

Critical Incident Dispatching

Day 1

The role of the Critical Incident Dispatcher

2 hour

- a) Expectations
 - 1. Introduction and definitions.
 - 2. Group round table, what do you want to learn here?
 - 3. What is a Critical Incident?
 - 4. How are dispatchers involved?
- b) Training
 - 1. How is this different than what you already know?
 - 2. Other types of advanced training available.
- c) Deploying to the field/working in Com Center
 - 1. Group Activity, create a list of challenges of dispatching from the field.
 - 2. Working the incident from the Com Center.
- d) Suspect Initiated Vs. Agency initiated incidents
 - 1) Suspect Initiated.
 - a. Barricaded Subject/Hostage situation
 - b. Active Shooter
 - c. Act of Terror
 - 2) Agency Initiated.
 - a. Warrant sweep
 - b. Search Warrant Detail
 - c. Misc details
 - 3) SAR/Dive

AB 1598

2 hour

- a) AB 1598: Emergency Response services to active shooter incidents
 - 1. Fire cannot stage – must go in with react team.
- b) 1797.116 of the Health and Safety Code
 - 1) Definition
- c) 13514.1 PC
 - 1) Definition
- d) 13519.12 PC
 - 1) Definition
- e) Establishing multi-agency command post
 - 1) What agencies are involved ?
 - a. Fire
 - b. EMS
 - c. Law Enforcement
 - d. OES

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“Tactical Dispatching” – Working with a SWAT Team

2 hour

- a) ICS
 - 1. Command Structure
 - 2. Branches of the ICS
- b) Plain text vs 10 codes
 - 1. Talking to allied agencies
 - 2. Call signs or names?
- c) What channels are we on? Ranch 12 to Channel 4
 - 1. Channel list most commonly used
 - 2. Encrypted vs open air
- d) SWAT Team elements, outer perimeter to the react team.
 - 1. Outer Perimeter - Patrol
 - 2. Inner Perimeter - SWAT
 - 3. React Team
 - 4. Entry Team
 - 5. Snipers – precision shooters and intelligence gatherers
 - 6. HNT
 - 7. The Bearcat
- e) SWAT Terminology – What’s the 1-2 corner?
 - 1. Group exercise – diagraming a scene
- f) Plotting your snipers, what can they see?
 - 1. Where are your snipers at?
 - 2. Group exercise – put it all together – placing your teams and understanding the scene

SAR dispatching

2 hour

- a) Responding to a SAR callout
 - 1. Overdue Vs SAR
 - 2. “No Car, No SAR” – Requirements to activate a SAR Response
- b) Expectations for a 3 day response
 - 1. What to bring
 - 2. What to wear
 - 3. Food and Water?
- c) Respect the mountain. You’re intentionally going somewhere that another person needs rescued from
 - 1. Poison Oak
 - 2. Snakes
 - 3. The Kern River
- d) SAR ICS
 - 1. Command Structure
 - 2. Why so many Sergeants?
- e) What channels are we on?
- f) Plain text vs 10 codes
- g) Lat/Long – know where your teams are!
- h) Logging clues
- i) No CAD, keep a radio log

Day 2

Dispatcher Stress Management – Taking care of yourself 4 hour

- a) Identifying Dispatcher Stress
 - 1) Physical: Headaches, Fatigue, Insomnia.
 - 2) Mental: Poor Concentration, Paranoia.
- b) Combating stress from normal job duties
- c) Diet
- d) Exercise
- e) Vacation and Recreation
- f) Identifying Critical Incident stress
 - 1. How is it different than normal job stress?
- g) Debrief and downtime
- h) EAP
- i) You are NOT alone, your peers understand.
- j) Friends and family

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On scene: Responding in the field for a critical incident 1 hour

- a) Crime Scene – you're there
 - 1. Watch where you walk and what you touch.
- b) Media – they WILL try to get you to give a statement
 - 1. Refer to the PIO or a command officer
 - 2. Representing the department
- c) Family- you'll be at the command post, so will they
 - 1. Try to avoid talking to the family. Refer them to the PIO
- d) Command Post security
 - 1. Report all suspicious activity near the command post to a sworn unit
 - 2. Never let anyone you don't know into the command post.

Terrorism and Current state of citizens/law enforcement 1 hour

- a) Cell phones. You'll be recorded
 - 1. Stay in the command post
 - 2. Always assume someone is recording you
- b) Police are targets
 - 1. Hate crimes against law enforcement
 - 2. Critical incident scene is a natural target
- c) Be aware of your surroundings
 - 1. Know where you are
 - 2. Stay safe
- d) You're a target, too
 - 1. To an angry citizen or family member, you are "the police"

HNT: Working with the hostage negotiators 1 hour

- a) The Throw phone
 - 1. Function and Capability
- b) Dispatchers role as scribes
 - 2. Write it down!
- c) Keep a log of everything the suspect says
 - 1. Suspect requests or statements

Social Media 1 hour

- a) You're on a call out. Keep it off Facebook
- b) Jeopardizing the entire operation because you tweeted about it
- c) Using social media as an information source

Day 3

The Mobile Command Post 4 hour

- a) What is its purpose
 - 1. Functionality
- b) Deployment
 - 1. Where is it, and who drives it?
- c) Setting it up
 - 1. Safety and procedures
- d) The Generator
 - 1. How long can it run?
 - 2. Turn it on, turn it off
- e) The mobile dispatch center. Your world.
 - 1. Powering it up and logging in
- f) A lot more radios
- g) UHF vs VHF
- h) Allied agencies
- i) Using the Tellular phone system
- j) CLETS. What can you do in the mobile environment
 - 1. DOJ Compliant in the field
- k) Don't get distracted: Command staff in the command post

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Group Exercises: putting it all together

3 hour

- a) Identifying types of local/regional critical incidents
- b) Possible locations of incidents.
 - 1) Teams identify challenges in responding
 - 2) Teams identify scenarios and how to handle incident
- c) Are you prepared to respond to a critical incident
 - 1) Teams create “wishlist” of supplies they would need to respond to various types of callouts.

Recap and refresher

1 hour

- a) Everything make sense?
- b) Group discussion, do you feel prepared?