

Wild Calling!



**Emergency
Communications
As A Profession**

Your Name

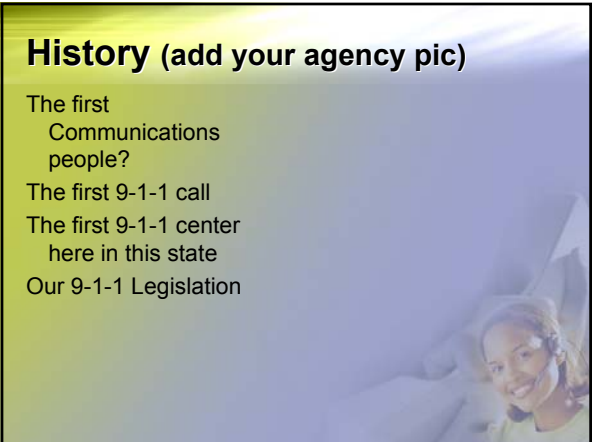
Wild Calling!



**Trainer, this is
your template to
expand or add to
for Unit One.**

History (add your agency pic)

- The first
Communications
people?
- The first 9-1-1 call
- The first 9-1-1 center
here in this state
- Our 9-1-1 Legislation



Emergency Number Systems

England - 999 and 112
Europe - EU - 112
Mexico - 911? Or Not?
Canada - 911 slowly
United States - 80%



Professionalism

Why is the work of
Emergency
Communications
called the VITAL
LINK?



The Broken Link?

Why would or could it
be called the
BROKEN LINK?



What is the Product?

Every work has a
'product' or 'service'

What is the product of a
Firefighter?
Medic?
Crisis Clinic? Dentist?



Types of Agencies?

Who is the work
serving?

Citizens who call 911

Public Safety and others
in emergency services



What Are The Tools?

What is needed and
used to perform the
daily tasks and do the
work?