

9•1•1 EMERGENCY COMMUNICATIONS MANUAL



POLICE • FIRE • MEDICAL

Fourth Edition

S U E P I V E T T A



9-1-1 EMERGENCY COMMUNICATIONS MANUAL

** Fourth Edition **

Police - Fire - Medical Communications
Call Receiving • Dispatch • Crisis Intervention
Stress • Liability • Enhanced 9-1-1 • Crisis

BY SUE PIVETTA

PROFESSIONAL PRIDE PUBLISHING

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✿ DEDICATION ✿

*This book is dedicated to my industry
— Emergency Communications.
I have been fortunate enough to
experience several rewarding careers
because years ago a Police Chief had a
gut feeling I could handle it. Since
then, I have realized a calling that has
led me down many interesting paths,
and introduced me to incredible people.*

This book has a companion workbook that should be used to link the information in the 9-1-1 Manual to learning about Emergency Communications. Adult learners like to interact with facts, figures and information sources to make learning a personal journey — simply reading does not accomplish true learning. Get the workbook! This text is the foundation for “9-1-1 Core Curriculum” for 9-1-1 college training. Core Curriculum provides Trainers with Instructor’s Manuals, Power Point presentation, actual 9-1-1 calls and student worksheets for each of the 10 units covered here. A complete college course! To order, go to www.911trainer.com or call 1.800.830.8228.

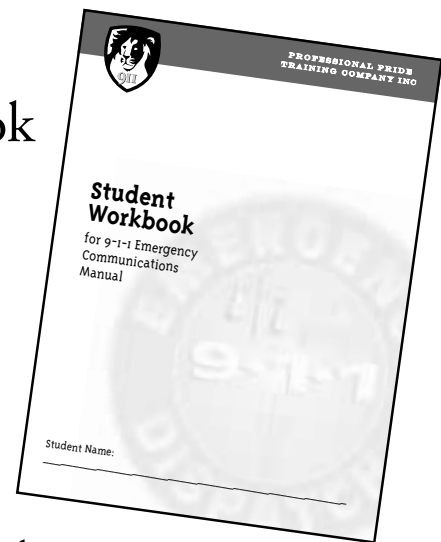
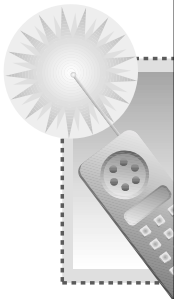


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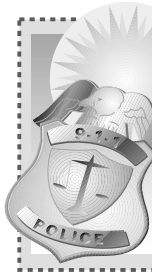
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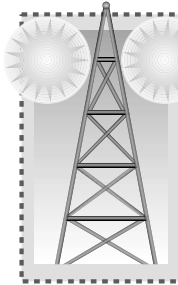
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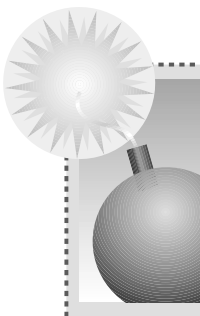
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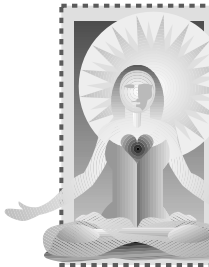
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