



# State of New Hampshire

## Department of Safety

Division of Fire Standards and Training and Emergency Medical Services  
Richard M. Flynn Fire Academy  
98 Smokey Bear Boulevard, Concord, New Hampshire  
Mailing Address: 33 Hazen Drive, Concord, New Hampshire 03305-0002



John J. Barthelmes  
Commissioner

Perry E. Plummer  
Director

March 3, 2013

To all emergency communications professionals in New Hampshire:

The New Hampshire Department of Safety has partnered with the Lakes Region Fire Mutual Aid and APCO International to bring some specialized training to New Hampshire's communications personnel. This program will consist of 5 different APCO courses which will be offered over the course of three weeks in April 2013. These courses are being offered free of charge and are eligible for overtime/backfill reimbursement.

The NH Fire Academy was selected as the host site for these courses and has set up online registration for them. **You do NOT need to register online through APCO.** The course offerings and online registration links are as follows:

### **Active Shooter Incidents for Public Safety Communications**

April 1, 2013: [http://www.nhoodle.nh.gov/irc/?page\\_id=468&ee=318](http://www.nhoodle.nh.gov/irc/?page_id=468&ee=318)  
April 16, 2013: [http://www.nhoodle.nh.gov/irc/?page\\_id=468&ee=319](http://www.nhoodle.nh.gov/irc/?page_id=468&ee=319)  
April 22, 2013: [http://www.nhoodle.nh.gov/irc/?page\\_id=468&ee=321](http://www.nhoodle.nh.gov/irc/?page_id=468&ee=321)  
April 24, 2013: [http://www.nhoodle.nh.gov/irc/?page\\_id=468&ee=322](http://www.nhoodle.nh.gov/irc/?page_id=468&ee=322)

### **Crisis Negotiations for Telecommunicators**

April 2, 2013: [http://www.nhoodle.nh.gov/irc/?page\\_id=468&ee=323](http://www.nhoodle.nh.gov/irc/?page_id=468&ee=323)  
April 17, 2013: [http://www.nhoodle.nh.gov/irc/?page\\_id=468&ee=324](http://www.nhoodle.nh.gov/irc/?page_id=468&ee=324)

### **Surviving Stress**

April 4, 2013: [http://www.nhoodle.nh.gov/irc/?page\\_id=468&ee=325](http://www.nhoodle.nh.gov/irc/?page_id=468&ee=325)  
April 18, 2013: [http://www.nhoodle.nh.gov/irc/?page\\_id=468&ee=326](http://www.nhoodle.nh.gov/irc/?page_id=468&ee=326)

### **Customer Service in Today's Public Safety Communications Center**

April 5, 2013: [http://www.nhoodle.nh.gov/irc/?page\\_id=468&ee=327](http://www.nhoodle.nh.gov/irc/?page_id=468&ee=327)  
April 19, 2013: [http://www.nhoodle.nh.gov/irc/?page\\_id=468&ee=328](http://www.nhoodle.nh.gov/irc/?page_id=468&ee=328)

### **Disaster Operations & the Communications Center**

April 23, 2013: [http://www.nhoodle.nh.gov/irc/?page\\_id=468&ee=329](http://www.nhoodle.nh.gov/irc/?page_id=468&ee=329)

All classes are scheduled from 8:00 AM to 5:00 PM at the Academy.

**Pre-registration for these classes is mandatory, as seats are limited to 25 students per class date. Seats are limited!**

For more information, please contact Joann Beaudoin or Bob Pragoff at the Fire Academy  
[joann.beaudoin@dos.nh.gov](mailto:joann.beaudoin@dos.nh.gov)      [robert.pragoff@dos.nh.gov](mailto:robert.pragoff@dos.nh.gov)

A copy of this information as well as the Overtime/Backfill information packet can be found on our website at  
<http://www.nh.gov/safety/divisions/fstems/>

*Fire Training – Certification – Fire Academy – Emergency Medical Services*

Business: (603) 223-4200

Fax: (603) 271-1091

Toll Free: 1-800-371-4503

TDD Access: 1-800-735-2964

<http://www.nh.gov/safety/divisions/fstems/>



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## ***Active Shooter Incidents for Public Safety Communications***

**Location: NH Fire Academy, 98 Smokey Bear Blvd Concord NH**

**Date: *Monday April 1, 2013***

**Time: 8:00 AM – 5:00 PM**

**Tuition: FREE!**

Active shooter incidents and their response pose several unique concerns for all facets of public safety including public safety communications. There are a multitude of issues that make responding to an active shooter incident more difficult than other armed subject calls or violent in-progress incidents.

These types of incidents historically have garnered extensive media coverage and public scrutiny and have become a pertinent threat to public safety. As with any other type of emergency situation, the telecommunicator plays a vital role in the response to active shooter incidents.

As the providers of communications capabilities and responder safety, telecommunicators should be aware of the unique challenges posed by active shooter incidents and be prepared to address them well in advance.

This course helps to educate telecommunicators about the many intricate issues and challenges posed by active shooter incidents and their response and the role the telecommunicator plays in each.

**Topics include:**

- Phases of an Active Shooter Incident
- Active Shooter Incidents vs. School Shootings
- Law Enforcement, Fire Service and EMS Roles in Active Shooter Incidents
- Response and Secondary Dangers
- The Role of the Telecommunicator in an Active Shooter Incident
- Interaction with the Media
- Dealing with the Aftermath of an Active Shooter Incident

**Pre-Registration is REQUIRED for this class as seats are limited.**

**This course is for ACTIVE NH DISPATCHERS ONLY**

To register for this class, please click on the link below:

[http://www.nhoodle.nh.gov/irc/?page\\_id=468&ee=318](http://www.nhoodle.nh.gov/irc/?page_id=468&ee=318)



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## ***Active Shooter Incidents for Public Safety Communications***

**Location: NH Fire Academy, 98 Smokey Bear Blvd Concord NH**

**Date: *Tuesday April 16, 2013***

**Time: 8:00 AM – 5:00 PM**

**Tuition: FREE!**

Active shooter incidents and their response pose several unique concerns for all facets of public safety including public safety communications. There are a multitude of issues that make responding to an active shooter incident more difficult than other armed subject calls or violent in-progress incidents.

These types of incidents historically have garnered extensive media coverage and public scrutiny and have become a pertinent threat to public safety. As with any other type of emergency situation, the telecommunicator plays a vital role in the response to active shooter incidents.

As the providers of communications capabilities and responder safety, telecommunicators should be aware of the unique challenges posed by active shooter incidents and be prepared to address them well in advance.

This course helps to educate telecommunicators about the many intricate issues and challenges posed by active shooter incidents and their response and the role the telecommunicator plays in each.

**Topics include:**

- Phases of an Active Shooter Incident
- Active Shooter Incidents vs. School Shootings
- Law Enforcement, Fire Service and EMS Roles in Active Shooter Incidents
- Response and Secondary Dangers
- The Role of the Telecommunicator in an Active Shooter Incident
- Interaction with the Media
- Dealing with the Aftermath of an Active Shooter Incident

**Pre-Registration is REQUIRED for this class as seats are limited.**

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## ***Active Shooter Incidents for Public Safety Communications***

**Location: NH Fire Academy, 98 Smokey Bear Blvd Concord NH**

**Date: *Monday April 22, 2013***

**Time: 8:00 AM – 5:00 PM**

**Tuition: FREE!**

Active shooter incidents and their response pose several unique concerns for all facets of public safety including public safety communications. There are a multitude of issues that make responding to an active shooter incident more difficult than other armed subject calls or violent in-progress incidents.

These types of incidents historically have garnered extensive media coverage and public scrutiny and have become a pertinent threat to public safety. As with any other type of emergency situation, the telecommunicator plays a vital role in the response to active shooter incidents.

As the providers of communications capabilities and responder safety, telecommunicators should be aware of the unique challenges posed by active shooter incidents and be prepared to address them well in advance.

This course helps to educate telecommunicators about the many intricate issues and challenges posed by active shooter incidents and their response and the role the telecommunicator plays in each.

**Topics include:**

- Phases of an Active Shooter Incident
- Active Shooter Incidents vs. School Shootings
- Law Enforcement, Fire Service and EMS Roles in Active Shooter Incidents
- Response and Secondary Dangers
- The Role of the Telecommunicator in an Active Shooter Incident
- Interaction with the Media
- Dealing with the Aftermath of an Active Shooter Incident

**Pre-Registration is REQUIRED for this class as seats are limited.**

**This course is for ACTIVE NH DISPATCHERS ONLY**

To register for this class, please click on the link below:

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## ***Active Shooter Incidents for Public Safety Communications***

**Location: NH Fire Academy, 98 Smokey Bear Blvd Concord NH**

**Date: *Wednesday April 24, 2013***

**Time: 8:00 AM – 5:00 PM**

**Tuition: FREE!**

Active shooter incidents and their response pose several unique concerns for all facets of public safety including public safety communications. There are a multitude of issues that make responding to an active shooter incident more difficult than other armed subject calls or violent in-progress incidents.

These types of incidents historically have garnered extensive media coverage and public scrutiny and have become a pertinent threat to public safety. As with any other type of emergency situation, the telecommunicator plays a vital role in the response to active shooter incidents.

As the providers of communications capabilities and responder safety, telecommunicators should be aware of the unique challenges posed by active shooter incidents and be prepared to address them well in advance.

This course helps to educate telecommunicators about the many intricate issues and challenges posed by active shooter incidents and their response and the role the telecommunicator plays in each.

**Topics include:**

- Phases of an Active Shooter Incident
- Active Shooter Incidents vs. School Shootings
- Law Enforcement, Fire Service and EMS Roles in Active Shooter Incidents
- Response and Secondary Dangers
- The Role of the Telecommunicator in an Active Shooter Incident
- Interaction with the Media
- Dealing with the Aftermath of an Active Shooter Incident

**Pre-Registration is REQUIRED for this class as seats are limited.**

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## ***Crisis Negotiations for Telecommunicators***

**Location: NH Fire Academy, 98 Smokey Bear Blvd Concord NH**

**Date: *Wednesday April 17, 2013***

**Time: 8:00 AM – 5:00 PM**

**Tuition: FREE!**

Crisis situations differ from the daily emergencies that today's public safety Telecommunicators handle. Hostage situations, barricaded subject incidents and suicidal callers, among others, require an advanced level of training for the Telecommunicators to handle them successfully. This course will build on the knowledge, skills and abilities inherent in basic Telecommunicators training programs to educate the public safety communications professional on the most effective way to receive and process calls involving crisis situations and to ensure they fulfill their role as a vital component of the overall public safety response.

**Topics include:**

- Overview of a Crisis Situation
- Hostage Situations
- Suicidal Subject Situations
- Suicide by Cop
- Crisis Negotiation Tools for the Telecommunicators
- Skills and Characteristics of a Successful Telecommunicators Negotiator...
- Crisis Related Stress Management

**Pre-Registration is REQUIRED for this class as seats are limited.**

**This course is for ACTIVE NH DISPATCHERS ONLY**

To register for this class, please click on the link below:

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## ***Crisis Negotiations for Telecommunicators***

**Location: NH Fire Academy, 98 Smokey Bear Blvd Concord NH**

**Date: *Tuesday April 2, 2013***

**Time: 8:00 AM – 5:00 PM**

**Tuition: FREE!**

Crisis situations differ from the daily emergencies that today's public safety Telecommunicators handle. Hostage situations, barricaded subject incidents and suicidal callers, among others, require an advanced level of training for the Telecommunicators to handle them successfully. This course will build on the knowledge, skills and abilities inherent in basic Telecommunicators training programs to educate the public safety communications professional on the most effective way to receive and process calls involving crisis situations and to ensure they fulfill their role as a vital component of the overall public safety response.

**Topics include:**

- Overview of a Crisis Situation
- Hostage Situations
- Suicidal Subject Situations
- Suicide by Cop
- Crisis Negotiation Tools for the Telecommunicators
- Skills and Characteristics of a Successful Telecommunicators Negotiator...
- Crisis Related Stress Management

**Pre-Registration is REQUIRED for this class as seats are limited.**

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## ***Customer Service in Today's Public Safety Communications Center***

**Location: NH Fire Academy, 98 Smokey Bear Blvd Concord NH**

**Date: *Friday April 19, 2013***

**Time: 8:00 AM – 5:00 PM**

**Tuition: FREE!**

Providing satisfactory customer service in the high energy, often high stress field of public safety communications, is paramount to successful performance in this profession, both for the individual telecommunicator as well as the agency they represent. This course addresses all aspects of customer service and how it impacts our industry. Although intangible, it is a critical component that must be understood and applied in excellence to every situation.

**Topics include:**

- Defining Customer Service Customer Attitudes and Expectations
- Customer Service in Public Safety
- Impact of Customer Service on Public Safety Communications Center
- Customer Service in Action
- Customer Service and Quality Control
- Investigating Complaints
- Improving Customer Service in the Comm. Center

**Pre-Registration is REQUIRED for this class as seats are limited.**

**This course is for ACTIVE NH DISPATCHERS ONLY**

To register for this class, please click on the link below:

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## ***Customer Service in Today's Public Safety Communications Center***

**Location: NH Fire Academy, 98 Smokey Bear Blvd Concord NH**

**Date: *Friday April 5, 2013***

**Time: 8:00 AM – 5:00 PM**

**Tuition: FREE!**

Providing satisfactory customer service in the high energy, often high stress field of public safety communications, is paramount to successful performance in this profession, both for the individual telecommunicator as well as the agency they represent. This course addresses all aspects of customer service and how it impacts our industry. Although intangible, it is a critical component that must be understood and applied in excellence to every situation.

**Topics include:**

- Defining Customer Service Customer Attitudes and Expectations
- Customer Service in Public Safety
- Impact of Customer Service on Public Safety Communications Center
- Customer Service in Action
- Customer Service and Quality Control
- Investigating Complaints
- Improving Customer Service in the Comm. Center

**Pre-Registration is REQUIRED for this class as seats are limited.**

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## ***Disaster Operations & the Communications Center***

**Location: NH Fire Academy, 98 Smokey Bear Blvd Concord NH**

**Date: *Tuesday April 23, 2013***

**Time: 8:00 AM – 5:00 PM**

**Tuition: FREE!**

This course serves to educate the public safety Telecommunicators on a wide range of man-made and natural disasters, their effects on the community and its infrastructure and the response and recovery needs of each. In addition, this course will provide Telecommunicators with information on overall emergency management and homeland security and provide guidance on continuity of operations for the Communications Center in the face of a multitude of disaster situations.

The importance of educating today's public safety communications professional on their role and the role of the Communications Center in disaster operations is greater than ever before. There is a defined role for public safety communications in every element of disaster response and recovery. As public safety's ability and need to address disaster situations evolves the Telecommunicators needs to be familiar with all types of disasters – man-made and natural – and how those events can impact the communications function.

**Topics include:**

- Homeland Security and Emergency Management
  - US Department of Homeland Security
  - Federal Emergency Management Agency
  - Emergency Management
  - Emergency Management on the State, Local and Regional Levels
- Natural Disasters
  - Hurricanes and Typhoons
  - Tornadoes
  - Tsunamis
  - Severe Weather and Temperatures
  - Severe Heat
  - Earthquakes
  - Floods
  - Wildland or Forest Fires
  - Volcanoes
  - Landslides
  - Pandemics
- Man-made Disasters
  - Types of Man-made Disasters and Terrorist Acts

**Pre-Registration is REQUIRED for this class as seats are limited.**

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## ***Surviving Stress***

**Location: NH Fire Academy, 98 Smokey Bear Blvd Concord NH**

**Date: *Thursday April 18, 2013***

**Time: 8:00 AM – 5:00 PM**

**Tuition: FREE!**

Stress is one of the most common words used in society today and something that each one of us will experience at some point in our life. Stress affects people of all ages, professions and life situations. However, Emergency Communications as a profession is inherently stressful with the various demands placed upon them by nature of the profession. Understanding these causes of stress in the profession will allow the Public Safety Telecommunicator to recognize and mitigate some of the stressful situations that they may encounter. This course addresses how to detect stress within yourself and co-workers and provides measures to reduce the impact.

**Topics include:**

- What is Stress
- Signs and Symptoms of Stress
- Causes of Stress
- Stress Intervention
- Critical Incidents
- Cumulative Stress and Post Traumatic Stress Disorder
- Tools for Stress Management

**Pre-Registration is REQUIRED for this class as seats are limited.**

**This course is for ACTIVE NH DISPATCHERS ONLY**

To register for this class, please click on the link below:

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## ***Surviving Stress***

**Location: NH Fire Academy, 98 Smokey Bear Blvd Concord NH**

**Date: *Thursday April 4, 2013***

**Time: 8:00 AM – 5:00 PM**

**Tuition: FREE!**

Stress is one of the most common words used in society today and something that each one of us will experience at some point in our life. Stress affects people of all ages, professions and life situations. However, Emergency Communications as a profession is inherently stressful with the various demands placed upon them by nature of the profession. Understanding these causes of stress in the profession will allow the Public Safety Telecommunicator to recognize and mitigate some of the stressful situations that they may encounter. This course addresses how to detect stress within yourself and co-workers and provides measures to reduce the impact.

**Topics include:**

- What is Stress
- Signs and Symptoms of Stress
- Causes of Stress
- Stress Intervention
- Critical Incidents
- Cumulative Stress and Post Traumatic Stress Disorder
- Tools for Stress Management

**Pre-Registration is REQUIRED for this class as seats are limited.**

**This course is for ACTIVE NH DISPATCHERS ONLY**

To register for this class, please click on the link below:

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