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# Emergency Dispatch Operator

## 9-1-1

Cascade Campus  
Public Services Education Building  
503-978-5530

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The Emergency Dispatch Operator 9-1-1 Program is being revised. Beginning in fall 2004, the one-year certificate will be replaced by a two-term certificate program. The Emergency Telecommunicator Program, consisting of 25-30 credits, will offer a comprehensive, lock-step curriculum over a six-month time frame. Other optional course work will include state level certification training in the law enforcement data system computer; and state approved training in emergency medical dispatching, hazardous materials awareness, the incident command system, and terrorism awareness. Some course-work within the Emergency Telecommunicator Program may be applicable toward an associate of general studies degree. It is planned that the program will enroll new students in the fall and spring terms. The emergency telecommunicator certificate will incorporate the State of Oregon Telecommunicator Certification training and the National Academies of Emergency Dispatch course. Classes that are planned to commence at the beginning of fall term 2004 will conclude at the end of the winter term.

The Emergency Telecommunicator Program proposed for the fall term is subject to change or cancellation. Contact the emergency medical services academic advisor for information regarding current program status, application procedures, program requirements, and course of study information. (Pending State approval)

### EDO—EMERGENCY DISPATCH OPERATOR 9-1-1

**EDO 101 Introduction to Criminal Justice System - Police, 3 cr.**—Covers American and foreign criminal justice agencies. Analyzes criminal justice process from detection and arrest through prosecution, adjudication, sentencing and imprisonment or probation and parole. Includes major theories of crime cause and the role of police in society.

**EDO 103 Introduction to Criminal Law, 3 cr.**—Covers the origin, structure and definitions of common law and statutory crimes, the Oregon Criminal Code and criminal court procedures.

**EDO 105 Crisis Intervention, 3 cr.**—Focuses on the needs of local police, dispatchers and other in-service practitioners or pre-service students in crisis intervention. Includes discussing and demonstrating some tools and techniques of crisis intervention through simulation and role playing.

**EDO 108 Transcription for Telecommunicators, 1 cr.**—Covers how to transcribe information received aurally using actual tape recorded radio transmissions, or recorded scripted exercises. Emphasizes accuracy, spelling and completeness of message. Instructor permission required.

**EDO 109 Public Safety Emergency Telecommunications I, 3 cr.**—Introduces the field of emergency communications. Includes history, role of the dispatcher, field operations (police, fire and emergency medical), radio broadcasting, telephone techniques, radio codes and equipment operation. Presents an overview of federal, state and local law enforcement computer systems.

**EDO 110 Public Safety Emergency Telecommunications II, 3 cr.**—Studies basic principles of call taking and radio broadcasting as it applies primarily to police dispatching. Includes types and classifications of crimes, criminal and civil complaints, interrogation of callers,

assignment and direction of field units. Stresses use of departmental policy and procedures, and application of chain of command rules as they pertain to communications.

**EDO 111 Public Safety Emergency Telecommunications III, 3 cr.**—Develops communications skills necessary to deal with fire and medical emergencies. Focuses on fire terminology, knowledge of fire apparatus, department protocols, triage principles, and medical pre-arrival instructions. Emphasizes the use of resource materials. Includes the interrelationship between field units, police, fire, and medical and their roles at incident scenes.

**EDO 120 Emergency Medical Service: First Responder, 3 cr.**—Designed for those who are usually first at the scene of trauma or medical emergencies, such as police and fire personnel. Knowledge and skills are developed in procedures to provide basic care to trauma, medical and environmental emergencies. Emphasizes the evaluation of scene and patient(s) and accessing the Emergency Medical Services (EMS) system.

**EDO 199 Public Safety - Job Search Skills, 2 cr.**—Focuses on the development of written materials, such as resumes and written tests, personal history packets and oral skills in interviewing for highly confidential positions in public safety.

**EDO 227 Communication Center Operations I, 2 cr.**—Introduces operational procedures used in emergency communications and hands-on use of communication center equipment, such as two-way radios, multiline telephones, recorders and computers, including record keeping and data retrieval.

**EDO 228 Communication Center Operations II, 2 cr.**—Focuses on use of the Oregon Law Enforcement Data System and computer software simulating Computer Aided Dispatch programs.

**EDO 280A Cooperative Education: 9-1-1**—Observe various 9-1-1 and police/fire/emergency medical agencies to learn how they work. Develops emergency dispatch/operator skills in the 9-1-1 simulator. Students will be certified in Emergency Medical Dispatch and Law Enforcement Data System Computer as part of Cooperative Education. Department permission required.

**EDO 280B Cooperative Education: 9-1-1 Seminar, 1 cr.**—Provides a link between the classroom, work and the field experience. Department permission required.