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SIMULATION CALLS FOR POLICE

How to use this book

There are simulations to match every classification of law enforcement calls. This document can be used again and again for your simulation purposes.

This book is used by the Trainer or the Caller (in the event Trainees or Students work with one another). It is up to the Trainer to build the calls as they wish.

NOTE: Insert your area addresses and phone numbers to our selected names.

NOTE: StarZ Owners - add the *__ number you want and the address and phone number of that caller for ease of calling in the simulated call.

WELCOME TO REALITY BASED TRAINING!

Probably the most valuable information exchange between a trainer and student comes from hands on training – called reality based training. We all know we learn more by doing, for the same reason we learn more from our own mistakes. Experience is king, however, it isn't only the experience that makes simulation training valuable, it's feedback, guidance and ultimately change.

Experiential learning can be valuable only if done right. We all learn in a step-by-step pattern. The student must be able to take apart the whole into compartments of information that are easy to understand or practice. Simulation is the highest form of learning – yet I ask you to consider what the student is learning. If simulation is designed to over-stimulate or provoke, the student will learn how it feels to fail. Success breeds success and self confidence is critical in both the learning experience and the work of Emergency Communications.

We need reality-based training in our programs! Simulation allows trainers to reproduce the actual WORK TASKS, but without the real life consequences for errors. Think about other professions: secretarial students type artificial letters, police officers handcuff each other, paramedics treat hypothetical injuries. 911 is particularly well suited for this type of training because our trainers cannot depend on a balanced array of call types to demonstrate for the trainee. With an expanded simulation training program, every imaginable call type can be faced in an orderly and systematic method.

Students learn from their mistakes. Not only do trainees benefit from the variety of call types, but from the variety of mistakes. Yes, making mistakes in simulation is good! A student can lose a call, forget vital information, neglect safety or give wrong advice – without any real damage or loss (except to their ego). There is time to ponder, reflect and re-direct.

MIRRORING

We are asking you to include adult learning concepts in your simulation program. One adult learning concept is called mirroring. Prior to setting the student down at the console, the trainer could supply the necessary background knowledge about the call type that will be practiced that day. The call should then be demonstrated so the learner can see how they should sound.

You are the expert – show off your expertise and tell them they can achieve the same skill level with practice and feedback. Explain what was done and why (this is your chance to find out why too). Then ask them to perform, compare the two and give feedback. If you remember nothing else from this book:

YOU ARE TRAINING THEM TO ‘THINK’ LIKE A DISPATCHER
SO THEY WILL ‘ACT’ LIKE A DISPATCHER.

EXPAND THESE CALLS

The calls offered in this book are by no means complete. We offer a basic scene, much more acting will be needed for additional questions such as descriptions, vehicles, other items not written in the brief scene.

To My Actor

You are part of my extreme learning experience. As a learner I appreciate your support. You can help me master this session. Mostly by making sure you are prepared.

Please know your script, have a scene in your mind. Practice saying the names of those involved. Picture people who you must describe. Don't help me please, let me struggle!

You are welcomed to take on any persona. Be angry, sad, drunk, ill, normal – it's OK. I want to challenge everything possible. And let me know how I did, but be kind.

You see – I'm still learning.

Thank you!

Remember, you are not trying to catch me.

POLICE SIMULATIONS

Abandoned Vehicles

B. Iacobazzi

Address:

Phone#:

There is a vehicle outside of your farm and it has been stripped of just about all parts. It is becoming an eyesore. Can the police tell you who owns it or at least have it towed off your property?

D. Conan

Address:

Phone#:

This is the Super Mall and there is a motor home that has been on the property for one week. We cannot figure out who owns it and it cannot just be left on the property. We need to either have it towed or see if it is a reported stolen vehicle.

D. M. Doak

Address:

Phone#:

Sometime during the night there was a car set in front of your home and you want it moved. It is a red 94 Mercedes Benz with spoke wheels and tinted windows. It seems to be new and rather expensive. You wonder if it might be stolen.

James Johnson

Address:

Phone#:

You have a car in your meadow just off the road and think it might be stolen. You heard a bunch of children out in the fields around midnight. You have the license plate number and would like to have it run. It is (whatever State you live in) QUO920.

L. Hovansessian

Address:

Phone#:

This is Texaco Tow Company and we need a license number run to see if the car is stolen or abandoned. It is a black Toyota Corolla, license plate number (whatever State you live in) BXP001.

ABDUCTIONS

James Johnson

Address:

Phone#:

Your son did not come home from the bus stop. You have called the school and the bus driver and they both say he got on the bus at school and then got off at the right drop point. You have called all his friends and no one has seen him since the bus. You are afraid that his father may have abducted him. You have court ordered custody and his father is not even allowed to visit him.