injuries**

1212403596715

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

---

**Immunologic Emergencies**

1606403580118

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

---

**Infection Control: MRSA (v2)**

1440143597226

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	1.00

Course #

---



**Infectious Disease**

1411543604989

Year Introduced  
**2019**

CEU Hours  
**TELECOMM**  **EMD**  **Instructor**

Course #

**Interpreting Vital Signs (v2)**

1491803597302

Year Introduced  
**2019**

CEU Hours  
**TELECOMM**  **EMD**  **Instructor**

Course #

**Intoduction to Patients with disabilities**

1337073578923

Year Introduced  
**2019**

CEU Hours  
**TELECOMM**  **EMD**  **Instructor**

Course #

**Introduction to Burns**

1046243604364

Year Introduced  
**2019**

CEU Hours  
**TELECOMM**  **EMD**  **Instructor**

Course #

**JBMDL FES NREMT PEDIATRIC CARDIAC ARREST**

1571843589692

Year Introduced  
**2019**

CEU Hours  
**TELECOMM**  **EMD**  **Instructor**

Course #

**JBMDL FES NREMT Cardiac Arrest**

1278833589691

Year Introduced  
**2019**

CEU Hours  
**TELECOMM**  **EMD**  **Instructor**

Course #

**JBMDL FES NREMT EMS PROVIDER HYGIENE, SAFETY, AND VACCINATIONS & INFECTIOUS DISEASES**

1634783589699

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**JBMDL FES NREMT Endocrine Emergencies - Diabetes & Neurological Emergencies - Seizures & Stroke**

1240883589706

Year Introduced

2019

CEU Hours

TELECOMM

2.50

EMD

2.50

Instructor

2.50

Course #

**JBMDL FES NREMT FIELD TRIAGE-DISASTERS/MCI & HEMORRHAGE CONTROL & TRAUMA TRIAGE**

1805623589700

Year Introduced

2019

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

1.50

Course #

**JBMDL FES NREMT OXYGENATION & VENTILATION & VENTRICULAR ASSIST DEVICES**

1105293589713

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**JBMDL FES NREMT PSYCHIATRIC AND BEHAVIORAL EMERGENCIES & TOXICOLOGICAL EMERGENCIES - OPIOIDS**

1978933589704

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Kinematics of Trauma**

1021653604990

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**LGBTQ+ Awareness for the EMS Provider**

1073423604961

Year Introduced

2019

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

1.50

Course #

**Little Hearts Congenital Heart Defects in Children**

1355123590197

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**LVAD**

1471053581794

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Management of Blast Injuries**

1069813603553

Year Introduced

2019

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

1.50

Course #

**Management of Sports Injuries**

1929093596938

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Measles- Separating Fact from Fiction**

1417943601719

Year Introduced

2019

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

1.50

Course #

**Mechanism of Injury (v2)**

1744613597316

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Medical Assessment (v2)**

1654943597317

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Medical Assessment: Syncope (v2)**

1206003597318

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Motorcycle Trauma management**

1657663604872

Year Introduced

2019

CEU Hours

TELECOMM

3.00

EMD

3.00

Instructor

3.00

Course #

**Multiple Casualty Incidents**

1627143586103

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Musculoskeletal Emergencies (v2)**

1898193597320

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Musculoskeletal Trauma**

1486773586543

Year Introduced

2019

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

1.50

Course #

**Musculoskeletal Trauma Overview**

1046763586456

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**MVC Management (v2)**

1828723597321

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Myocardial Infarctions**

1779713602571

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Naloxone for EMT's**

1162733587363

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Narcan**

1666723585494

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Narcan Administration**

1949093603041

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Narcan Mythbusting**

1293383602284

Year Introduced

2019

CEU Hours

TELECOMM

3.00

EMD

3.00

Instructor

3.00

Course #

**Neonatal Care/Resuscitation (v2)**

1080223597322

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Neonatal Emergencies**

1458533587761

Year Introduced

2019

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

1.50

Course #

**Neonatal Resuscitation for EMT's**

1120173602749

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Neurologic Emergencies**

1473213599666

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Neurological Emergencies**

1346863587763

Year Introduced

2019

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

1.50

Course #

**Neurological Emergencies Pt. 1**

1083223604371

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Neurological Emergencies Pt. 2**

1497873604372

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Neurology I – Nervous System Anatomy and Physiology**

1160303586055

Year Introduced

2019

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

1.50

Course #

**Neurology II – Cerebrovascular Emergencies**

1599543586056

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**New Jersey EMS Response to an Opiate Overdose Naloxone (Narcan®) Program**

1425763579044	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2019	1.00	1.00	1.00
	Course #	<input type="text"/>		

1232103581053	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2019	1.00	1.00	1.00
	Course #	<input type="text"/>		

**New Jersey EMT Aspirin Administration**

1413353602704	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2019	2.00	2.00	2.00
	Course #	<input type="text"/>		

**New Jersey Response to Opioid Overdose**

1273753587826	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2019	1.00	1.00	1.00
	Course #	<input type="text"/>		

**NJ - Allergic Reactions & Anaphylaxis**

1840653578231	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2019	1.00	1.00	1.00
	Course #	<input type="text"/>		

**NJ - Aspirin**

1824093578275	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2019	1.00	1.00	1.00
	Course #	<input type="text"/>		



**NJ - Asthma Management**

1233673578305

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**NJ - Chemical Suicide**

1091173578306

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**NJ - Child Maltreatment, Abuse and Neglect**

1083793578599

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**NJ - Developmental Characteristics and Pediatric Assessment**

1964643578602

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**NJ - Diabetic Emergencies**

1475513578604

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**NJ - Diseases of Concern: MRSA and VRE**

1630363578606

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**NJ - Diseases of Concern: Tuberculosis**

1977353578607

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

1.00

1.00

1.00

Course #

**NJ - Elder at Risk**

1837433578609

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

1.00

1.00

1.00

Course #

**NJ - Elder Falls**

1628183578610

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

1.00

1.00

1.00

Course #

**NJ - Heart Failure and the Ventricular Assist Device (LVAD)**

1248183578612

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

1.00

1.00

1.00

Course #

**NJ - Less Lethal Weapon Injuries**

1527033578615

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

2.00

2.00

2.00

Course #

**NJ - Management of Acute Stroke**

1217833578617

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

1.00

1.00

1.00

Course #

**NJ - Management of Sickle Cell Anemia**

1435013578618

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**NJ - Maternal Complications in Pregnancy**

1693043578620

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**NJ - Pulmonary Embolism**

1068823578621

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**NJ - Recognition & Management of Hypothermia for BLS Provider**

1725903578622

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**NJ - Severe Acute Respiratory Syndrome**

1416643578623

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**NJ - Tracheostomy Management for BLS Providers**

1543353578625

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**NJ - Update in Drugs of Abuse**

1107023578626

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**NJ Bleeding Control for First Responders**

1619333587903

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**NJ EMS Response to Opiate Overdose Narcan Program**

1494423578419

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**NJ EMS Response to Opiate Overdose–Naloxone Program**

1260933604650

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**NJ First Responder Bleeding Control**

1122613587832

Year Introduced

2019

CEU Hours

TELECOMM

3.00

EMD

3.00

Instructor

3.00

Course #

**NJ Stroke Triage Guidelines**

1140623588411

Year Introduced

2019

CEU Hours

TELECOMM

3.00

EMD

3.00

Instructor

3.00

Course #

**NJOEMS NJ Chest Pain Protocol**

1761533597259

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

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**NJSCC Stroke Triage**

1801243596157

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

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**OB Emergencies**

1852683604337

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
1.50	1.50	1.50

Course #

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1635533595889

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
3.00	3.00	3.00

Course #

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**Obstetrical Emergencies**

1949493604937

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
0.50	0.50	0.50

Course #

---

**Obstetrics & Childbirth (v2)**

1164413597324

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	1.00

Course #

---

**Obstetrics: Complications**

1079833604897

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Online Acute Strokes for EMS**

1969183581546

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Online Naloxone Overdose**

1716363581526

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Opiates & Overdose**

1469063596461

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Opioid Epidemic: Response for EMS (v2)**

1407753597326

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Opioids Drug Abuse**

1739023598945

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Orthopedic emergencies**

1369953586019

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Overdoses Handling the Party Drug Patient**

1176153597148

Year Introduced

2019

CEU Hours

TELECOMM

3.00

EMD

3.00

Instructor

3.00

Course #

**Pandemic Influenza for EMT's**

1339633582725

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Patient Assessment**

1358163601663

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Patient Assessment II - Key Aspects of the Patient History**

1326523586116

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Patient Assessment Stroke**

1631263584406

Year Introduced

2019

CEU Hours

TELECOMM

3.00

EMD

3.00

Instructor

3.00

Course #

**Patient Assessment/Winter Emergencies**

1471823581708

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
3.00	3.00	3.00

Course #

**Patient Refusal (v2)**

1461573597331

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	1.00

Course #

**Patients with Disabilities**

1495693587752

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

**Pediatric & OB Emergencies**

1697293581795

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
3.00	3.00	3.00

Course #

**Pediatric Airway**

1416133604237

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
3.00	3.00	3.00

Course #

**Pediatric Assessment**

1895823590534

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #



**Pediatric Assessment (v2)**

1242243597333

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Pediatric Behavioral Emergencies: Autism (ASD) (v2)**

1830823597336

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Pediatric Cardiac Arrest (v2)**

1894103597329

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Pediatric Cardiac Arrest Management**

1520083604973

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Pediatric Developmental Disorders**

1703553604966

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Pediatric Emergencies**

1039663602165

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Pediatric Emergencies: Burns (v2)**

1775783597337

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Pediatric Fevers and Seizures (v2)**

1198013597338

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Pediatric Growth and Development**

1570533604824

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Pediatric Patient Assessment**

1384193600659

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Pediatric Poisoning (v2)**

1223263597339

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Pediatric Respiratory Emergencies (v2)**

1014083597341

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Pediatric Trauma**

1098853580458

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Pediatric Trauma (v2)**

1835693597343

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Pediatrics & OB**

1255653599282

Year Introduced

2019

CEU Hours

TELECOMM

3.00

EMD

3.00

Instructor

3.00

Course #

**Pediatrics I – Introduction to Pediatric Emergency Care**

1971393586057

Year Introduced

2019

CEU Hours

TELECOMM

3.00

EMD

3.00

Instructor

3.00

Course #

**Pelvic Fracture Management**

1215543604988

Year Introduced

2019

CEU Hours

TELECOMM

0.50

EMD

0.50

Instructor

0.50

Course #

**Penetrating Trauma**

1496093596064

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Penetrating Trauma in the Field**

1225613604999

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Poisoning Emergencies**

1661293598936

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Prescription Medications & Assessment**

1780833599289

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Psychiatric & Behavioral Disorders**

1159673604899

Year Introduced

2019

CEU Hours

TELECOMM

1.25

EMD

1.25

Instructor

1.25

Course #

**Psychiatric Emergencies**

1511353598683

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**PTSD Awareness**

1847643604993

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Pulmonary Embolism**

1920383585843

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

**Radiation Dispersal Devices & Decontamination**

1651753603565

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	1.00

Course #

**Renal Failure: Acute (v2)**

1149053597355

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	1.00

Course #

**Renal Failure: Chronic (v2)**

1433623597356

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	1.00

Course #

**Respiratory Emergencies**

1331503581921

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

**Respiratory Emergencies I – General Principles of Respiratory Emergencies**

1237303586059

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

**Respiratory Emergencies II – Case Studies**

1525773586060

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

**Response to Opiate Emergencies**

1574243605301

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
3.00	3.00	3.00

Course #

**Seizures (v2)**

1514483597364

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	1.00

Course #

**Seizures now and then**

1218303578960

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

**Sepsis**

1813953588211

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

**Sepsis Identification**

1240083585500

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

**Sepsis: When a fever is not just a fever**

1585213577803

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Shock and Resuscitation**

1796623586121

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Soft Tissue Trauma**

1502873604826

Year Introduced

2019

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

1.50

Course #

**Soft Tissue Trauma I – General Principles of Soft Tissue Trauma**

1205403586061

Year Introduced

2019

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

1.50

Course #

**Soft Tissue Trauma II – Case Studies**

1496073586062

Year Introduced

2019

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

1.50

Course #

**Special Challenges**

1120123604404

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Special Trauma Considerations**

1600723604967

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	1.00

Course #

**Spinal Trauma**

1393173586122

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

**Sports Injuries**

1138583604835

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

**Sports Injuries (v2)**

1122273597366

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	1.00

Course #

**Sprains, Strains and Fractures**

1329973587799

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

**Stop the Bleed**

1184463580490

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	1.00

Course #



**Street Drugs**

1688103581951

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

**Street Drugs & Overdose**

1433833599274

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
3.00	3.00	3.00

Course #

**Street Drugs (v2)**

1699983597367

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	1.00

Course #

**STROKE**

1830383598433

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
3.00	3.00	3.00

Course #

1243953595785

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	1.00

Course #

**Stroke (v2)**

1015073597368

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	1.00

Course #

**Stroke and Your Heart**

1990153583401

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Stroke Assessment**

1281463581703

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Stroke Awareness**

1825663599069

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Stroke Case Review**

1059733601445

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Stroke/CVA**

1251603578961

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Submersion Injuries**

1469383577811

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Sudden Cardiac Death (v2)**

1103093597369

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	1.00

Course #

**Suicide Awareness and Prevention**

1358003599185

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

**Summer and Heat Emergencies**

1534403604230

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
3.00	3.00	3.00

Course #

**Summer Emeergencies**

1600373598434

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

**Summer Emergencies (v2)**

1017673597370

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	1.00

Course #

**Surface Ice Rescue Awareness**

1962263587844

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
3.00	3.00	3.00

Course #

**Swift Water Rescue Awareness**

1897193597871

Year Introduced

2019

CEU Hours

TELECOMM

3.00

EMD

3.00

Instructor

3.00

Course #

**The New HIV**

1693383583374

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**The Psychology of Abuse: Elderly and Child Victim Care**

1654233602289

Year Introduced

2019

CEU Hours

TELECOMM

3.00

EMD

3.00

Instructor

3.00

Course #

**Thoracic Trauma**

1748243604363

Year Introduced

2019

CEU Hours

TELECOMM

3.00

EMD

3.00

Instructor

3.00

Course #

**Thoracic Trauma I – General Principles of Thoracic Trauma**

1770403586065

Year Introduced

2019

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

1.50

Course #

**Thoracic Trauma II – Case Studies**

1426553586066

Year Introduced

2019

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

1.50

Course #

**Tourniquets & Hemorrhage Control (v2)**

1509743597376

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	1.00

Course #

---

**Transgender Awareness for Healthcare Providers**

1963113584399

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	1.00

Course #

---

**Trauma Assessment (v2)**

1768983597377

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	1.00

Course #

---

**Trauma During Pregnancy (v2)**

1069703597378

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
1.00	1.00	1.00

Course #

---

**Trauma I**

1703203596520

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
3.00	3.00	3.00

Course #

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**Trauma II**

1546843596845

Year Introduced  
**2019**

CEU Hours

TELECOMM	EMD	Instructor
2.00	2.00	2.00

Course #

---

**Trauma in Pregnancy**

1089803604403

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Trauma to Head and Spine**

1326943596345

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Traumatic Emergencies**

1235913599669

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Understanding Basic Cardiology for BLS**

1740743585976

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Understanding Shock (v2)**

1607463597380

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Ventricular Assist Device**

1905423599836

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Water Emergencies**

1051313604975

Year Introduced

2019

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**Water Rescue Awareness**

1703033577107

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Wilderness Search & Rescue Awareness**

1736663584716

Year Introduced

2019

CEU Hours

TELECOMM

3.00

EMD

3.00

Instructor

3.00

Course #

**Winter Emergencies**

1715273580459

Year Introduced

2019

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

### Supplement to TTY Training

Year Introduced

2008

CEU Hours

TELECOMM

-1.00

EMD

1.00

Instructor

Course #

### How "OnStar" works with New Jersey PSAPs

Year Introduced

2013

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

Course #

### How Automatic Crash Notification will affect PSAPs

Year Introduced

2013

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

Course #

### How "OnStar" Works with NJ PSAPs

Year Introduced

2014

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

Course #

### How Automatic Crash Notification will affect PSAPs

Year Introduced

2014

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

Course #



**ALI Screen Review**

This slideshow is intended to help 9-1-1- calltakers identify the different type of ALI screens used by the New Jersey 9-1-1 network.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2015	2.00	0.00	2.00
Course #	<input type="text"/>		

**EMD Guidecard Update 2016**

Update to NJ EMD Guidecards 2016

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2016	2.00	2.00	
Course #	<input type="text"/>		

**Introduction of Distributed Antenna Systems in New Jersey**

A booklet explaining changes made to the ALI screen to help identify DAS sites in residential areas delivering wireless 9-1-1 calls to the PSAPs

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2016	1.00	1.00	0.00
Course #	<input type="text"/>		

**9-1-1, Theres an App for That**

Slideshow with audio discussing types of devices and applications that can be used to contact 9-1-1

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	1.00	1.00	1.00
Course #	<input type="text"/>		

**“Effective Communication and Listening for the Dispatch Center”**

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
	1.50	1.50	1.50
Course #	<input type="text"/>		

Vendor

# NJEMSC 2015 Symposium

## All That Wheezes is not Asthma

Year Introduced

2015

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

0.00

Course #

## Autism Spectrum Disorder 101

Year Introduced

2015

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

0.00

Course #

## Bariatric Emergencies

Year Introduced

2015

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

0.00

Course #

## Care and Transport of the Spine Injured Athlete

Year Introduced

2015

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

0.00

Course #

## Cold Injuries and Hypothermia

Year Introduced

2015

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

0.00

Course #

## Current Concepts in Hemorrhage Control

Year Introduced

2015

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

0.00

Course #

### EMS and the Renal Patient

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2015	1.50	1.50	0.00
Course # <input type="text"/>			

---

### Heart Disease and Community EMS

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2015	1.50	1.50	0.00
Course # <input type="text"/>			

---

### How to Say "No"

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2015	1.50	1.50	0.00
Course # <input type="text"/>			

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### Little Hearts- Congenital Heart Defects in Kids

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2015	1.50	1.50	0.00
Course # <input type="text"/>			

---

### Motorcycle Trauma Management

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2015	3.00	3.00	0.00
Course # <input type="text"/>			

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### Neurosurgical Treatment of Acute Ischemic Stroke and Ruptured Brain Aneurysms

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2015	1.50	1.50	0.00
Course # <input type="text"/>			

---

Vendor

# NJEMSC 2015 Symposium

## Pathophysiology for EMTs

Year Introduced

2015

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

0.00

Course #

## Pediatric SIM Lab

Year Introduced

2015

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

0.00

Course #

## Seizures "What's Shakin'?"

Year Introduced

2015

CEU Hours

TELECOMM

1.50

EMD

1.50

Instructor

0.00

Course #

Vendor

# NJEPA Conference 2012

## G0557 - Rapid Needs Assessment - Session 1

This course provides information and resources that will enable participants to plan an effective Damage Assessment Program and conduct rapid and effective damage assessments in order to save lives, protect property and the environment, and begin the proc

Year Introduced

2019

CEU Hours

TELECOMM

4.00

EMD

0.00

Instructor

4.00

Course #

### 2019 Threat and Hazard Identification and Risk Assessment (THIRA) and Stakeholder Preparedness Review

This training will explain THIRA and SPR using Comprehensive Preparedness Guide (CPG) 201 - Third Edition as its basis.

Year Introduced

2019

CEU Hours

TELECOMM EMD Instructor

4.00

0.00

4.00

Course #

CTE-19-029A

### All-Hazards Disaster Response - AHDR

Year Introduced

2019

CEU Hours

TELECOMM EMD Instructor

8.00

8.00

8.00

Course #

CTE-19-029B

### BREAKOUT SESSION: 2016 NJ/NY Terrorist Incident - Inter-Agency Cooperation

The facilitated discussion will focus on the cooperation and communication associated with the multi-agency, multi-state response to this terrorist bombing incident.

Year Introduced

2019

CEU Hours

TELECOMM EMD Instructor

1.25

1.25

1.25

Course #

CTE-19-029C

### BREAKOUT SESSION: Amateur Radio for Emergency Managers

Amateur or "HAM" radio has proven to be indispensable in the aftermath of Hurricanes Harvey, Irma, Michael and Maria. Historically, Amateur radio has been a valuable resource in the Response and Recovery phases of many disasters, providing expedient commu

Year Introduced

2019

CEU Hours

TELECOMM EMD Instructor

1.25

0.00

1.25

Course #

CTE-19-029D

### BREAKOUT SESSION: Autism 101 for First Responders

Year Introduced

2019

CEU Hours

TELECOMM EMD Instructor

1.25

1.25

1.25

Course #

CTE-19-029E

**BREAKOUT SESSION: CERT Regional Rodeos**

Overview of New Jersey Community Emergency Response Teams (CERT) activities, events, training and proposed regional rodeos.

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.25

0.00

1.25

Course # CTE-19-029F

**BREAKOUT SESSION: Collaboration for Community Prep: A Partnership of Public Health & Emergency Mgmt**

This presentation provides case studies of the cross-discipline collaboration of Emergency Management and Public Health, and highlight the challenges and successes along the way.

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.25

0.00

1.25

Course # CTE-19-029G

**BREAKOUT SESSION: Creating a Culture of Access**

This breakout session will work with emergency managers to explore what their own culture of access means in varying situation from blue skies to all hazards planning.

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.25

0.00

1.25

Course # CTE-19-029H

**BREAKOUT SESSION: Dam Emergencies: Planning, Exercising, and Responding**

The goal of this presentation is to provide an overview of how dams fail, recognition and response to dam emergencies, security concerns, and recent case studies.

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.25

0.00

1.25

Course # CTE-19-029I

**BREAKOUT SESSION: Don't Become a Social Media Statistic**

This class will provide attendees with an easy-to-use framework for the safe use of social media platforms – including Twitter, Facebook, SnapChat and more.

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.25

0.00

1.25

Course # CTE-19-029J

**BREAKOUT SESSION: Door-to-Door Medication Distribution Plan: We Exercised it. IT WORKS!**

Learn about the Door to Door medication distribution program as a method of emergency medication dispensing, to alleviate some of the responsibility from the local health agency.

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.25

1.25

1.25

Course # CTE-19-029K

**BREAKOUT SESSION: Early Season High Impact Winter Storm November 15, 2018**

An early season winter storm impacted much of the Northeast including New Jersey on November 15, 2018. The storm was fast moving, but had crippling impacts on the evening commute.

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.25

1.25

1.25

Course # CTE-19-029L

**BREAKOUT SESSION: Eastbrook School Bus Accident - Challenges of a Multi-jurisdictional Incident**

An accident occurred in Morris County, NJ involving a Paramus (Bergen County) school bus resulting in 2 deaths and over 40 injuries. The NJSP and Morris County EMS responded to manage the scene.

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.25

1.25

1.25

Course # CTE-19-029M

### BREAKOUT SESSION: EMAC: A detailed look at EMAC for managers and deploying resource providers

This course will present a detailed look at the EMAC process.

Year Introduced

2019

CEU Hours

TELECOMM

1.25

EMD

0.00

Instructor

1.25

Course #

CTE-19-029N

### BREAKOUT SESSION: Engaging the Faith-Based Community in Disaster Response and Recovery Efforts

The Faith-Based community can serve as a vital supporting partner in any emergency management plan.

Year Introduced

2019

CEU Hours

TELECOMM

1.25

EMD

0.00

Instructor

1.25

Course #

CTE-19-029O

### BREAKOUT SESSION: Enhancing Coastal Resilience Decision-Support Tools

Enhancing Coastal Resilience Decision-Support Tools to Reflect Latest Local, Applied Science - New Jersey's coastal decision makers have been faced with an overwhelming plethora of data, tools, assessment techniques and planning guidance.

Year Introduced

2019

CEU Hours

TELECOMM

1.25

EMD

0.00

Instructor

1.25

Course #

CTE-19-029P

### BREAKOUT SESSION: Family Assistance Center Overview

This program will help attendees understand the multi-agency response that is needed from behavioral health agencies to decedent affairs and the complex logistics that are needed to operate an FAC that will support the families and survivors.

Year Introduced

2019

CEU Hours

TELECOMM

1.25

EMD

0.00

Instructor

1.25

Course #

CTE-19-029Q



**BREAKOUT SESSION: FEMA Individual Assistance-Lessons from Hurricane Maria**

This session provides an overview of the challenges faced during Hurricane Maria response and recovery in Puerto Rico

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.25

0.00

1.25

Course # CTE-19-029R

**BREAKOUT SESSION: FEMA's Cross Sectional Approach to Integrative Community Collaboration**

FEMA's Cross Sectional Approach to Integrative Community Collaboration, from Preparedness through Recovery - This breakout session will provide an overview of the cross sectional approach FEMA utilizes when addressing disasters from the initial response t

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.25

0.00

1.25

Course # CTE-19-029S

**BREAKOUT SESSION: From Gunfire to Wildfires**

Ed Dobleman, CIT-NJ Director, and Janice Campbell Co-Founder and President of Tri State Canine Crisis Response Team will present on our CA deployment covering- from gunfire to wild fires.

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.25

0.00

1.25

Course # CTE-19-029T

**BREAKOUT SESSION: Health Considerations for All Emergency Responders**

During this program we will look at some of the basic, common sense information with a close look at the health implications involved with today's complex circumstances and interactions. Information will in terrorist type responses along with the new medi

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.25

1.25

1.25

Course # CTE-19-029U

**BREAKOUT SESSION: Healthcare Emergency Management in Bermuda**

Healthcare Emergency Management in Bermuda Not really!  
What happens when your emergency management professional goes on vacation?

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.25

0.00

1.25

Course # CTE-19-029V

**BREAKOUT SESSION: How can mapping help?**

This presentation will touch on how mapping can help you prepare, mitigate, response, and recover from a disaster.

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.25

0.00

1.25

Course # CTE-19-029W

**BREAKOUT SESSION: How do I become a New Jersey Certified Emergency Manager (NJCEM)?**

Do you want to join the over 150 professionals that already have? If you said yes, this session will provide you the information needed to submit your application! The New Jersey Certified Emergency Manager credential was established by the New Jersey Eme

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.25

0.00

1.25

Course # CTE-19-029X

**BREAKOUT SESSION: Improvements in the Messaging of the NWS Since Superstorm Sandy**

Following Superstorm Sandy in 2012, it became apparent to the National Weather Service the need to more effectively communicate hazards associated with tropical cyclones, as well as th

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.25

0.00

1.25

Course # CTE-19-029Y

### BREAKOUT SESSION: Inside EDs during a Crisis—Available Data & Analyses for Emergency Response

The New Jersey Department of Health has a system in place that collects, in real time, the reasons for approximately 98% of visits to emergency departments across the state. This system, known as EpiCenter, includes analyses, charting and mapping capabil

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.25

1.25

1.25

Course # CTE-19-029Z

### BREAKOUT SESSION: Is your forecast wrong or are you using the wrong forecast?

How can an organization know that it is executing the optimal mitigating response to a weather threat at the optimal time?

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.25

0.00

1.25

Course # CTE-19-029AA

### BREAKOUT SESSION: Mitigation Through Integration

Mitigation Through Integration is a lecture that looks at the current "gaps" in our mindset as it relates to training and philosophy. The "dated" practice of preparing through discipline specific training is holding us back as a response community and le

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.25

0.00

1.25

Course # CTE-19-029AB

### BREAKOUT SESSION: Natal -UASI Resilience overview

Members of the New Jersey All-Hazard Incident Management Team (NJ-AHIMT) will discuss the history and mission of this new multi-agency team that provides incident management support both in-state and outside the State. The Team is administered and managed

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.25

1.25

1.25

Course # CTE-19-029AC

**BREAKOUT SESSION: National Emergency Management Basic Academy in NJ**

An overview of the Emergency Management Professional Program. The Basic Academy is a gateway for individuals pursuing a career in emergency management.

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.25

0.00

1.25

Course # CTE-19-029AD

**BREAKOUT SESSION: New Jersey National Guard Support for Domestic Operations (DOMOPS)**

In response to domestic emergencies & when directed by lawful authority, The Adjutant General provides & directs NJNG Joint Forces & capabilities to support civil authorities in protecting NJ's citizens.

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.25

0.00

1.25

Course # CTE-19-029AE

**BREAKOUT SESSION: NJ All-Hazard Incident Management Team**

This course offers an overview of how the GSA works with other partners in areas of emergency preparedness and disaster recovery, and the role your dedicated Customer Service Director (CSD) plays in bringing all of the innovative solutions and services GS

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.25

0.00

1.25

Course # CTE-19-029AF

**BREAKOUT SESSION: NJ Electric Utilities - Public / Private Sector Partnerships**

How your NJ Electric Utility prepares itself and collaborates with local, county, state and federal agencies and personnel to ensure we are all prepared for daily electric emergencies and all significant weather events including thunderstorms, winter stor

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.25

0.00

1.25

Course # CTE-19-029AG

**BREAKOUT SESSION: NJ State Sheltering Task Force**

Learn about updates from the NJ State Sheltering Task Force from meetings with both County and Urban areas of our state regarding sheltering issues. Find about the recommendations

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2019	1.25	0.00	1.25
Course #	CTE-19-029AH		

**BREAKOUT SESSION: Operation Black Snake**

Operation Black Snake: Model Collaboration Between Volunteers & Local Govt in Disaster Response - On September 25, 2018, intense rainstorms in Northern New Jersey dropped three to eight inches of rain over a ten-to-12 hour period resulting in widespread f

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2019	1.25	0.00	1.25
Course #	CTE-19-029AI		

**BREAKOUT SESSION: Operation Sneezle- Full Scale POD Exercise**

This presentation will explore the history and development of New Jersey's Infrastructure Advisory Committee, a body comprised primarily of chief security officers and subject matter experts across all critical infrastructure sectors, as well as represent

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2019	1.25	1.25	1.25
Course #	CTE-19-029AJ		

**BREAKOUT SESSION: Responding to a Mass Fatality Incident**

Describe trends in response to different kinds of mass fatality incidents. The difference in handling remains involved in a terror incident rather than a human made incident. NJ Medical Examiner's response capability to a MF incident.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2019	1.25	0.00	1.25
Course #	CTE-19-029AK		

**BREAKOUT SESSION: Shelter In Place Workshop**

This workshop is intended for any organization to learn more about the challenges of sheltering the general public in place for an extended period of time.

Year Introduced	CEU Hours			Instructor
	TELECOMM	EMD		
2019	1.25	0.00	1.25	
Course #	CTE-19-029AL			

**BREAKOUT SESSION: The Opiate Epidemic as a Public Health Emergency**

This presentation will examine how the trend began, how intervention and treatment is addressing it, and how workers in public health and emergency response can act in New Jersey.

Year Introduced	CEU Hours			Instructor
	TELECOMM	EMD		
2019	1.25	1.25	1.25	
Course #	CTE-19-029AM			

**BREAKOUT SESSION: Using Schools As A Shelter**

After attending this session, participants will have a better understanding of how a school may serve as a shelter, what elements are required, what preparation must be done 48+ hours, 24 hours, and 12 hours, prior to sheltering, and the steps necessary

Year Introduced	CEU Hours			Instructor
	TELECOMM	EMD		
2019	1.25	0.00	1.25	
Course #	CTE-19-029AN			

**BREAKOUT SESSION: Verizon/Mutualink-Partners When Every Second Counts: Lessons from Operation Conver**

When every second counts: Operation Convergent Response showcases life-saving tech innovations. Verizon hosted the second annual immersive crisis response experience for first responders in November of 2018. In any crisis, every second counts.

Year Introduced	CEU Hours			Instructor
	TELECOMM	EMD		
2019	1.25	0.00	1.25	
Course #	CTE-19-029AO			

### BREAKOUT SESSION: Winter Storms of March 2018- NJ BPU's Response to the Power Outages

Brian Beam & Jim Bruncati, New Jersey Board of Public Utilities staff, will discuss their review of the actions taken by Public Service Electric & Gas, Jersey Central Power & Light, Atlantic City Electric and Rockland Electric Company before, during and a

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.25

0.00

1.25

Course #

CTE-19-029AP

### BREAKOUT SESSION: Working with the American Red Cross

This presentation is designed for our Emergency Management and Response partners (Faith Based groups, businesses, NGOs, MRC, DRCC, CART, etc.) Please join us to learn what happens behind the scenes of a Red Cross response; from a single family fire to a la

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.25

1.25

1.25

Course #

CTE-19-029AQ

### BREAKOUT SESSION: Growing in the Garden State: Lessons Learned from Public-Private Partnerships in NJ

This presentation will explore the history and development of New Jersey's Infrastructure Advisory Committee, a body comprised primarily of chief security officers and subject matter experts across all critical infrastructure sectors, as well as represent

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

1.25

0.00

1.25

Course #

CTE-19-029AR

### Campus Emergencies Prevention, Response & Recovery - MGT-324

The goal of this course is to assist the campus community and the neighboring jurisdiction in developing the necessary decision-making skills to prevent, protect, mitigate the effects of, respond to, and recover from an active shooter situation or other c

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

8.00

0.00

8.00

Course #

CTE-19-029AS

### Clandestine Laboratory and Hazardous Narcotic Awareness

These toxic substances present a serious risk to first responders who may encounter them during the course of their duties. Additionally, the increase in the usage of fentanyl in the narcotic mixture has also resulted in a rise in high hazards environmen

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

4.00

4.00

4.00

Course #

CTE-19-029AT

### Community Cybersecurity Exercise Planning - MGT-385

This course is designed to introduce cyber to exercise planners to help them recognize the nature and reach of cyber, so they can better help their communities prevent, detect, respond to, and recover from cyber incidents.

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

4.00

0.00

4.00

Course #

CTE-19-029AU

### Community Resilience - AWR-228

The course will focus on resilience as a unifying framework for community-based planning, preparedness, response, and recovery

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

4.00

0.00

4.00

Course #

CTE-19-029AV



### EM1 Graduates Update and Networking Session

This session is for EM1 Graduates ONLY. We will provide emergency management updates that have happened since class ended and you will have the opportunity to network with other past classes.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	2.00	0.00	2.00
Course #	CTE-19-029AW		

### Emergency Management Basic Workshop - Session 1

The goal of this course is to provide instruction and guidance to individuals who are new to emergency management, or those who lack a conceptual understanding of how to develop and conduct a comprehensive program for managing/coordinating the planning,

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	4.00	0.00	4.00
Course #	CTE-19-029AX		

### Emergency Management Basic Workshop - Session 2

The goal of this course is to provide instruction and guidance to individuals who are new to emergency management, or those who lack a conceptual understanding of how to develop and conduct a comprehensive program for managing/coordinating the planning,

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	4.00	0.00	4.00
Course #	CTE-19-029AY		

### Emergency Management Basic Workshop - Session 3

The training will include information on legal authority, roles and responsibility of elected and appointed officials, emergency planning, training and exercising, and procedures for obtaining assistance from superseding authorities.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	4.00	0.00	4.00
Course #	CTE-19-029AZ		

### EMS Defense Strategies & Situational Awareness

Use of Force Continuum  
 Personal Safety  
 Proper Positioning  
 What do your defenses do to the subject  
 Separation from attacks directed at you  
 Separation from attacks directed toward your partner or another bystander  
 How to prevent/restrain a patient fro

Year Introduced  
**2019**

CEU Hours  
 TELECOMM EMD Instructor

4.00

0.00

4.00

Course # CTE-19-029BA

### EMS PPE, Transportation, and Decontamination for Patients with High Consequence Pathogens Training

Objectives:At the end of this presentation, the first responder should be able to:•Correctly demonstrate how to don and remove PPE

Year Introduced  
**2019**

CEU Hours  
 TELECOMM EMD Instructor

4.00

4.00

4.00

Course # CTE-19-029BB

### EPCRA Training by NJ SERC

The New Jersey State Emergency Response Commission (SERC) will be offering free training for Emergency Management Coordinators on Emergency Response Plan development as well as the administrative and logistical requirements to remain compliant with th

Year Introduced  
**2019**

CEU Hours  
 TELECOMM EMD Instructor

4.00

0.00

4.00

Course # CTE-19-029BC

Vendor

## NJEPA Conference 2019

### Essentials of Community Cybersecurity - AWR-136

The Essentials of Community Cybersecurity (ECCS) course provides individuals, community leaders, and first responders with information on how cyber attacks can impact, prevent, and/or stop operations and emergency responses in a community.

Year Introduced  
2019

CEU Hours  
TELECOMM EMD Instructor

4.00

0.00

4.00

Course # CTE-19-029BD

### FEMA - Individual Assistance Preliminary Damage Assessments (IA PDA) Training/Exercise

This interactive workshop provides an overview of the process for completing an Individual Assistance (IA) Preliminary Damage Assessment (PDA) for state and local emergency managers who will be conducting IA PDAs

Year Introduced  
2019

CEU Hours  
TELECOMM EMD Instructor

4.00

0.00

4.00

Course # CTE-19-029BE

### First Responder Peer Resiliency: NATAL Model

The Jersey City/Newark UASI Region (UASI) has contracted with NATAL, Israel's Trauma and Resiliency Center, to put together a training for Hospital and Emergency Medical Services (EMS) first responders to provide them with tools for self-resiliency in eme

Year Introduced  
2019

CEU Hours  
TELECOMM EMD Instructor

4.00

4.00

4.00

Course # CTE-19-029BF

### First Responder Suicide

SUICIDE This workshop will address the emotional toll first responders face responding to suicide calls and resources for suicide prevention and postvention that exist for responders. Attention will also be paid to the prevalence of substance use disorders

Year Introduced  
2019

CEU Hours  
TELECOMM EMD Instructor

4.00

4.00

4.00

Course # CTE-19-029BG

Vendor

## NJEPA Conference 2019

### Flooding Hazards: Science & Preparedness - AWR-362

Flooding Hazards: Science and Preparedness is an awareness-level, eight-hour course that addresses the current science of the causes of floods (both meteorological and otherwise), flood forecasting, flood risk assessment, and best practices for preparatio

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

8.00

0.00

8.00

Course #

CTE-19-029BH

### G0272 - Warning Coordinations

This program addresses Warning Coordination for weather- or flooding-related events.

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

4.00

0.00

4.00

Course #

CTE-19-029BI

### G0364 - Multi-Hazard emergency Planning for Schools

This course provides schools with the knowledge, skills, and tools needed to refine or develop an all-hazards school Emergency Operations Plan (EOP) and to identify how to train and exercise the school EOP.

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

8.00

0.00

8.00

Course #

CTE-19-029BJ

### G0393 - Mitigation for Emergency Managers

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

8.00

0.00

8.00

Course #

CTE-19-029BK

**G0557 - Rapid Needs Assessment - Session 2**

This course provides information and resources that will enable participants to plan an effective Damage Assessment Program and conduct rapid and effective damage assessments in order to save lives, protect property and the environment, and begin the proc

Year Introduced  
2019

CEU Hours  
TELECOMM EMD Instructor

6.00

0.00

6.00

Course #

CTE-19-029BL

**G0775 - EOC Management & Operations**

This course describes the role, design, and functions of Emergency Operations Centers and their relationships as components of a multi-agency coordination system.

Year Introduced  
2019

CEU Hours  
TELECOMM EMD Instructor

8.00

0.00

8.00

Course #

CTE-19-029BM

**G402 - ICS Overview for Executives / Senior Officials**

The purpose of this course is to provide an orientation to executives and senior officials (including elected officials, city/county managers, agency administrators, etc.) an orientation to the Incident Command System (ICS). It covers what ICS is, organiz

Year Introduced  
2019

CEU Hours  
TELECOMM EMD Instructor

4.00

0.00

4.00

Course #

CTE-19-029BN

**Homemade Explosives: Awareness, Recognition & Response - AWR-313 - NMT**

The HME course provides first responders with information on general explosive characteristics and hazards, homemade explosive precursor materials, homemade explosive manufacturing indicators, and Improvised Explosive Device (IED) components.

Year Introduced  
2019

CEU Hours  
TELECOMM EMD Instructor

8.00

8.00

8.00

Course #

CTE-19-029BO

Vendor

## NJEPA Conference 2019

### ICS Forms and IAP/EAP Development

2-day program on Incident/Event Action Plans utilizing ICS Forms, the Planning process, Fundamental review of the Command and General Staff Roles and Responsibilities in producing the Plan and Navigating the Planning Cycle.

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

8.00

0.00

8.00

Course #

CTE-19-029BP

### Mental Health First Aid

In the Mental Health First Aid course, you learn risk factors and warning signs for mental health and addiction concerns, strategies for how to help someone in both crisis and non-crisis situations, and where to turn for help.

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

8.00

8.00

8.00

Course #

CTE-19-029BQ

### MT - NY/NJ Bombings Case Studies

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

2.00

0.00

2.00

Course #

CTE-19-029BR

### New Jersey Emergency Preparedness Association Conference 2019

2019 Annual Conference- Full Attendance

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

8.00

8.00

8.00

Course #

CTE-19-029

Vendor

## NJEPA Conference 2019

### NJ Bleeding Control for First Responders

Provide instruction on how to identify life threatening bleeding. How to provide and practice basic bleeding control techniques with and without training equipment. To provide students with information on equipment used for bleeding control

Year Introduced  
2019

CEU Hours  
TELECOMM EMD Instructor

4.00

4.00

4.00

Course # CTE-19-029BS

### NJ Emergency Fire Service Deployment Act

The OFDP will facilitate a safe and efficient response to any emergency incident or event that requires the deployment of New Jersey's fire service resources in order to protect life and property from the danger or destruction by fire, explosion or other

Year Introduced  
2019

CEU Hours  
TELECOMM EMD Instructor

4.00

0.00

4.00

Course # CTE-19-029BT

### NJ Statewide Fire Resources

The Office of Fire Department Preparedness (OFDP) coordinates and plans for the deployment of fire service resources throughout New Jersey and when requested by other states or federal agencies

Year Introduced  
2019

CEU Hours  
TELECOMM EMD Instructor

4.00

0.00

4.00

Course # CTE-19-029BU

### NJ Traffic Incident Management Safety Guidelines

Traffic Incident Management (TIM) Responder Training brings police, firefighters, DOT, towing, medical personnel, and other incident responders together to engage in interactive, hands-on incident resolution exercises.

Year Introduced  
2019

CEU Hours  
TELECOMM EMD Instructor

4.00

0.00

4.00

Course # CTE-19-029BV

### Physical And Cybersecurity for Critical Infrastructure MGT-452

This course encourages collaborative efforts among individuals and organizations responsible for both physical and cybersecurity toward the development of integrated risk management strategies that lead to enhanced capabilities necessary for the protectio

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

4.00

0.00

4.00

Course #

CTE-19-029BW

### Promoting Resilience: Tactics for reducing long term stress reactions for First Responders

This four hour workshop addresses the importance of preparing First Responder Communities to address traumatic stress and make identifying and responding to their own stress a standard operating procedure.

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

4.00

4.00

4.00

Course #

CTE-19-029BX

### Psychological Trauma in EMS Patients - PTEP

NAEMT's Psychological Trauma in EMS Patients (PTEP) course gives EMS practitioners the resources they need to help alleviate patients' hidden wounds – intense fear, stress and pain – during a medical emergency

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

8.00

8.00

8.00

Course #

CTE-19-029BY

### Ready Seniors

This workshop is intended for any organization to learn more about the challenges of sheltering the general public in place for an extended period of time

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

8.00

0.00

8.00

Course #

CTE-19-029BZ



### Roundtable Discussion on Statewide Sheltering

Emergency Managers and Mass Care leads are being asked to participate in this interactive round table discussion centering on shelter operations.

Year Introduced  
2019

CEU Hours  
TELECOMM EMD Instructor

4.00

0.00

4.00

Course # CTE-19-029CA

### Shelter Field Guide

The Shelter Field Guide helps organizations without prior disaster experience establish and maintain shelters and provides a basic overview of shelter operations and is written for people who may manage a shelter.

Year Introduced  
2019

CEU Hours  
TELECOMM EMD Instructor

8.00

0.00

8.00

Course # CTE-19-029CB

### Shelter Fundamentals

The American Red Cross Shelter Fundamentals training course introduces the guidelines and procedures for setting up, running and closing a shelter during a disaster

Year Introduced  
2019

CEU Hours  
TELECOMM EMD Instructor

4.00

0.00

4.00

Course # CTE-19-029CC

### Site Protection through Observational Techniques - AWR-219

This course trains public safety personnel to improve their observational techniques by using a four-step ongoing screening process that includes increasing protective awareness, identifying preoperational behaviors, evaluating, and taking action.

Year Introduced  
2019

CEU Hours  
TELECOMM EMD Instructor

8.00

0.00

8.00

Course # CTE-19-029CD

Vendor

## NJEPA Conference 2019

### Social Media Engagement Strategies - PER-343 Social Media Engagement Strategies - PER-343

This course will prepare participants to engage individuals and volunteer organizations through social media, especially in the context of disaster preparedness and response.

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

8.00

0.00

8.00

Course # CTE-19-029CE

### Tactical Emergency Casualty Care - TECC

NAEMT's Tactical Emergency Casualty Care (TECC) teaches EMS practitioners and other prehospital providers how to respond to and care for patients in a civilian tactical environment.

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

8.00

8.00

8.00

Course # CTE-19-029CF

### Tactical Emergency Casualty Care for Law Enforcement- TECC LEO

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

8.00

0.00

8.00

Course # CTE-19-029CG

### Threat of Unmanned Aerial Systems

Year Introduced  
2019

CEU Hours

TELECOMM EMD Instructor

2.00

0.00

2.00

Course # CTE-19-029CH

### Understanding and Planning for School Bomb Incidents - UPSBI

This course provides information on the purpose and function of school emergency management plans, warning signs of aggressive student behavior, critical actions when responding to a school bombing threat, recognition of Improvised Explosive Devices (IEDs)

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

4.00

0.00

4.00

Course #

CTE-19-029CI

### Understanding Homegrown Violence Extremists (HVE) Mobilization Indicators

The National Counter Terrorism Center (NCTC) has developed a guide and related training program for public safety personnel as roadmap for observable behaviors that could inform whether individuals or groups are preparing to engage in violent extremist ac

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

4.00

0.00

4.00

Course #

CTE-19-029CJ

### Young Professionals Event

This session is designed to allow the up and coming emergency manager (professionals in management, planning, health, transportation, GIS, etc. involved in emergency planning) an opportunity to network with his or her peers and develop those essential res

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

4.00

0.00

4.00

Course #

CTE-19-029CK

**Chemical Hazard Communication-Chem Safety/HAZCOM**

<input type="text"/>	Year Introduced	CEU Hours		Instructor
		TELECOMM	EMD	
		<input type="text" value="2.00"/>	<input type="text" value="2.00"/>	<input type="text"/>
	Course #	<input type="text"/>		

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**Developmental Disabilities Awareness**

<input type="text"/>	Year Introduced	CEU Hours		Instructor
		TELECOMM	EMD	
		<input type="text" value="2.00"/>	<input type="text" value="2.00"/>	<input type="text"/>
	Course #	<input type="text"/>		

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**IS-701a**

<input type="text"/>	Year Introduced	CEU Hours		Instructor
		TELECOMM	EMD	
		<input type="text" value="2.00"/>	<input type="text" value="2.00"/>	<input type="text"/>
	Course #	<input type="text"/>		

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**IS-703a**

<input type="text"/>	Year Introduced	CEU Hours		Instructor
		TELECOMM	EMD	
		<input type="text" value="2.00"/>	<input type="text" value="2.00"/>	<input type="text"/>
	Course #	<input type="text"/>		

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**Amber Alert**

<input type="text"/>	Year Introduced	CEU Hours		Instructor
	2005	TELECOMM	EMD	
		<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text"/>
	Course #	<input type="text"/>		

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**NIMS 700**

<input type="text" value="National Incident Management Systems NIMS 700"/>	Year Introduced	CEU Hours		Instructor
	2006	TELECOMM	EMD	
		<input type="text" value="3.00"/>	<input type="text" value="3.00"/>	<input type="text"/>
	Course #	<input type="text"/>		

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**Hazardous Materials Awareness**

<input type="text"/>	Year Introduced	CEU Hours		
	<b>2008</b>	TELECOMM	EMD	Instructor
		<input type="text" value="2.00"/>	<input type="text" value="2.00"/>	<input type="text"/>
		Course # <input type="text"/>		

---

**IS-200**

<input type="text" value="ICS for Single Resources and Initial Action Incidents (ICS 200)"/>	Year Introduced	CEU Hours		
	<b>2008</b>	TELECOMM	EMD	Instructor
		<input type="text" value="3.00"/>	<input type="text" value="3.00"/>	<input type="text"/>
		Course # <input type="text"/>		

---

**The Incident Command System (I-100)**

<input type="text"/>	Year Introduced	CEU Hours		
	<b>2008</b>	TELECOMM	EMD	Instructor
		<input type="text" value="2.00"/>	<input type="text" value="2.00"/>	<input type="text"/>
		Course # <input type="text"/>		

---

**NJ SUST Gas Emergencies Training – Dispatch 911**

<input type="text" value="Developed by the New Jersey Statewide Utility Safety Team"/>	Year Introduced	CEU Hours		
	<b>2018</b>	TELECOMM	EMD	Instructor
		<input type="text" value="2.00"/>	<input type="text" value="1.00"/>	<input type="text" value="2.00"/>
		Course # <input type="text"/>		

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**Sovereign Citizen Extremists (Revised July 2019)**

<input type="text"/>	Year Introduced	CEU Hours		
	<b>2019</b>	TELECOMM	EMD	Instructor
		<input type="text" value="2.00"/>	<input type="text" value="0.00"/>	<input type="text" value="2.00"/>
		Course # <input type="text"/>		

---

**CBRNE Awareness 269868**

<input type="text"/>	Year Introduced	CEU Hours		
	<b>2020</b>	TELECOMM	EMD	Instructor
		<input type="text" value="2.00"/>	<input type="text" value="2.00"/>	<input type="text"/>
		Course # <input type="text"/>		

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**COVID-19 Guidance for Law Enforcement**

Year Introduced

2020

CEU Hours

TELECOMM

2.00

EMD

0.00

Instructor

2.00

Course #

**Dangers of Encountering Fentanyl-Laced Heroin 687828**

Year Introduced

2020

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

Course #

**NJ DoH EMS PPE and Procedures for High Consequence Pathogens**

Year Introduced

2020

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**Understanding Influenza Pandemic**

Year Introduced

2020

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

**ALS Update in Stroke**

This session will explore stroke/TIA definition and pathophysiology, the medical and surgical interventions available, and present practical approaches to the stroke patient from ambulance to angio suite.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
<b>2015</b>			
	<input type="text" value="1.25"/>	<input type="text" value="1.25"/>	<input type="text"/>
Course #	<input type="text"/>		

---

**Assessment and Management of the Newborn Patient**

Neonates, by virtue of being ill, can be more susceptible to illness and injury. Emergency providers are often insecure in the care needed due to the infrequency of calls for these littlest patients. This lecture will review neonatal resuscitation post

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
<b>2015</b>			
	<input type="text" value="1.25"/>	<input type="text" value="1.25"/>	<input type="text"/>
Course #	<input type="text"/>		

---

**Autism Shield for EMS**

Research shows that persons with autism and other developmental disabilities are approximately seven times more likely to come in to contact with law enforcement and first responders than the general population. The actions or non-responsiveness of peop

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
<b>2015</b>			
	<input type="text" value="1.25"/>	<input type="text" value="1.25"/>	<input type="text"/>
Course #	<input type="text"/>		

---

Vendor

## NJ-OEMS-2015 Conference

### Blown to Kingdom Come!.

Blast injuries result from explosions that have the capability to cause multi-system, life-threatening injuries in single or multiple victims simultaneously. These types of events present complex triage, diagnostic, and management challenges for th

Year Introduced  
2015

CEU Hours

TELECOMM EMD Instructor

1.25

1.25

Course #

### BLS Emboli, Thrombi, and Anticoagulation

This session will review the origin and disposition of clots, emboli, and the acute conditions they create. It will also compare and contrast common protective medications patients may take to modulate or impair clotting function.

Year Introduced  
2015

CEU Hours

TELECOMM EMD Instructor

1.25

1.25

Course #

### Clandestine Laboratory Awareness

This is a basic awareness course on the identification of clandestine drug and weapons of mass destruction manufacturing labs that may be encountered by field EMS personnel. The session will cover identification techniques, safety practices, and notific

Year Introduced  
2015

CEU Hours

TELECOMM EMD Instructor

1.25

1.25

Course #



### Designer Drugs: Not for Human Consumption

Designer drugs (K2, bath salts, etc.) have been around in many forms since the early 1980s. Whether it is to circumvent the law or improve financial gain, "home chemists" have been synthesizing different classes of drugs with variable clinical effects a

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2015	1.25	1.25	
Course #	<input type="text"/>		

### Domestic Terrorism, Large Scale Disasters, and Weapons of Mass Destruction

Domestic terrorism, large scale disasters, and weapons of mass destruction present a significant challenge to even the most seasoned emergency care provider. This lecture will focus on the management of injuries and illnesses germane to large scale disa

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2015	1.25	1.25	
Course #	<input type="text"/>		

### Elements, Compounds and Burns, Oh My

More than 30,000 chemicals are classified as hazardous, many of which can be found in the home environment! Each year 60,000 people seek medical care for chemical burns. This presentation is designed to instruct EMS and emergency department personnel ho

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2015	1.25	1.25	
Course #	<input type="text"/>		

### Green Acres - Big Dangers

This session will explore the dangers and potential injuries emergency care providers may encounter in the agricultural setting. The topics to be discussed include the unique equipment used on many farms, the inherent risks and unique rescue techniques

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2015	1.25	1.25	
Course #	<input type="text"/>		

**I Went to Disneyland and All I Got Was the Measles!  
(Emerging Infectious Diseases)**

The terms Emerging and Re-Emerging Infectious Diseases refer to infections that are new to humans or were thought to have been controlled, but are making a comeback. Recent cases include SARS, MERS, Ebola, Measles, and Pertussis. This program will review

Year Introduced  
**2015**

CEU Hours

TELECOMM EMD Instructor

1.25

1.25

Course #

**Is Granny an Addict? What Do You Mean She Overdosed?.....**

Not all overdoses are like the ones we deal with on a routine basis. One overlooked overdose patient that we may encounter is the geriatric patient and it is generally not related to narcotics. This presentation will focus on the epidemiology of geriatric

Year Introduced  
**2015**

CEU Hours

TELECOMM EMD Instructor

1.25

1.25

Course #

**KEYNOTE: Pediatric Trauma Centers in New Jersey: The Time has Come**

A significant number of pediatric trauma patients in the United States are seen by EMS and cared for at adult trauma centers. Although there may be variations in practice, the quality of care provided at these adult trauma centers is dependent on several

Year Introduced  
**2015**

CEU Hours

TELECOMM EMD Instructor

1.25

1.25

Course #

Vendor

## NJ-OEMS-2015 Conference

### Little Lambs and the Wolves They Didn't Tell Us About

This session is about the wolves in sheep's clothing waiting to pounce on the unsuspecting provider. This session is a pediatric case study program that will cover medical and trauma related situations that are not as innocent as we would like them

Year Introduced

2015

CEU Hours

TELECOMM

EMD

Instructor

1.25

1.25

Course #

### Managing the Texas Ebola Public Health and Medical Response: Dallas and Beyond.

The presenter will provide his insights as the state lead for managing all public health and medical activities during the Ebola Index Case event and subsequent Ebola infection of two hospital nurses. Discussion will center on medical and public health

Year Introduced

2015

CEU Hours

TELECOMM

EMD

Instructor

1.25

1.25

Course #

### NJ Resuscitation Academy Workshop

This one day workshop is designed to prepare leaders in EMS to increase the survival rates of cardiac arrest victims in their communities. The program will include segments on all aspects of the EMS response including, 9-1-1 call taking and pre-arrival

Year Introduced

2015

CEU Hours

TELECOMM

EMD

Instructor

8.00

8.00

Course #

### Pediatric Burn Injuries

This session will focus on the initial triage and management of pediatric burn injuries, including an evaluation of the extent, depth, and mechanism of burns; determination of the need for admission or transfer to a burn center; and the initial ABC's an

Year Introduced

2015

CEU Hours

TELECOMM

EMD

Instructor

1.25

1.25

Course #

### Pediatric Disaster Preparedness and Response

Disasters are not new to the nation nor specifically to New Jersey, however preparation for and response to disasters specifically in regards to the pediatric population is frequently overlooked and inadequate for the demands placed on all levels of res

Year Introduced

2015

CEU Hours

TELECOMM

EMD

Instructor

4.00

4.00

Course #

### Pediatric Pucker Factor.

It's 3:00am and you're sound asleep when the call comes in: "...Baby won't wake up." Instantly, you're wide awake, trying to recall normal ranges for pediatric vital signs, medication dosages and equipment sizing. You can't remember the last time you i

Year Introduced

2015

CEU Hours

TELECOMM

EMD

Instructor

1.25

1.25

Course #

### Pediatric Sepsis

Sepsis is a systemic infection that presents a management challenge to those who care for infants and children. The EMS professional must be familiar with the signs and symptoms of this possible life-threatening event, and vigilant in his or her examina

Year Introduced

2015

CEU Hours

TELECOMM

EMD

Instructor

1.25

1.25

Course #

**Prehospital Pediatric Spinal Immobilization: Is it Time for a Change?.....**

What do you do when faced with a pediatric spinal injury? During this presentation Dr. Drago will present risk factors for pediatric spine injury and the risks and benefits of spinal immobilization in the pediatric patient, as well as the future direct

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2015			
	<input type="text" value="1.25"/>	<input type="text" value="1.25"/>	<input type="text"/>
Course #	<input type="text"/>		

**Proper Use of Tourniquets: To Bleed or Not to Bleed - This is the Answer.**

This comprehensive instructor track will examine various tourniquet bleeding control devices and their application. It will include a brief history on its use including common fallacies and the application in war time settings. The integration of

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2015			
	<input type="text" value="1.25"/>	<input type="text" value="1.25"/>	<input type="text"/>
Course #	<input type="text"/>		

**Rapid Recognition of the Critical Child in the Pre-Hospital Setting.**

This session will present a unique approach to the recognition of the critically ill child. The discussion will focus on the use of existing skill sets to rapidly recognize those children who are at risk for life threatening emergencies. Emphasis wil

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2015			
	<input type="text" value="2.35"/>	<input type="text" value="2.35"/>	<input type="text"/>
Course #	<input type="text"/>		

### Shakin' the Baby: Seizures in the Pregnant Patient

This presentation will identify the distinguishing characteristics between different types of seizures in the obstetric population and options for treatment.

Year Introduced

2015

CEU Hours

TELECOMM

EMD

Instructor

1.25

1.25

Course #

### Spinal Precautions and Selective Spinal Immobilization

This session will provide updated information on spinal immobilization, review the national position statement on spinal immobilization and the development and components of the NJ Mobile Intensive Care Programs (MICU) Advisory Council position statement

Year Introduced

2015

CEU Hours

TELECOMM

EMD

Instructor

1.25

1.25

Course #

### Taming The Tube: Difficult Airway Management

Airway is the first part of ABCs, but as often as not, it is overlooked. Further, we sometimes are in such a rush to intubate we fail to recognize a patient ventilating and oxygenating well on their own, which leads to dangerous clinical decisions. This

Year Introduced

2015

CEU Hours

TELECOMM

EMD

Instructor

8.00

8.00

Course #

### The Other Three Stooges

Everyone knows Larry, Moe and Curly, but what about their medical counterparts? Beck, Virchow and Cushing all became famous for their breakthrough in identifying life-threatening signs and symptoms. This presentation will review what to look for in a pa

Year Introduced

2015

CEU Hours

TELECOMM

EMD

Instructor

1.25

1.25

Course #

### The Unresponsive Patient

This session will provide the participant with a good approach to assessment skills used to help differentiate various causes of unresponsiveness. Some specific treatments will be discussed. The goal of this session is to help the EMT determine if the p

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2015	1.25	1.25	
Course #	<input type="text"/>		

### Trachs, Tubes and Shunts! Oh My!

Most EMS training teaches us how to deal with the "average" patient. Due to advances in medical technology and more plentiful support services, children who have suffered critical injuries and those with unique disease states are being cared for at hom

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2015	1.25	1.25	
Course #	<input type="text"/>		

### UH-EMS Ebola Response

University Hospital (UH) in Newark, NJ is an identified "Assessment Facility" for Ebola Virus Disease (EVD) screening and treatment, as designated by the Centers for Disease Control (CDC), as well as the New Jersey Department of Health (NJDOH). This ses

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2015	1.25	1.25	
Course #	<input type="text"/>		

### Use of Ketamine in Excited Delirium

It would be difficult to find a seasoned prehospital provider that has not experienced management difficulties ranging from agitated behavior to outright assault while caring for aggressive patients. In today's drug prevalent environment where PCP has m

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2015	1.25	1.25	
Course #	<input type="text"/>		

Vendor

# NJ-OEMS-2015 Conference

## When Responders Become Victims

EMS providers have always faced significant emotional challenges in the course of their career. In recent years there has been an increase in violence and threats against EMS and other providers. This presentation examines the impact on providers when r

Year Introduced

2015

CEU Hours

TELECOMM

EMD

Instructor

1.25

1.25

Course #



**Active Shooter and Counterterrorism Response for Public Safety Communications**

Active Shooter and Counterterrorism Response for Public Safety Communications

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2018	2.00	1.00	2.00
Course #	CTE-19-006		

**Active Shooter Incident Management (ASIM)-Basic**

Basic is an awareness level course designed to improve incident management and integration of first responders and public safety personnel to active shooter events

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2018	4.00	2.00	4.00
Course #			

**Homemade Explosives: Awareness, Recognition & Response - AWR-313 - NMT**  
**Homemade Explosives: Awareness, Recognition & Response - AWR-313 - NMT**

The HME course provides first responders with information on general explosive characteristics and hazards, homemade explosive precursor materials, homemade explosive manufacturing indicators, and Improvised Explosive Device (IED) components.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	8.00	8.00	8.00
Course #	Also approved a		

**Initial Law Enforcement Response to Suicide Bombing Attacks" (AWR-235**

The course provides participants with information on the tactics, techniques and procedures used by suicide bombers, safety considerations and response considerations relative to improvised explosive devices, and interdiction strategies for law enforcement

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	8.00	2.00	8.00
Course #	CTE-21-021		

Vendor **NREMT**

**First Responder (Emergency Medical Responder)**

Year Introduced

1996

CEU Hours

TELECOMM

EMD

Instructor

8.00

8.00

8.00

Course #

Vendor **OnStar**

**OnStar GUARDIAN**

New app based services from OnStar

Year Introduced

2020

CEU Hours

TELECOMM

EMD

Instructor

1.00

1.00

1.00

Course #

CTE-20-061

Vendor

**Police Legal Sciences Inc.**

**PLS Dispatch Pro – 2020 Lesson 10**

Caller shot her 2-yr old – Son finds dad/stepmother dead

Year Introduced

2020

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**PLS Dispatch Pro – 2020 Lesson 16**

Substance Use

Year Introduced

2020

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**PLS Dispatch Pro -- 2020 Lesson 5**

Victim of stabbing & Caller reports he shot a coworker

Year Introduced

2020

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**PLS Dispatch Pro -- 2020 Lesson 6**

Fight and stabbing at a bar

Year Introduced

2020

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**PLS Dispatch Pro – 2020 Lesson 8**

Car crashed into a bar – Caller reporting home invasion

Year Introduced

2020

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**PLS Dispatch Pro – 2020 Lesson 9**

Domestic with alcohol and guns

Year Introduced

2020

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

Vendor

**Police Legal Sciences Inc.**

**PLS Dispatch Pro - 2021 Lesson 2**

Caller Who Was Robbed and Shot in Face

Year Introduced

2021

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**PLS Dispatch Pro – 2021 Lesson 1**

Female Caller Confronts Home Intruder

Year Introduced

2021

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**PLS Dispatch Pro – 2021 Lesson 10**

Man with Gun and Knife Threatening Suicide

Year Introduced

2021

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**PLS Dispatch Pro – 2021 Lesson 11**

Gunshot to the Face and Brother Murdered his Sister

Year Introduced

2021

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**PLS Dispatch Pro – 2021 Lesson 12**

Abandoned Newborn Discovered And Man Fell From Ladder

Year Introduced

2021

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**PLS Dispatch Pro – 2021 Lesson 13**

Hazardous Materials & Hazard Communication – Part 1

Year Introduced

2021

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

Vendor

**Police Legal Sciences Inc.**

**PLS Dispatch Pro – 2021 Lesson 14**

Hazardous Materials & Hazard Communication – Part 2

Year Introduced

2021

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**PLS Dispatch Pro – 2021 Lesson 15**

Mental Illness

Year Introduced

2021

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**PLS Dispatch Pro – 2021 Lesson 3**

Hiker injured in fall - Brandishing a gun and an assault

Year Introduced

2021

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**PLS Dispatch Pro – 2021 Lesson 4**

Man shoots trespasser

Year Introduced

2021

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**PLS Dispatch Pro – 2021 Lesson 5**

Domestic/Officer Shooting – Woman Passed out in Car

Year Introduced

2021

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**PLS Dispatch Pro – 2021 Lesson 6**

Attempted Kidnapping & Roommate Homicide

Year Introduced

2021

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

Vendor

**Police Legal Sciences Inc.**

**PLS Dispatch Pro – 2021 Lesson 7**

Implicit Bias

Year Introduced

2021

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**PLS Dispatch Pro – 2021 Lesson 8**

Caller Stabbed Boyfriend & Armed Home Invasion

Year Introduced

2021

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**PLS Dispatch Pro – 2021 Lesson 9**

Preschool on Lockdown and Physical Domestic

Year Introduced

2021

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

**PLS Dispatch Pro - 2022 Lesson 10**

"I Think He Hurt My Mom"

Year Introduced

2022

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

CTE-22-056j

**PLS Dispatch Pro - 2022 Lesson 7**

Domestic/Gunshot to Chest

Year Introduced

2022

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

CTE-22-056e

**PLS Dispatch Pro – 2022 Lesson 1**

Father-Son Domestic and Man Breaks into Occupied Home

Year Introduced

2022

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

CTE-22-056a

Vendor

**Police Legal Sciences Inc.**

**PLS Dispatch Pro – 2022 Lesson 11**

Suicide by Gunshot and Drug Deal Goes Bad

Year Introduced

2022

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

CTE-22-056k

**PLS Dispatch Pro – 2022 Lesson 12**

Burglar Inside Residence & Infant Not Breathing

Year Introduced

2022

CEU Hours

TELECOMM

1.00

EMD

0.50

Instructor

1.00

Course #

CTE-22-056m

**PLS Dispatch Pro – 2022 Lesson 13**

Eyewitness Identifications

Year Introduced

2022

CEU Hours

TELECOMM

1.00

EMD

0.00

Instructor

1.00

Course #

CTE-22-056c

**PLS Dispatch Pro – 2022 Lesson 14**

Drones

Year Introduced

2022

CEU Hours

TELECOMM

1.00

EMD

0.00

Instructor

1.00

Course #

CTE-22-056n

**PLS Dispatch Pro – 2022 Lesson 15**

Testifying – Part 1

Year Introduced

2022

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

CTE-22-056o

**PLS Dispatch Pro – 2022 Lesson 16**

Testifying – Part 2

Year Introduced

2022

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

CTE-22-056p

Vendor

# Police Legal Sciences Inc.

## PLS Dispatch Pro – 2022 Lesson 2

Assault Inside Hotel Room and Suicide by Gunshot

Year Introduced

2022

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

CTE-22-056b

## PLS Dispatch Pro – 2022 Lesson 3

"Doctor Assaulted-Shoots Patient and Caller Shot Girlfriend"

Year Introduced

2022

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

CTE-22-056h

## PLS Dispatch Pro – 2022 Lesson 4

"Shooting at a Mall With Victims"

Year Introduced

2022

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

CTE-22-056i

## PLS Dispatch Pro – 2022 Lesson 5

Mental Health Emergency & Assault With Stab Wounds

Year Introduced

2022

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

CTE-22-056l

## PLS Dispatch Pro – 2022 Lesson 6

"Homeowner Shoots Intruder and Abduction From Residence"

Year Introduced

2022

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

CTE-22-056d



Vendor

# Police Legal Sciences Inc.

## PLS Dispatch Pro – 2022 Lesson 8

"Domestic with Stabbing / Shooting into Vehicle"

Year Introduced

2022

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

CTE-22-056f

## PLS Dispatch Pro – 2022 Lesson 9

"Boyfriend Shoots Girlfriend"

Year Introduced

2022

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

CTE-22-056g

## PLS Dispatch Pro – 2023 Lesson 1

Caller Finds Elderly Mother Murdered & Combative Trespasser

Year Introduced

2023

CEU Hours

TELECOMM

1.00

EMD

0.50

Instructor

1.00

Course #

CTE-23-043a

## PLS Dispatch Pro – 2023 Lesson 13

First Amendment Law

Year Introduced

2023

CEU Hours

TELECOMM

1.00

EMD

0.00

Instructor

1.00

Course #

CTE-23-043c

## PLS Dispatch Pro – 2023 Lesson 14

Human Trafficking Investigations

Year Introduced

2023

CEU Hours

TELECOMM

1.00

EMD

0.00

Instructor

1.00

Course #

CTE-23-043f

Vendor

**Police Legal Sciences Inc.**

**PLS Dispatch Pro – 2023 Lesson 2**

Girl Hides During Break-In and Airplane Fuel Dump

Year Introduced

2023

CEU Hours

TELECOMM

1.00

EMD

0.00

Instructor

1.00

Course #

CTE-23-043b

**PLS Dispatch Pro – 2023 Lesson 3**

Kidnapping and Altercation Leads to Shooting

Year Introduced

2023

CEU Hours

TELECOMM

1.00

EMD

0.50

Instructor

1.00

Course #

CTE-23-043d

**PLS Dispatch Pro – 2023 Lesson 4**

Stabbing and Man thinks he killed someone

Year Introduced

2023

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

1.00

Course #

CTE-23-043e

**Advanced Fire Service Dispatch**

PowerPhone's expert instructors have created the new Advanced Fire Service Dispatch™ program to give 9-1-1 personnel updated coverage on terrorism, structure fires, and disaster response.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
<b>2004</b>	8.00	0.00	
Course #	CTE-04-038		

**Advanced Law Enforcement Dispatch**

Fully updated to feature the latest techniques and thinking, our Advanced Law Enforcement Dispatch class includes new coverage on workplace violence, technology, wireless calls, and more.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
<b>2004</b>	8.00	0.00	
Course #	CTE-04-035		

**Non-Emergency Call Handling**

Finally, there's a course that addresses a major need in many call centers: how to handle non-emergency calls efficiently while maintaining professionalism

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
<b>2007</b>	8.00	8.00	
Course #	CTE-07-034		

**Dispatch Judo**

When you answer that 911 call, is the person on the other end always happy, compliant and respectful?

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
<b>2015</b>	8.00	8.00	
Course #			

**JITT - Active Shooting Response: What Your Center Needs to Know**

Be prepared and earn what your center needs to know to enact the best response in the event of an active shooter.

- 

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2015	<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text"/>
Course #	<input type="text"/>		

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**JITT - Alzheimer's Patients: The Endangered Missing Person**

Calls related to Alzheimer's patients by establishing guidelines, caller interrogation techniques, and criteria to improve positive outcomes in Endangered Missing Person situations from wandering Alzheimer's patients.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2015	<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text"/>
Course #	<input type="text"/>		

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**JITT - Chemical Suicide**

Chemical suicide is a newly emerging phenomenon in the US and presents significant threats to good Samaritans, responders, and building occupants. This course provides awareness to call-handlers of the threat, and the steps to alert potential victims of t

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2015	<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text"/>
Course #	<input type="text"/>		

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**JITT - Choking Protocol**

This class will train communications personnel related to their role in recognizing caller-supplied symptoms requiring choking intervention or cardiopulmonary resuscitation (CPR) and providing pre-arrival advice on how to conduct the Heimlich maneuver or

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2015	<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text"/>
Course #	<input type="text"/>		

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**JITT - CPR Revisited**

Knowledge of what CPR instructions to give and when to give them is known to help save lives. Every dispatcher should be able to react quickly and effectively, and this class will help.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2015	<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text"/>
Course #	<input type="text"/>		

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**JITT - Health Effects of Sitting**

Dispatchers spend the majority of their time at work sitting down, often for hours at a time. This class will discuss how sitting for long periods of time can be detrimental to a dispatcher's health and ways to improve your health and avoid the dangers of

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2015	<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text"/>
Course #	<input type="text"/>		

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**JITT - Hearing Disorders and Call Handling Etiquette**

Persons with hearing loss may have significant difficulty in communicating their emergency to 911 and may also experience insensitivity by some call handlers. This class addresses these issues.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2015	<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text"/>
Course #	<input type="text"/>		

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**JITT - Human GPS: Where Are You?**

Learn how to help locate a person in trouble when they don't know where they are located.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2015	<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text"/>
Course #	<input type="text"/>		

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**JITT - Interacting with Persons Who Have Mental Illness**

Severe mental illness affects many individuals over the course of their lives and can collaterally affect family members, friends, and loved ones. Severe mental illness can be associated with significant levels of distress and impairment, and in some case

Year Introduced <b>2015</b>	CEU Hours		
	TELECOMM	EMD	Instructor
	<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text"/>
Course #	<input type="text"/>		

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**JITT - Language Barriers**

How can you communicate with a 911 caller that does not speak the same language as you or is unable to communicate normally?

Year Introduced <b>2015</b>	CEU Hours		
	TELECOMM	EMD	Instructor
	<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text"/>
Course #	<input type="text"/>		

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**JITT - Mass Casualty Incidents (MCI)**

Understanding processes that occurs during a mass casualty incident. This includes an overview of the specific roles of an MCI from the paramedics on scene to the medical personnel at the hospital

Year Introduced <b>2015</b>	CEU Hours		
	TELECOMM	EMD	Instructor
	<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text"/>
Course #	<input type="text"/>		

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**JITT - Mayday: A Dispatcher's Critical Role in Protecting Firefighters**

This course will instruct you on the critical role you have as a dispatcher in protecting firefighters during a Mayday, and the procedures you should follow.

Year Introduced <b>2015</b>	CEU Hours		
	TELECOMM	EMD	Instructor
	<input type="text" value="1.00"/>	<input type="text" value="0.00"/>	<input type="text"/>
Course #	<input type="text"/>		

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**JITT - Prepare for the Special Challenge: Autism**

Be prepared for the challenge of dealing with callers who have special needs related to autism in a way that protects responders and the autistic person.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2015	<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text"/>
Course #	<input type="text"/>		

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**JITT - PTSD and the Call Handler**

Recognize and deal with both critical incident stress and PTSD in the communications center.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2015	<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text"/>
Course #	<input type="text"/>		

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**JITT - Railway Emergencies**

Awareness of railway equipment and emergency situations that can involve railways. This class will focus on identifying the various emergencies that can occur, appropriate responses to those emergencies, and insuring the safety of responding personnel to

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2015	<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text"/>
Course #	<input type="text"/>		

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**JITT - Recognizing Stroke: A Dispatcher Resource**

Studies have shown that many dispatchers do not recognize the signs of stroke from a first or second party caller, costing precious time and possibly lives.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2015	<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text"/>
Course #	<input type="text"/>		

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### JITT - The Role of the 911 Supervisor

This class will train communication center supervisors regarding various challenges and topics related to supervision of communication personnel.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2015	1.00	0.00	
Course #	<input type="text"/>		

### 9-1-1 Liability

Every time you handle an emergency call, you are creating a log and journal that's admissible in court, just like a police report. This acclaimed course will show you how to protect yourself and the agency you work for from costly legal actions.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2017	8.00	4.00	
Course #	<input type="text" value="CTE-04-041"/>		

### 9-1-1 Supervision

New Course! Finally, there's a supervisor's course that teaches you how to lead. PowerPhone's 9-1-1 Supervision helps you build the skills and confidence to handle both day-to-day operations and critical situations

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2017	8.00	0.00	
Course #	<input type="text"/>		

### Active Shooting Response

Explore the mentality and motivations of the active shooter and build a solid knowledge base that will help you when handling these incidents.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2017	8.00	8.00	
Course #	<input type="text" value="CTE-08-041"/>		



**CES - "Can't Speak": A Guide for Communicating with Callers Who are Deaf or Hard of Hearing**

Persons with hearing loss may have significant difficulty in communicating their emergency to 911 and may also experience insensitivity by some call handlers. This class addresses these issues.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2017	<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text"/>
Course #	<input type="text"/>		

**CES - Alzheimer's: Gone Missing**

This class will train telecommunicators in calls related to Alzheimer's patients by establishing guidelines, interrogation techniques, and criteria to improve outcomes in Endangered Missing Person situations from wandering Alzheimer's patients.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2017	<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text"/>
Course #	<input type="text"/>		

**CES - AUTISM 911: PREPARE FOR THE SPECIAL CALL**

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2017	<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text"/>
Course #	<input type="text" value="CTE-17-040"/>		

**CES - CYBER THREATS TO THE DISPATCH CENTER**

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2017	<input type="text" value="1.00"/>	<input type="text" value="0.00"/>	<input type="text"/>
Course #	<input type="text" value="CTE-17-041"/>		

**CES - DECLARATION MCI: RESPONDING TO MASS CASUALTY INCIDENTS**

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2017	<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text"/>
Course #	<input type="text" value="CTE-17-043"/>		

**CES - FirstNet/Public Safety Broadband Network**

This class will focus on the purpose of FirstNet, how it came to be through federal grants and a recommendation by the 9/11 Commission, and the role it will play in the processing of 911 calls from dispatch to field personnel.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2017	1.00	1.00	
Course #	<input type="text"/>		

**CES - Hazardous Materials and Protocols**

This class will introduce you to the dangers of chemical hazards and identify the protocols most useful in dealing with those hazards.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2017	1.00	1.00	
Course #	<input type="text"/>		

**CES - Location, Location, Location**

This class will give you the tools you need to develop geo-awareness and inverted visualization skills to assist your callers in the most important way: to help locate a person in trouble when they don't know where they are located.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2017	1.00	0.00	
Course #	<input type="text"/>		

**CES - Lost in Translation: Overcoming Language Barriers**

How can you communicate with a 911 caller that does not speak the same language as you or is unable to communicate normally? This class will help you better respond to language barriers.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2017	1.00	1.00	
Course #	<input type="text"/>		

**CES - Managing Anger in the Dispatch Center**

Year Introduced

2017

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

Course #

CTE-17-044

**CES - Mayday II**

This class will instruct you on the critical role you have as a dispatcher in protecting firefighters during a Mayday, and the procedures you should follow.

Year Introduced

2017

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

Course #

**CES - SCREENING FOR INFECTIOUS DISEASES: THE DISPATCHER'S ROLE**

Year Introduced

2017

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

Course #

CTE-17-042

**CES - Stroke Revisited**

Studies have shown that many dispatchers do not recognize the signs of stroke from a first- or second-party caller, costing precious time and possibly lives. This class will prove the latest information on signs and symptoms of stroke, warning signs, stro

Year Introduced

2017

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

Course #

**CES - Submerged/Sinking Vehicle Advisory**

A submerged-sinking vehicle advisory has been formulated by PowerPhone in response to an increasing frequency and need for call handlers to offer this as pre-arrival advice to those victims reporting their predicament by cell phone.

Year Introduced

2017

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

Course #

**CES - Swatting: How to Identify & Respond to Hoax Threats as a Dispatcher**

This class will discuss a new phenomenon known as "swatting" and help you to identify, react, and respond to such incidents.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2017	<input type="text" value="1.00"/>	<input type="text" value="0.00"/>	<input type="text"/>
Course #	<input type="text"/>		

**CES - TRAIN INCIDENTS**

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2017	<input type="text" value="1.00"/>	<input type="text" value="0.00"/>	<input type="text"/>
Course #	<input type="text" value="CTE-17-045"/>		

**Disasters and the Dispatcher**

Disaster response training for before, during and after a catastrophe.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2017	<input type="text" value="8.00"/>	<input type="text" value="8.00"/>	<input type="text"/>
Course #	<input type="text"/>		

**Domestic Violence Intervention**

PowerPhone has revised its best-selling Domestic Violence Intervention™ workshop to give telecommunicators new tactics for handling these volatile and complex incidents

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2017	<input type="text" value="8.00"/>	<input type="text" value="4.00"/>	<input type="text"/>
Course #	<input type="text" value="CTE-04-043"/>		

**Homeland Security for Telecommunicators**

Where will America's citizens turn if there's a terrorist threat? There's no question -- it will be 9-1-1. PowerPhone is proud to offer this timely program to specifically address the telecommunicator's critical role in Homeland Security.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2017	<input type="text" value="8.00"/>	<input type="text" value="4.00"/>	<input type="text"/>
Course #	<input type="text" value="CTE-04-002"/>		

### Hostage Negotiations

With workplace violence, school violence, and domestic disturbances all on the rise, chances are you'll be handling a hostage situation in your communications center.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2017	8.00	8.00	<input type="text"/>
Course #	CTE-04-042		

### JITT-Aspirin Advisory

An aspirin advisory has been formulated by PowerPhone in response to requests from medical advisors from PSAP agencies who see a need for their call handlers to offer this as pre-arrival advice to potential heart attack victims.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2017	1.00	1.00	<input type="text"/>
Course #	<input type="text"/>		

### Non-Emergency Call Handling

Achieve excellent customer service in your call center.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2017	8.00	4.00	<input type="text"/>
Course #	<input type="text"/>		

### Protecting Law Enforcement Responders

Protect those who protect and serve.

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2017	8.00	0.00	<input type="text"/>
Course #	<input type="text"/>		

### Rewind

Be proactive and learn how to protect yourself from on the job pressures

Year Introduced	CEU Hours		Instructor
	TELECOMM	EMD	
2017	8.00	4.00	<input type="text"/>
Course #	<input type="text"/>		

**Sexual and Domestic Violence on College Campuses**

This course trains Public Safety Telecommunicators how best to handle 911 calls about sexual and domestic violence, particularly from the vantage point of college campuses. By examining the specific role that 911 Call Handlers play in calls involving dome

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2017	8.00	8.00	
Course #			

**Suicide Intervention**

This acclaimed program shows you how to think quickly, spot key warning signs, and act with confidence when you have a suicidal caller on the line. The knowledge you gain from this one-day workshop is the best weapon to have when lives are at stake.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2017	8.00	8.00	
Course #	CTE-04-040		

**CES - Aircraft Incidents**

Preparing dispatchers for aircraft incident calls by explaining types of aircrafts, related

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2018	1.00	0.00	
Course #	CTE-18-041		

**CES - Allergies-Stings**

Teaching dispatchers about emergencies caused by allergic reactions or stings. Explaining allergy and sting types, relevant details that might be reported and are important to gather, and necessary questions to ask.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2018	1.00	1.00	
Course #	CTE-18-042		

**CES - Civil Unrest: Responding to Communities in Turmoil**

Describes causes of civil unrest, emergencies callers might report during a riot, and vital information the dispatcher should gather from callers reporting civil unrest events.

Year Introduced	CEU Hours			Instructor
	TELECOMM	EMD		
2018	1.00	0.00		
Course #	CTE-18-006			

**CES - Crimes in Progress**

Instructional review of common crimes in progress, both property and violent, to help students identify patterns amongst those crimes.

Year Introduced	CEU Hours			Instructor
	TELECOMM	EMD		
2018	1.00	0.00		
Course #	CTE-18-043			

**CES - Entrapment by Rising Water**

Discusses sources of rising water, the resulting loss of lives and property, and the dispatcher's role during these events.

Year Introduced	CEU Hours			Instructor
	TELECOMM	EMD		
2018	1.00	1.00		
Course #	CTE-18-007			

**CES - Kidnapping – Unlawful Custody**

Familiarizing dispatchers with calls reporting kidnapping or unlawful custody by explaining different caller parties who might report the emergency, details that might be reported, pertinent information to gather, and vital questions to ask based on who

Year Introduced	CEU Hours			Instructor
	TELECOMM	EMD		
2018	1.00	0.00		
Course #	CTE-18-044			

### CES - Lone Wolf Attacks

Defines the lone wolf attacker, what makes them so dangerous, and how the dispatcher should respond to calls that report lone wolf attacks, including bomb threats, explosions, and mass shootings.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2018	1.00	0.00	
Course #	CTE-18-005		

### CES - Motor Vehicle Accidents

Focuses on common causes of motor vehicle accidents and potential obstacles involved in the handling of such calls.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2018	1.00	1.00	
Course #	CTE-18-008		

### CES - Opioid Epidemic: Your Role in the Overdose Crisis

Outlines opioid overdose symptoms and the importance of naloxone, giving dispatchers the knowledge to recognize overdoses and the ability to respond to calls reporting them.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2018	1.00	1.00	
Course #	CTE-18-004		

### CES - Outside Fires

Exploring the information-gathering process of an Outside Fire call for the different types of outside fire calls dispatchers could receive, and teaching appropriate pre-arrival instructions to offer callers.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2018	1.00	0.00	1.00
Course #	CTE-18-045		



**CES - Stress Identification & Management**

Stress can lead to increased absenteeism, burnout and high job turnover. This course helps students combat stress both inside and outside the communications center and improve their overall quality of life.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2018	8.00	0.00	8.00
Course #	<input type="text"/>		

**CES - Structure Fires**

Identifies the types of structure fire calls dispatchers could receive, and the recommended steps to follow in response to these calls.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2018	1.00	0.00	<input type="text"/>
Course #	<input type="text" value="CTE-18-009"/>		

**CES - Young Stroke: A Dispatcher Resource**

Identifying and defining stroke among those under 65 years of age (including teenagers) who are experiencing stroke a greater frequency. Quick identification of young stroke incidents saves lives.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2018	1.00	1.00	1.00
Course #	<input type="text" value="CTE-18-046"/>		

**The End of the Line: Your Role in Suicide Intervention**

Suicide intervention is one of the most impactful interactions an emergency call handler can have with a caller. This program focuses on suicidal calls from the dispatcher's perspective and answers the question of what to do when a suicidal call comes in.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2018	8.00	8.00	8.00
Course #	<input type="text"/>		

**CES- ACTIVE SHOOTING INCIDENTS**

	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2019	1.00	1.00	1.00
		Course # CTE-19-050		

**CES- DIVING-DROWNING INCIDENTS**

	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2019	1.00	1.00	1.00
		Course # CTE-19-050		

**CES- GAS LEAKS**

	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2019	1.00	1.00	1.00
		Course # CTE-19-047		

**CES- HOSTAGE INCIDENTS**

	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2019	1.00	0.00	1.00
		Course # CTE-19-052		

**CES- PUBLIC INDECENCY**

	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2019	1.00	0.00	1.00
		Course # CTE-19-012		

**CES- RESPONDING TO BURN INJURIES**

	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2019	1.00	1.00	1.00
		Course # CTE-19-048		

**CES-ANIMAL RESCUE**

	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2019	1.00	0.00	1.00
		Course #	CTE-19-049	

**CES-CHILDBIRTH/OBSTETRICS**

	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2019	1.00	1.00	1.00
		Course #	CTE-19-013	

**CES-ELEVATOR RESCUE**

	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2019	1.00	0.00	1.00
		Course #	CTE-19-014	

**CES-PERSON-BODY FOUND**

	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2019	1.00	1.00	1.00
		Course #	CTE-19-015	

**CES-STALKING**

	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2019	1.00	0.00	1.00
		Course #	CTE-19-011	

**CES-SUICIDAL CALLERS**

	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2019	1.00	1.00	1.00
		Course #	CTE-19-010	

**CRISIS COMMUNMICATIONS TRAINING**

	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2019	8.00	8.00	8.00
		Course #	CTE-19-025	

**CES-1. Call Handling: Reacting to Visual Scenarios**

	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2020	1.00	1.00	1.00
		Course #	CTE-20-048	

**CES-1. Cold Exposure**

	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2020	1.00	1.00	1.00
		Course #	CTE-20-003	

**CES-2. Civil Unrest**

	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2020	1.00	1.00	1.00
		Course #	CTE-20-049	

**CES-2. Explosion Incident Management**

	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2020	1.00	0.00	1.00
		Course #	CTE-20-004	

**CES-3. Courtroom Testimony: How to be an Effective Witness**

	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2020	1.00	0.00	1.00
		Course #	CTE-20-050	

**CES-3. Get the Picture: Video 911**

	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2020	1.00	1.00	1.00
Course #		CTE-20-005		

**CES-4. Enhanced Screening for Infectious Disease**

	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2020	1.00	1.00	1.00
Course #		CTE-20-051		

**CES-4. Open Water Incidents**

	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2020	1.00	1.00	1.00
Course #		CTE-20-008		

**CES-5. Human Trafficking**

	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2020	1.00	0.00	1.00
Course #		CTE-20-052		

**CES-5. Responding to Opioid Overdose Calls**

	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2020	1.00	1.00	1.00
Course #		CTE-20-007		

**CES-6. Robbery, Burglary, Larceny-Theft**

	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2020	1.00	0.00	1.00
Course #		CTE-20-008		

**CES-6. Verbal De-Escalation and Calming Techniques**

	Year Introduced	CEU Hours		
		TELECOMM	EMD	Instructor
	2020	1.00	1.00	1.00
	Course #	CTE-20-053		

**Active Listening Skills**

Objectives: Callers in a state of crisis may be unable to respond to typical questioning strategies. Telecommunicators that use active listening skills recognize how to address the caller's emotional needs and obtain essential call details. This cou

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	1.00	0.00	1.00
Course #			

**Bleeding and Shock**

Objectives: Bleeding and shock are two common medical emergencies for which telecommunicators need to deliver Pre-Arrival Instructions. This course explores the treatment for traumatic injuries that result in severe bleeding and supporting callers s

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	1.00	1.00	1.00
Course #			

**Bullying and Harassment in the Dispatch Center**

Bullying and harassment in the dispatch center needs to be recognized and addressed by telecommunicators and supervisors. This course explains what constitutes bullying and harassment, how to respond to incidents, as well as the liability exposure to the

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	1.00	0.00	1.00
Course #	CTE-21-005		

**Entrapment**

This course helps the telecommunicator respond to entrapment calls by exploring multiple situations where a victim has become trapped. These scenarios include a caller trapped include an elevator, a victim that fell into a sewer, a child with their foot o

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	1.00	1.00	1.00
Course #	CTE-21-006		

**Hazardous Materials**

Objectives: This course offers a variety of techniques to recognize and respond to hazardous materials calls, including understanding how to interpret hazardous materials placards

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	1.00	1.00	1.00
Course #			

**Information Gathering from Child and Senior Callers:**

Gathering accurate and timely information from very young or senior callers can be problematic for telecommunicators. This course identifies the unique challenges presented by these callers and offers strategies to effectively gather information in these

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	1.00	1.00	1.00
Course #	CTE-21-007		

**Leadership Skills**

This course explores the fundamental leadership skills that supervisors, trainers, administrators, directors, and deputy directors in the PSAP should possess. It identifies who are the leaders in a 9-1-1 center and the traits that make a leader successful

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	1.00	0.00	1.00
Course #	CTE-21-008		

### Managing Conflict in the Dispatch Center

Objectives: Conflict among people working in stress filled environments like dispatch centers is inevitable. If conflict is not addressed, the performance of individuals or the PSAP may decrease. This course explores where and how conflicts arise in

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	1.00	0.00	1.00
Course #	<input type="text"/>		

### Radio Communication Fundamentals

Objectives: This course provides telecommunicators with fundamental knowledge about the different types of radio systems used to dispatch and communicate with responders. It also explores techniques to overcome challenges when radio communication do

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	1.00	0.00	1.00
Course #	<input type="text"/>		

### Rural Firefighting

This course introduces the telecommunicator to the unique challenges of dispatching resources to rural fire events and explains how to handle extended response times and coordinating with a volunteer fire force. It identifies the specialized terminology f

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	1.00	0.00	1.00
Course #	CTE-21-009		

### School Emergencies

Objectives: Schools encounter many emergency situations. Their staff are trained to call 9-1-1 for assistance during these incidents. It is important as a telecommunicator that you are ready to receive this type of call. This course is designed to p

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	1.00	1.00	1.00
Course #	<input type="text"/>		



### Structure Fires

Prepares telecommunicators to respond to fire calls occurring in residential and commercial structures. This course explains how the telecommunicator should assess these situations by properly identifying exposures and recognizing high-risk situations, su

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	1.00	0.00	1.00
Course #	CTE-21-010		

### Allergic Reactions

The purpose of this class is to familiarize telecommunicators with calls reporting emergencies caused by allergic reactions or stings by explaining types of allergies and stings, details that might be reported about the incident, pertinent information to

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2022	1.00	1.00	1.00
Course #			

### Childbirth Calls

The purpose of this course is to familiarize telecommunicators with the terms and stages associated with childbirth. It provides key questions to ask and instructions for guiding the caller through the delivery. It also identifies ways to detect signs of

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2022	1.00	1.00	1.00
Course #			

### Kidnapping Emergencies

The purpose of this class is to familiarize telecommunicators with callers reporting kidnapping emergencies. You will learn the definition of kidnapping and a process to gather pertinent information that can assist emergency responders in locating the vic

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2022	1.00	0.00	1.00
Course #			

**Public Indecency**

This course familiarizes telecommunicators with different types of public indecency and identifies the necessary information to gather from callers reporting this crime.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2022	1.00	0.00	1.00
Course #	<input type="text"/>		

**Stalking**

Seven and a half million people are stalked in the United States each year. Despite the high number of incidents, stalking is often seen as insignificant in comparison to blatant acts of physical violence, but it is a serious offense that can escalate qui

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2022	1.00	0.00	1.00
Course #	<input type="text"/>		

**Young Stroke**

In this course, you learn to define and identify stroke among those under 65 years of age (including teenagers). Identifying stroke in this age group presents a challenge that must be recognized quickly and accurately for a proper response.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2022	1.00	1.00	1.00
Course #	<input type="text"/>		

**Active Shooting Incidents**

In this course, you learn the characteristics of an active shooting incident and where they are most likely to occur

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2023	1.00	1.00	1.00
Course #	<input type="text" value="CTE-23-003"/>		

### Cyber Threats in the Dispatch Center

In this course, you define cyber threats and explain common techniques used by bad actors to compromise your agency's security.

Year Introduced

2023

CEU Hours

TELECOMM

EMD

Instructor

1.00

0.00

1.00

Course #

CTE-23-005

### Deaf or Hard of Hearing Callers

You identify the appropriate language to use with callers that are deaf, and the telecommunications technologies used by the deaf community to communicate with telecommunicators

Year Introduced

2023

CEU Hours

TELECOMM

EMD

Instructor

1.00

1.00

1.00

Course #

CTE-23-004

### Overcoming Language Barriers

In this course, you learn about the continued growth of the immigrant population in the United States, and the diversity of languages that are spoken.

Year Introduced

2023

CEU Hours

TELECOMM

EMD

Instructor

1.00

1.00

1.00

Course #

CTE-23-006

### Protecting Firefighters

In this course, you learn about the Incident Command Structure and how it shapes emergency response protocols.

Year Introduced

2023

CEU Hours

TELECOMM

EMD

Instructor

1.00

1.00

1.00

Course #

CTE-23-007

**Responding to Burn Injuries**

You explore the different types of burns and their degree of severity. You will learn how to apply the Rule of Nines to assess the burn area and offer the appropriate Pre-Arrival Instructions to callers reporting a burn injury.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
<b>2023</b>			
	<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text" value="1.00"/>
Course #	<input type="text" value="CTE-23-008"/>		

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In this course, you explore the different types of burns and their degree of severity.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
<b>2023</b>			
	<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text" value="1.00"/>
Course #	<input type="text" value="CTE-23-008"/>		

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Vendor

**Rodgers Group**

### Active Shooter Awareness for the PST

Provide the 9-1-1 telecommunicators, sworn personnel, and supervisors an overview of active shooter involved incidents.

Year Introduced  
**2020**

CEU Hours

TELECOMM EMD Instructor

3.00

1.00

3.00

Course # CTE-20-058a

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### Handling 9-1-1 Domestic Violence Calls

Provide the 9-1-1 telecommunicators, sworn personnel, and supervisor's guidance on how to handle 9-1-1 calls

Year Introduced  
**2020**

CEU Hours

TELECOMM EMD Instructor

2.00

1.00

3.00

Course # CTE-20-058b

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### Wellness and Resilience for the 911 Telecommunicator

The overarching goal of this training is to identify potential sources of risk and resilience for telecommunicators exposed to traumatic information from citizen calls and police radio traffic.

Year Introduced  
**2020**

CEU Hours

TELECOMM EMD Instructor

3.00

3.00

3.00

Course # CTE-20-058c

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### AUTISM AWARENESS FOR PST'S

The PST is the first person of contact and with better understanding of these types of situations they can help increase interaction success

Year Introduced  
**2021**

CEU Hours

TELECOMM EMD Instructor

3.00

3.00

3.00

Course # CTE-21-0052-F

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Vendor

**Rodgers Group**

**Quality Assurance – Emergency Medical Response for PST’s**

The purpose of this module is to assist public safety communications centers with the establishment, implementation and maintenance of a quality assurance and quality improvement program.

Year Introduced  
**2021**

CEU Hours

TELECOMM EMD Instructor

3.00

3.00

3.00

Course # CTE-21-0052-G

**THE ROLE OF PST SUPPORT OF LAW ENFORCEMENT OPERATIONS TRAINING MODULE (5 sections)**

The purpose of these modules is to help develop the overall knowledge base of individual PST's within their respective organizations

Year Introduced  
**2021**

CEU Hours

TELECOMM EMD Instructor

6.00

3.00

6.00

Course # CTE-21-0052 A-

Vendor

**RQI**

**RQI-Telecommunicator**

A competency-based resuscitation credentialing and quality improvement program for Public Safety Telecommunicators

Year Introduced  
**2021**

CEU Hours

TELECOMM EMD Instructor

2.00

2.00

2.00

Course #

Vendor

## Team One Network

### Medical response for the LE Officer & Emergency Responder

This one day course is designed for the LE Officer & Emergency Responder who operates in a variety of environments and situations. The goal of this course is to teach the LE Officer and Emergency Responder how to properly handle medical emergencies that m

Year Introduced

2016

CEU Hours

TELECOMM

EMD

Instructor

8.00

8.00

0.00

Course #

Vendor

## Texas A & M University

### Active Attack Emergency Communications

Year Introduced

2020

CEU Hours

TELECOMM

EMD

Instructor

3.00

1.00

3.00

Course #

### National US&R Response System Orientation

Year Introduced

2020

CEU Hours

TELECOMM

EMD

Instructor

2.00

0.00

2.00

Course #

### Advanced Law Enforcement

A two-day seminar, which focuses on skills dispatchers need to dispatch various calls, which may become critical incidents. Topics covered include: suicidal callers, shootings, domestic violence, school violence, rape calls, officer down, pursuits and cri

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2015	8.00	0.00	
Course #	<input type="text"/>		

### Am I Just the Dispatcher?

This motivational session will take an in-depth look at the job you do every day. The class is designed to motivate the new and the veteran telecommunicator and discusses such topics as professionalism, respect, teamwork, the future of 9-1-1, dealing with

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2015	4.00	0.00	
Course #	<input type="text"/>		

### Communications Supervisor Course

A two-day interactive class focusing on skills supervisors need. Topics covered include: federal laws, supervisor skill and styles, problem solving, counseling and liability.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2015	8.00	0.00	
Course #	<input type="text"/>		

### Communications Training Officer (CTO)

A two-day interactive look at specific skills trainers need to perform the high-quality training needed in our profession. Topics include: adult learning, instructional techniques, Daily Observation Reports, lesson plans, documentation and liability.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2015	8.00	0.00	
Course #	<input type="text"/>		



### Critical Incident Stress

Communications is one of the most stressful jobs you can have. Each one of you will experience critical incident stress during your career. This class will provide you with techniques to manage critical incident stress and educate you about the effects o

Year Introduced

2015

CEU Hours

TELECOMM

EMD

Instructor

8.00

8.00

Course #

### Critical Incidents - Total Disaster Response

This course is designed to provide the attendee the knowledge they need to respond to a variety of large scale or mass casualty events. The course topics will range from disaster preparedness to how to respond to incidents that range from terrorism to na

Year Introduced

2015

CEU Hours

TELECOMM

EMD

Instructor

8.00

4.00

Course #

### Domestic Abuse

A dynamic one-day look at the truths and myths associated with domestic abuse. Attendees will learn to handle domestic abuse calls and the various situations associated with it.

Year Introduced

2015

CEU Hours

TELECOMM

EMD

Instructor

8.00

8.00

Course #

### Fire Communications

A two-day seminar focusing on communication, management, apparatus, and functionality in handling calls related to fires.

Year Introduced

2015

CEU Hours

TELECOMM

EMD

Instructor

8.00

0.00

Course #

### First Responder Round Table

The only class like it on the market. The class is designed to discuss issues and problems that each responder faces. The class is designed to assemble fire fighters, law enforcement, communications and management together in one room to discuss how to im

Year Introduced	CEU Hours			Instructor
	TELECOMM	EMD		
2015	4.00	0.00		
Course #	<input type="text"/>			

### Hostage Negotiation

The FBI now recommends that communications professionals receive hostage negotiation training. Many hostage-incident contacts with law enforcement begin when the hostage taker calls 9-1-1. It is critical that the person who answers this call is trained. T

Year Introduced	CEU Hours			Instructor
	TELECOMM	EMD		
2015	8.00	4.00		
Course #	<input type="text"/>			

### How to Save a Life, Yours!

In this day and age heart disease, stroke and diabetes are not discriminatory however those that do not take care of themselves can find themselves in the front of the pack when it comes to SCA or CVA. Dispatchers for the most part live very unhealthy liv

Year Introduced	CEU Hours			Instructor
	TELECOMM	EMD		
2015	8.00	4.00		
Course #	<input type="text"/>			

### Lessons Learned from the Denise Amber Lee Case

This 4-hour class is Lessons Learned from the Denise Amber Lee Case.

Year Introduced	CEU Hours			Instructor
	TELECOMM	EMD		
2015	4.00	0.00		
Course #	<input type="text"/>			

Vendor

## The Public Safety Group

### Stress: It's All in Your Head

A dynamic one-day look at how public safety workers can reduce stress in their lives. Attendees will learn to identify the sources of stress in their life and how to manage their stress.

Year Introduced

2015

CEU Hours

TELECOMM

EMD

Instructor

8.00

0.00

Course #

### Supervisor

A two-day interactive class focusing on skills supervisors need. Topics covered include: federal laws, supervisor skill and styles, problem solving, counseling and liability.

Year Introduced

2015

CEU Hours

TELECOMM

EMD

Instructor

8.00

0.00

Course #

### Terrorism and the Telecommunicator

Terrorism has become a major threat to the cities of America. The dispatcher and call taker must have an understanding of terrorism and Weapons of Mass Destruction. Being the true first responder the attendee will learn techniques to handle an incident in

Year Introduced

2015

CEU Hours

TELECOMM

EMD

Instructor

8.00

8.00

Course #

### TTY Training

This 4-hour course deals with ADA Compliance, call handling techniques, the deaf culture and ASL, and other practical training for 9-1-1 call centers.

Year Introduced

2015

CEU Hours

TELECOMM

EMD

Instructor

4.00

4.00

Course #

**Active Shooter**

The most comprehensive active shooter class on the market. This class will not only give telecommunicators the historical perspective of the active shooter, but will also provide skills your telecommunicator can use during active shooter events. Lessons I

Year Introduced

2018

CEU Hours

TELECOMM

EMD

Instructor

8.00

2.00

Course #

**Communication Center Liability**

Liability issues in the communications center have become a major issue across the United States. Communications centers across the United States are now facing lawsuits. It is important for all members of the communications center to learn skills to redu

Year Introduced

2018

CEU Hours

TELECOMM

EMD

Instructor

8.00

4.00

Course #

**Communications Center Liability Online**

We live in a litigious society and the threat of a lawsuit involving communications professionals is real. Liability issues in the communications center have become a major issue. It is important for all members of the communications center to learn skill

Year Introduced

2018

CEU Hours

TELECOMM

EMD

Instructor

8.00

4.00

Course #

Vendor

# The Public Safety Group

## Crimes in Progress

This online three-week course is on in-progress calls in which your actions and ability to do your job can make the difference between life and death. The class will examine a wide variety of call types, such as shootings, kidnappings, pursuits and office

Year Introduced

2018

CEU Hours

TELECOMM

EMD

Instructor

8.00

0.00

Course #

When Seconds Count®, are you prepared to respond? When 911 rings, and you have a call that is in progress, are you ready? This class is designed to provide you with the tools you need to respond to a variety of in-progress and high-risk calls. Topics inc

Year Introduced

2018

CEU Hours

TELECOMM

EMD

Instructor

8.00

0.00

Course #

## Customer Service 1 Day

This 4-hour course deals with ADA Compliance, call handling techniques, the deaf culture and ASL, and other practical training for 9-1-1 call centers.

Year Introduced

2018

CEU Hours

TELECOMM

EMD

Instructor

4.00

2.00

Course #

## Customer Service Half Day

Customer service skills for dispatchers is a critical class for all dispatchers and 9-1-1 personnel. Topics covered include, annoying and difficult callers, words to use for extraordinary customer service, how to defuse anger and officer/dispatcher relati

Year Introduced

2018

CEU Hours

TELECOMM

EMD

Instructor

4.00

2.00

Course #

### Customer Service Online

This interactive three-week course takes a look at customer service skills for public safety communications professionals. This is a critical class for all telecommunicators. Today it is not good enough to be technically competent. You must also provide a

Year Introduced

2018

CEU Hours

TELECOMM

EMD

Instructor

8.00

4.00

Course #

### Domestic Violence

This interactive three-week course takes a dynamic look at the truths and myths associated with domestic violence. Students will learn the techniques to handle domestic violence calls, why people stay in abusive relationships, the cycle of violence, what

Year Introduced

2018

CEU Hours

TELECOMM

EMD

Instructor

8.00

4.00

Course #

### Stress: It's All in Your Head Online

This motivational three-week course will teach you how to deal with your job-related stress, as well as how to deal with stress at home. Stress can take a terrible toll on your job performance and your health. If you are going to continue to perform your

Year Introduced

2018

CEU Hours

TELECOMM

EMD

Instructor

8.00

0.00

Course #

### Suicide Intervention

This interactive three-week course educates public safety call takers in crisis intervention. Topics include: suicide attitudes and facts, risk assessment of caller, risk assessment of responder, call taker intervention, and suicide call case studies rev

Year Introduced

2018

CEU Hours

TELECOMM

EMD

Instructor

8.00

4.00

Course #

Vendor

The Public Safety Group

When Seconds Count=Understaffed/Underpaid & Unappreciated

<input type="text"/>	Year Introduced	CEU Hours		Instructor
	2018	TELECOMM	EMD	
		<input type="text" value="1.00"/>	<input type="text" value="0.00"/>	<input type="text"/>
	Course #	<input type="text"/>		

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When Seconds Count-Active Shooter

<input type="text"/>	Year Introduced	CEU Hours		Instructor
	2018	TELECOMM	EMD	
		<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text"/>
	Course #	<input type="text"/>		

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When Seconds Count-Attitude/Team Building

<input type="text"/>	Year Introduced	CEU Hours		Instructor
	2018	TELECOMM	EMD	
		<input type="text" value="1.00"/>	<input type="text" value="0.00"/>	<input type="text"/>
	Course #	<input type="text"/>		

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When Seconds Count-Customer Service

<input type="text"/>	Year Introduced	CEU Hours		Instructor
	2018	TELECOMM	EMD	
		<input type="text" value="1.00"/>	<input type="text" value="1.00"/>	<input type="text"/>
	Course #	<input type="text"/>		

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When Seconds Count-Defeating Drama

<input type="text"/>	Year Introduced	CEU Hours		Instructor
	2018	TELECOMM	EMD	
		<input type="text" value="1.00"/>	<input type="text" value="0.00"/>	<input type="text"/>
	Course #	<input type="text"/>		

---

When Seconds Count-Hostage/Barricaded Person

<input type="text"/>	Year Introduced	CEU Hours		Instructor
	2018	TELECOMM	EMD	
		<input type="text" value="1.00"/>	<input type="text" value="0.00"/>	<input type="text"/>
	Course #	<input type="text"/>		

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Vendor

The Public Safety Group

When Seconds Count-Low Frequency High Risk Calls

Year Introduced

2018

CEU Hours

TELECOMM

1.00

EMD

0.00

Instructor

Course #

When Seconds Count-Major Disasters

Year Introduced

2018

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

Course #

When Seconds Count-Self-Evaluation

Year Introduced

2018

CEU Hours

TELECOMM

1.00

EMD

0.00

Instructor

Course #

When Seconds Count-Suicide by Cop & Police Officer Suicide

Year Introduced

2018

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

Course #

When Seconds Count-Team Building

Year Introduced

2018

CEU Hours

TELECOMM

1.00

EMD

0.00

Instructor

Course #

When Seconds Count-Your Mental Health

Year Introduced

2018

CEU Hours

TELECOMM

1.00

EMD

1.00

Instructor

Course #



Vendor

# The Public Safety Group

## Active Assailant, 4th Edition

This class will give you a historical perspective, and will review numerous incidents including actual 9-1-1 calls and radio tapes. The class will also look at what future Active Assailant incidents may involve.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	8.00	2.00	2.00
Course #	<input type="text"/>		

## Basic Telecommunicator Training 3rd Edition

NOT APPROVED for Basic Telecommunicator, can be used for CEUs

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	8.00	0.00	0.00
Course #	<input type="text"/>		

## Bring It On! 2nd Edition

This informative and highly motivational 3-week course is a how-to guide for surviving shift work and stress, handling conflict resolution, and remaining positive in a negative environment.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	8.00	0.00	0.00
Course #	<input type="text"/>		

## Building for Excellence, 3rd Edition

The course looks at management and leadership in terms of personal, organizational, and professional excellence within the field of public safety communications.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2019	8.00	0.00	8.00
Course #	<input type="text"/>		

Vendor

## The Public Safety Group

### Challenging Caller, 3rd Edition Children, The Elderly and the Mentally Impaired

But, what happens when the caller is a child, or is elderly, or is suffering from a mental impairment such as Alzheimer's or Autism? Do you have the tools, and most of all the patience, to assist those callers?

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

8.00

8.00

8.00

Course #

### Communications Center Liability

We live in a litigious society and the threat of a lawsuit involving communications professionals is real. Liability issues in the communications center have become a major issue.

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

8.00

4.00

8.00

Course #

### Communications Training Officer (CTO), 2nd Edition

Through completion of this course you'll learn how to design and conduct CTO and classroom training that ensures trainees truly learn the skills and knowledge needed to survive and succeed in this rapidly changing and critically important profession.

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

8.00

0.00

8.00

Course #

### Crimes in Progress, 2nd Edition

This class is designed to provide you with the tools you need to respond to a variety of in-progress and high-risk calls.

Year Introduced

2019

CEU Hours

TELECOMM

EMD

Instructor

8.00

0.00

8.00

Course #

Vendor

**The Public Safety Group**

**Cultural Diversity**

This class will address your role in community-oriented policing, cultural diversity, de-escalation techniques and responder targeting.

Year Introduced

**2019**

CEU Hours

TELECOMM

EMD

Instructor

8.00

**0.00**

8.00

Course #

### Active Assailant for Telecommunicators

This course will describe the warning signs and mindset of the active assailant, review questions to ask callers reporting an incident, and list instructions to give callers to ensure their safety and the safety of bystanders and responders.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	8.00	8.00	8.00
Course #	CTE-21-024a		

### Animal Calls

This course will determine skills necessary to process animal-related calls, determine different types of animal abuse, relay hazards associated with exotic animals, list statistics for animal-involved accidents, and review diseases caused by animals.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	2.00	2.00	2.00
Course #	CTE-21-024b		

### Barricaded Persons

This course will identify the signs of a potential barricaded person, differentiate between a planned barricade and unplanned barricade incident, and discuss the questions and instructions to give callers to ensure the safety of everyone involved.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	2.00	0.00	2.00
Course #	CTE-21-024c		

### Bombs and Explosive Devices

This course will describe the components necessary for bombs and explosive devices, relate the details of the 2018 Austin bombings, and compile pertinent questions and instructions for callers reporting suspicious packages or bomb threats.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	2.00	2.00	2.00
Course #	CTE-21-024d		

### Cultural Awareness

This course will define terms related to cultural awareness, suggest ways to overcome a language barrier, explain the relationship of certain cultures with police, and list techniques to use when dealing with a person from a different culture to ensure ca

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	2.00	2.00	2.00
Course #	CTE-21-024e		

### Customer Service

This class will differentiate good customer service from bad customer service, explain ways to ensure good customer service, and discuss ways to avoid burnout, a common cause of poor customer service.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	2.00	0.00	2.00
Course #	CTE-21-024f		

### Domestic Violence

This course will explain the risks of leaving an abusive relationship, reinforce the importance of empathy with callers, and determine questions and instructions for callers reporting domestic violence.  
Ethics

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	2.00	2.00	2.00
Course #	CTE-21-024g		

### Ethics for Telecommunicators

Ethics training is a vital reminder for Telecommunicators to know what to do in an ethical situation and the consequences of the wrong choice. This course will relay the repercussions of bad ethics, list principles associated with good ethics, and review

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	2.00	0.00	2.00
Course #	CTE-21-024h		

## Excited Delirium

This course will explain possible causes of implicit bias, list the signs, symptoms, and stages of excited delirium, and outline appropriate questions and instructions for callers.

Year Introduced  
**2021**

CEU Hours  
TELECOMM EMD Instructor

2.00 2.00 2.00

Course # CTE-21-024i

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## Gangs

This course will identify gangs and their members, discuss gangs found in the US, recite NCIC entry requirements, review crimes committed by gangs, and reinforce ways to ensure responder safety.

Year Introduced  
**2021**

CEU Hours  
TELECOMM EMD Instructor

2.00 0.00 2.00

Course # CTE-21-024j

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## Hate Crimes

This course will explain the intent of a hate crime, discuss recent hate crimes, relate the signs of a hate crime, and determine questions to ask callers to determine if a call is a hate crime.

Year Introduced  
**2021**

CEU Hours  
TELECOMM EMD Instructor

2.00 0.00 2.00

Course # CTE-21-024k

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## Hidden Hazards

This course will discuss illnesses and diseases affecting responders, identify dangerous narcotics, list extreme weather hazards, and determine harmful insects and venomous reptiles.

Year Introduced  
**2021**

CEU Hours  
TELECOMM EMD Instructor

2.00 2.00 2.00

Course # CTE-21-024l

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### Human Trafficking

This course will review different types of human trafficking, explain the techniques used by traffickers to obtain victims, list warning signs of human trafficking, and state the procedures for processing a call related to human trafficking. Implicit

Year Introduced

2021

CEU Hours

TELECOMM

EMD

Instructor

2.00

0.00

2.00

Course #

CTE-21-024m

### Implicit Bias

This course will introduce the concept of implicit bias, determine the effects of implicit bias, and discuss ways to recognize and avoid implicit bias.

Year Introduced

2021

CEU Hours

TELECOMM

EMD

Instructor

2.00

2.00

2.00

Course #

CTE-21-024n

### Liability

This course will define terms related to liability, categorize different types of liability, review areas of liability in the ECC, and discuss ways to avoid liability.

Year Introduced

2021

CEU Hours

TELECOMM

EMD

Instructor

2.00

2.00

2.00

Course #

CTE-21-024o

### Mass Casualty Incidents

This course will define a mass casualty incident and related terms, explain the incident command system, relay hazards of a mass casualty incident, and determine proper procedures for processing calls related to a mass casualty incident.

Year Introduced

2021

CEU Hours

TELECOMM

EMD

Instructor

2.00

2.00

2.00

Course #

CTE-21-024p

### Mental Illness

This course will explain four basic types of mental illness, describe the warning signs of each, and determine questions and instructions for callers reporting an incident involving a person who is mentally ill.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	2.00	2.00	2.00
Course #	CTE-21-024q		

### Missing Children

This course will explain types of missing children, relate federal laws related to missing children, review proper NCIC procedures for missing children, and list the requirements for an AMBER Alert.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	2.00	2.00	2.00
Course #	CTE-21-024r		

### Outlaw Motorcycle Gangs

This course will identify the "Big 4" Outlaw Motorcycle Gangs, determine the crime associated with these groups, predict hazards posed to responders, and recommend ways to ensure responder safety.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	2.00	0.00	2.00
Course #	CTE-21-024s		

### Protective Orders

This course will explain the purpose of a protective order, differentiate the protective order condition codes listed in the order, and describe the information necessary to enter a protective order into NCIC.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	2.00	0.00	2.00
Course #	CTE-21-024t		



### Radio Communications

This course will review radio terminology, explain basic radio techniques and etiquette, discuss proper radio broadcast format, and identify public safety radio usage rules.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	2.00	2.00	2.00
Course #	CTE-21-024u		

### Sexual Assault

This course will define different types of sexual assault, review the survivor's emotional response, list questions to ask the caller, and explain instructions to protect the evidence.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	2.00	2.00	2.00
Course #	CTE-21-024v		

### Sovereign Citizens

This course will explain the sovereign citizen movement, determine the threat sovereign citizens present to responders, and outline steps to ensure responder safety.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	2.00	0.00	2.00
Course #	CTE-21-024w		

### Spring Weather Emergencies

This course will identify the dangers of thunderstorms, flash floods, tornadoes, and other dangerous conditions. Students will review appropriate instructions for callers reporting a weather emergency.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	2.00	2.00	2.00
Course #	CTE-21-024x		

### Stalking

This course will examine stalking offenses, differentiate types of stalkers, discuss stalking behaviors, and list questions and instructions for calls related to stalking.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	2.00	0.00	2.00
Course #	CTE-21-024y		

### Stolen Vehicles

This course will list statistics related to stolen vehicles, determine review NCIC descriptors and entry requirements, discuss questions for callers reporting a vehicle stolen, and provide resources related to stolen vehicles.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	2.00	0.00	2.00
Course #	CTE-21-024z		

### Structure Fires

This course will discuss the causes of structure fires, explain the hazards associated with a structure fire, and determine the proper questions and instructions for callers reporting a structure fire.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	2.00	0.00	2.00
Course #	CTE-21-024aa		

### Suicidal Callers

This course will reinforce the skills necessary to build rapport with a person in crisis, list risk factors and warning signs of a suicidal person, and review the questions and instructions for a suicidal person or a person who reports a completed suicide.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	2.00	2.00	2.00
Course #	CTE-21-024bb		

**TDD Refresher: Technologies**

This course will discuss current technologies available to a person who is Deaf and determine how those technologies impact a 9-1-1 call.

Year Introduced	CEU Hours			Instructor
	TELECOMM	EMD		
2021	2.00	2.00	2.00	
Course #	CTE-21-024cc			

**TDD Refresher: The ADA**

This course will review the five titles of the ADA to determine the requirements of an ECC when processing a call from a person who is disabled.

Year Introduced	CEU Hours			Instructor
	TELECOMM	EMD		
2021	2.00	2.00	2.00	
Course #	CTE-21-024dd			

**Terrorist Active Shooter**

This course will differentiate a terrorist active shooter from a "typical" active shooter, review the eight warning signs of terrorism, and compare past terrorist active shooter events.

Year Introduced	CEU Hours			Instructor
	TELECOMM	EMD		
2021	2.00	0.00	2.00	
Course #	CTE-21-024ee			

**Train Accidents**

This course will explain terminology related to trains, list the major railways in the US, provide resources for train accidents, and determine proper questions and instructions for callers reporting a train accident.

Year Introduced	CEU Hours			Instructor
	TELECOMM	EMD		
2021	2.00	2.00	2.00	
Course #	CTE-21-024ff			

### Traumatic Brain Injury

This course will discuss the prevalence of traumatic brain injuries in the US, state the signs and symptoms of a traumatic brain injury, and determine how a traumatic brain injury can affect the call-taking process and contact with responders.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	2.00	2.00	2.00
Course #	CTE-21-024gg		

### Water Rescues

This course will compare a surface water rescue and swift water rescue, differentiate between a rescue and a recovery, and explain instructions and questions for callers requesting a water rescue.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	2.00	2.00	2.00
Course #	CTE-21-024hh		

### Weapons of Mass Destruction

This course will define WMD, classify types of WMD, predict the signs of a possible WMD incident, and review the proper procedures for processing calls related to WMD.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	2.00	2.00	2.00
Course #	CTE-21-024ii		

### Wildfires

This course will compare three types of wildfires, explain weather warnings relevant to fire hazards, and determine questions and instructions for callers reporting a wildfire.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2021	2.00	0.00	2.00
Course #	CTE-21-024jj		

Vendor

# Virtual Academy

## 9-1-1 Cape Building

Course Overview

Year Introduced

2022

CEU Hours

TELECOMM

1.00

EMD

0.00

Instructor

1.00

Course #

CTE-22-055a

## Active Threat Calls & the Fire Dispatcher

This course discusses dispatching for fires in high-rise buildings.

Year Introduced

2022

CEU Hours

TELECOMM

1.00

EMD

0.00

Instructor

1.00

Course #

CTE-22-055ax

## Advanced Harassment and Discrimination Training

The 9-1-1 professional is a hero, and heroes wear capes.

Year Introduced

2022

CEU Hours

TELECOMM

0.50

EMD

0.00

Instructor

0.50

Course #

CTE-22-055b

## AMBER and Silver Alerts for Telecommunicators

This training goes into detail explaining types of harassment and discrimination, including hostile work environments and complaint retaliation.

Year Introduced

2022

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

CTE-22-055c

Vendor

# Virtual Academy

## Applying Emotional Intelligence to Better Communication

This course will examine the national and state efforts in developing and implementing protection strategies relating to children and seniors.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2022	1.00	0.00	1.00
Course #	CTE-22-055d		

Emotional intelligence is vital for building trust and connections, which leads to effective and clear communication.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2022	1.00	0.00	1.00
Course #	CTE-22-055bb		

## Autism Awareness for 9-1-1 Telecommunicators

Emotional intelligence is vital for building trust and connections, which leads to effective and clear communication. In this course,

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2022	1.00	1.00	1.00
Course #	CTE-22-055e		

## BLENDING MISSION, VISION, AND VALUES

This course will cover the importance of defining your personal mission, vision, and values, knowing your agency's mission, vision, and values, and some techniques that can help you get to where you want to go.

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2022	2.00	0.00	2.00
Course #	CTE-22-055ba		

## Building 9-1-1 Lifebridges to Suicide Callers:

This course will provide an understanding of the impact and challenges of an autism spectrum disorder (ASD) emergency on telecommunicators, responders, and family members

Year Introduced	CEU Hours		
	TELECOMM	EMD	Instructor
2022	2.00	2.00	2.00
Course #	CTE-22-055f		

Vendor

## Virtual Academy

### Building Trust on Both Sides of the Console

Most 9-1-1 professionals do their best to manage calls with those struggling with suicide.

Year Introduced  
2022

CEU Hours

TELECOMM EMD Instructor

1.00

0.00

1.00

Course # CTE-22-055g

### Call Classification for Telecommunicators

This one-hour course focuses on how consideration, communication, and consistency can help build trust between dispatchers and field responders.

Year Introduced  
2022

CEU Hours

TELECOMM EMD Instructor

1.00

0.00

1.00

Course # CTE-22-055h

### Call Handling for the Telecommunications Center

Designed primarily for new telecommunicators, this course will review some of the common call classifications for law, fire, and EMS.

Year Introduced  
2022

CEU Hours

TELECOMM EMD Instructor

1.00

0.00

1.00

Course # CTE-22-055i

### CAREER DEVELOPMENT PROGRAMS FOR EMPLOYEE RETENTION

This course will cover how career development plans can help attract new employees and retain current employees as well as how leadership can build the partnership they need with their employees to help them grow.

Year Introduced  
2022

CEU Hours

TELECOMM EMD Instructor

1.00

0.00

1.00

Course # CTE-22-055az

### CHILD SEX ABUSE 2020

Child Sex Abuse 2020 provides an overview of child physical and sexual abuse.

Year Introduced  
2022

CEU Hours

TELECOMM EMD Instructor

1.00

0.00

Course # CTE-22-055bc

Vendor

## Virtual Academy

### Child Sexual Abuse (6 editions, 1 hour for each)

This course will explore national standards for call answering and call screening for 9-1-1 call centers.

Year Introduced  
2022

CEU Hours

TELECOMM EMD Instructor

1.00

0.00

1.00

Course # CTE-22-055j

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### Counseling and Discipline for the Telecommunications Center

This course will cover an overview of the issue of child abuse covering topics such as the nature of child abuse, family dynamics, characteristics of abusive parents, theories of child abuse, and possible effects of abuse.

Year Introduced  
2022

CEU Hours

TELECOMM EMD Instructor

1.00

0.00

1.00

Course # CTE-22-055k

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### Creating Effective Training Programs:

This course provides methods for conducting counseling and explains the concept of progressive discipline as well as the benefits of doing it effectively.

Year Introduced  
2022

CEU Hours

TELECOMM EMD Instructor

1.00

0.00

1.00

Course # CTE-22-055l

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### De-escalation for Telecommunicators

This course is a recording of Creating Effective Training Programs filmed at NENA's 2022 Conference Expo in Louisville, KY.

Year Introduced  
2022

CEU Hours

TELECOMM EMD Instructor

1.00

1.00

1.00

Course # CTE-22-055m

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Vendor

## Virtual Academy

### Difficult Conversations

You will learn how to be a tactical communicator and keep yourself safe while reducing stress when dealing with citizens, fellow professionals, and people in your personal life.

Year Introduced  
2022

CEU Hours  
TELECOMM EMD Instructor

1.00

0.00

1.00

Course # CTE-22-055n

### DISC Assessment: Building Connections

In this course, Christine Massengale will discuss how to have difficult conversations with employees,

Year Introduced  
2022

CEU Hours  
TELECOMM EMD Instructor

1.00

0.00

1.00

Course # CTE-22-055o

### Dispatching Wildfires: Risks With Climate Change

This course seeks to blend successful private business practices into public safety communications.

Year Introduced  
2022

CEU Hours  
TELECOMM EMD Instructor

1.00

0.00

1.00

Course # CTE-22-055au

### Diversity Intelligence in 9-1-1

Climate change has increased the risk for wildland fires around the world.

Year Introduced  
2022

CEU Hours  
TELECOMM EMD Instructor

1.00

0.00

1.00

Course # CTE-22-055av

### Effective Communication for Telecommunicato

This course discusses how to better understand yourself and others by using the DISC personality assessment.

Year Introduced  
2022

CEU Hours  
TELECOMM EMD Instructor

2.00

0.00

2.00

Course # CTE-22-055p

Vendor

## Virtual Academy

### EMD: Back to Basics

From the first line to senior staff, law enforcement officers use communication skills to direct, inform, and persuade others to behave in a certain manner.

Year Introduced  
2022

CEU Hours  
TELECOMM EMD Instructor

1.00

1.00

1.00

Course # CTE-22-055q

### Ethical Leadership for Telecommunicators

In this one-hour course, Tracy Eldridge discusses the basics of emergency medical dispatch, including the responsibilities of EMD, legal and liability issues, and methods for obtaining information from callers.

Year Introduced  
2022

CEU Hours  
TELECOMM EMD Instructor

2.00

0.00

2.00

Course # CTE-22-055r

### Fire Dispatching for High Rise Buildings

In today's diverse environment, it is vital to know how to navigate and embrace diversity to create a safe and effective environment in the PSAP.

Year Introduced  
2022

CEU Hours  
TELECOMM EMD Instructor

1.00

0.00

1.00

Course # CTE-22-055aw

### Fitness for First Responders: Yoga

This course provides telecommunicators with a pragmatic understanding, reflection, and discussion of ethical issues and dilemmas in the workplace.

Year Introduced  
2022

CEU Hours  
TELECOMM EMD Instructor

3.00

0.00

3.00

Course # CTE-22-055s

Vendor

## Virtual Academy

### Foundations of Emergency Mental Health Dispatching -An Introduction

This training uses tactical breath work, physical drills, and cognitive behavioral therapy to achieve optimal functioning of the entire psychophysiological system, including increasing mental toughness, enhancing tactical skills, preventing injury,

Year Introduced  
2022

CEU Hours  
TELECOMM EMD Instructor

1.00

1.00

1.00

Course # CTE-22-055t

### Headset Hot Topic: Impacting Change Through Storytelling `

This course is a condensed version of the five-hour specialized training course Foundations of Emergency Mental Health Dispatching.

Year Introduced  
2022

CEU Hours  
TELECOMM EMD Instructor

1.00

0.00

1.00

Course # CTE-22-055u

### HR Practices for the Telecommunications Center

This course is a discussion led by Ricardo Martinez and Sara Weston with a class of telecommunicators to impart the importance of storytelling in 9-1-1.

Year Introduced  
2022

CEU Hours  
TELECOMM EMD Instructor

1.00

0.00

1.00

Course # CTE-22-055v

### Human Trafficking for Telecommunications

This course explains the laws pertaining to FMLA, ADA, and hiring in basic terms. Real-world examples will clarify their purpose,

Year Introduced  
2022

CEU Hours  
TELECOMM EMD Instructor

1.00

0.00

1.00

Course # CTE-22-055w

Vendor

## Virtual Academy

### Implementing Text to 9-1-1 in the PSAP

This presentation focuses on what human trafficking is and provides information for 9-1-1 telecommunicators on how to recognize a possible victim or witness in a human trafficking call for service.

Year Introduced  
2022

CEU Hours  
TELECOMM EMD Instructor

1.00

0.00

1.00

Course # CTE-22-055x

### Interpersonal Communication

Ensure you give all citizens access to public safety services by offering a text-to-911 solution.

Year Introduced  
2022

CEU Hours  
TELECOMM EMD Instructor

1.00

0.00

1.00

Course # CTE-22-055y

### Interpersonal Communication Strategies for PSAPs

This course will explore the various skills involved with interpersonal communication.

Year Introduced  
2022

CEU Hours  
TELECOMM EMD Instructor

1.00

0.00

1.00

Course # CTE-22-055z

### Introduction to Harassment and Discrimination

This course covers bullying behavior in the PSAP and how to maintain positive interpersonal communications among team members.

Year Introduced  
2022

CEU Hours  
TELECOMM EMD Instructor

0.50

0.00

0.50

Course # CTE-22-055aa

### LEADERSHIP AND CAREER DEVELOPMENT CONCEPTS

This course discusses active threat response for fire communications.

Year Introduced  
2022

CEU Hours  
TELECOMM EMD Instructor

1.00

0.00

1.00

Course # CTE-22-055ay

Vendor

## Virtual Academy

### Leading into the Future

This training defines types of harassment and discrimination, laws that protect against such behavior, and terms associated with harassment and discrimination.

Year Introduced  
2022

CEU Hours  
TELECOMM EMD Instructor

1.00

0.00

1.00

Course # CTE-22-055ab

### Modern Fire Dispatch

Many people believe that leadership requires a rank or title within an organization, but this course takes a different approach to leadership and what it means to be a leader in your PSAP.

Year Introduced  
2022

CEU Hours  
TELECOMM EMD Instructor

2.00

0.00

2.00

Course # CTE-22-055ac

### OFFICER-INVOLVED DOMESTIC VIOLENCE

This program encourages law enforcement officials to adopt zero tolerance for this.

Year Introduced  
2022

CEU Hours  
TELECOMM EMD Instructor

1.00

0.00

1.00

Course # CTE-22-055bd

### Personnel Issues

This two hour course covers the basic knowledge and skills necessary for the modern fire dispatcher.

Year Introduced  
2022

CEU Hours  
TELECOMM EMD Instructor

1.00

0.00

1.00

Course # CTE-22-055ad

### Professionalism and Ethics

This one-hour session will cover various personnel issues and explore options for addressing these issues.

Year Introduced  
2022

CEU Hours  
TELECOMM EMD Instructor

1.00

0.00

1.00

Course # CTE-22-055ae

### Quality Assurance and Improvement in the PSAP

This course educates correctional officers on ethics, values, and principles.

Year Introduced  
2022

CEU Hours

TELECOMM EMD Instructor

1.00

0.00

1.00

Course # CTE-22-055af

### Quality Assurance: Improving Quality in the Communication Center

This course provides an overview of what PSAPs should know when considering implementing a quality assurance process. It discusses the various recommended processes for conducting call review from how the call is answered and processed to how the call is

Year Introduced  
2022

CEU Hours

TELECOMM EMD Instructor

1.00

0.00

1.00

Course # CTE-22-055ag

### Responding to an Active Violence Event

In this course, Jennifer Schwendimann will explain what a quality assurance and quality improvement program is, why it is important, and how to begin a QA/QI program.

Year Introduced  
2022

CEU Hours

TELECOMM EMD Instructor

1.00

0.00

1.00

Course # CTE-22-055ah

### Servant Leadership in the PSAP

This course is designed to define terms associated with an active violence event, identify tactics used by first responders with which the telecommunicator may not be familiar, and discuss options when a person finds themselves in an active violence event

Year Introduced  
2022

CEU Hours

TELECOMM EMD Instructor

1.00

0.00

1.00

Course # CTE-22-055ai

### Supervision 101 for the Telecommunications Center

Servant leadership turns the power pyramid upside down.

Year Introduced

2022

CEU Hours

TELECOMM

1.00

EMD

0.00

Instructor

1.00

Course #

CTE-22-055aj

### Survive and Thrive: Core Stress Resilience - A Primer

This course will review a few of the biggest obstacles supervisors encounter and give best practices techniques to handle them.

Year Introduced

2022

CEU Hours

TELECOMM

1.00

EMD

0.00

Instructor

1.00

Course #

CTE-22-055ak

### Telecommunicator CPR

This course is an abbreviated edition of the 9-1-1 Training Institute's five-hour specialized training on recognizing and managing the stress that comes with being a telecommunicator,

Year Introduced

2022

CEU Hours

TELECOMM

3.00

EMD

3.00

Instructor

3.00

Course #

CTE-22-055al

### Telecommunicator CPR Refresher

This course provides a sample Telecommunicator CPR protocol based on the CPR LifeLinks initiative created by the National Highway Traffic Safety Administration.

Year Introduced

2022

CEU Hours

TELECOMM

2.00

EMD

2.00

Instructor

2.00

Course #

CTE-22-055am

### The Power of Peer Support - A Primer

This is a refresher course of the T-CPR course that focuses on the importance of implementing a T-CPR protocol in the PSAP,

Year Introduced

2022

CEU Hours

TELECOMM

1.00

EMD

0.00

Instructor

1.00

Course #

CTE-22-055an

Vendor

## Virtual Academy

### Understanding People with Autism for 9-1-1

This course is a condensed primer of the specialized five-hour training The Power of Peer Support.

Year Introduced

2022

CEU Hours

TELECOMM

EMD

Instructor

2.00

1.00

2.00

Course #

CTE-22-055ao

### Understanding Stress for the Telecommunicator

This course will explore some best practices for interacting with callers who have Autism Spectrum Disorder.

Year Introduced

2022

CEU Hours

TELECOMM

EMD

Instructor

1.00

1.00

1.00

Course #

CTE-22-055ap

### Using the DISC Diagnostic Tool

This course highlights what body systems are affected by stress, how those systems respond to and recover from stress, and how the telecommunicator can effectively manage stress for a more productive life.

Year Introduced

2022

CEU Hours

TELECOMM

EMD

Instructor

2.00

0.00

2.00

Course #

CTE-22-055aq

### Utilizing Peer Support to Improve PSAPs

Participants will be exposed to the DISC personality diagnostic instrument in an effort to understand their communication and behavior patterns.

Year Introduced

2022

CEU Hours

TELECOMM

EMD

Instructor

1.00

0.00

1.00

Course #

CTE-22-055ar

### Wellness and Resiliency in 9-1-1

The ultimate goal of peer support is to enhance well-being of agencies and their telecommunicators.

Year Introduced

2022

CEU Hours

TELECOMM

EMD

Instructor

2.00

2.00

2.00

Course #

CTE-22-055as



Vendor

**Virtual Academy**

**Who Moved My Headset?**

Hiring the right fit and preparing those employees for a lifelong journey in mental and physical wellness in this profession and beyond is the foundation of this course.

Year Introduced

**2022**

CEU Hours

TELECOMM

EMD

Instructor

1.00

**0.00**

1.00

Course #

CTE-22-055at

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