

Ontario, CANADA – October 28, 2004. The Canadian Ministry of Health has successfully purchased and distributed thirty StarZ II Call Taking & Radio Dispatch Training Simulators from Professional Pride of Sumner, Washington. In addition to the equipment, Professional Pride President, Sue Pivetta, traveled to Ontario and instructed agency trainers and managers on the various simulation features to be used by the Ontario Public Service Communications Training Officers throughout the province.

'Members of the Ontario Public Service are committed to upholding the highest level of service quality and public trust. We are creative and responsive to change and committed to continuous self-improvement and integrity' stated Anne Menzie, EMS Communications Training Coordinator with the Ministry of Health.

When asked why she chose 9-1-1 StarZ simulators from Professional Pride, Inc., Ms Menzie explained that StarZ had the features she wanted. Especially important were the compact design, multi-tasking features and the ability to record the student for evaluation. *'To ensure that each program participant is offered the learning environment that best promotes individual learning and eliminates fear of change and judgment,'* 9-1-1 StarZ became the training tool distributed throughout the province.

Communications Training Officers (CTOs) are the key link in the successful implementation of branch training programs and continuing education upgrades throughout the province. The CTO position is a relatively new position in the third year in the organizational structure. The CTO network is a talented pool of instructional designers and facilitators who are passionate about their profession and truly dedicated professionals who have taught with simulation for several years.

"Simulation experience has always been a key component of the Branch's Ambulance Communications Officer Training Programs. Our belief is that the most meaningful learning and transference of knowledge takes place in a 'hands on experiential process' that is supported in our simulation modules. Course feedback forms from program participants often accentuate the need for "more, more, more" simulation time! We aim to make our simulations as realistic as possible and have certainly benefited from the implementation of the StarZ equipment.

The StarZ system has allowed us to create evaluation sim scripts that measure the ability to multi-line call answer, manage background noise and page multiple allied agencies. The ability to create evaluation simulations that can be duplicated consistently and reliably only strengthens the integrity of our training programs" said Menzie.

Even though the process took over a year to fully implement, "the CTO program is innovative and providing simulation for the learners jump starts their agency training like nothing else. The trainers really have their programs together and get great results in training and early evaluations" stated Sue Pivetta on her return to Washington.

For more information about the StarZ Simulators, Professional Pride or Sue Pivetta, contact Andrea Falcon by email at Andrea@911Trainer.com, visit their web site at www.911trainer.com or call 1-800-830-8228 during regular office hours Pacific Time.

For information about the Ministry of Health or Ontario Public Safety, contact Anne Menzie, EMS Communications Training Coordinator, ARIS II Training Lead, E&PCS – 5700 Yonge St., 6th Floor, North York, On M2M 4K5.