

# Certification Board

## Meeting Minutes of the 911 Certification Board Bi-Monthly Meeting February 22, 2024

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### 5 I. Opening of Meeting

6 a) With confirmation of quorum, Katy Gilbert called the meeting to order at 1:17pm.

### 7 II. Approval of Minutes

8 a) Motion to approve the February 8<sup>th</sup> Certification Board meeting minutes.

9 **Motioned by: Katy Myers**  
10 **All in Favor**

**Seconded**  
**Motion Passed**

### 11 III. Reports and Recommendations

12 a) Aimee Fournier Plante provided a draft syllabus for consideration. **[Attachment A]**

13 i) The Board agreed to appoint a small workgroup to standardize the draft syllabus and re-  
14 present to the Board in one month.

15 (1) Small Workgroup to include the following board members: Aimee Fournier-Plante, Jodi  
16 Gaylord, Katy Myers; along with Katrina Rahier, from the state 911 office.

### 17 IV. Board Discussions/Workplan

18 a) The Board tabled discussions on "Training Hours Requirement" until a syllabus is closer to  
19 being finalized.

20 b) Motion to approve to have a two-pronged approach that includes completing certification board  
21 requirements and also completing home agency requirements, to work on your own, in order to  
22 meet the requirements for certification.

23 **Motioned by: Tom Handy**  
24 **All in Favor**

**Seconded**  
**Motion Passed**

25 c) The Board acknowledged that [RCW 38.60.040](#) "Certification board – Duties" states: (3)  
26 *Reviewing and approving state-approved training programs biennially...*

27 i) Motion to adopt a committee of two (2) training subcommittee members (one (1) from a  
28 small PSAP, and one (1) from a large PSAP), two (2) SECO staff members, and one (1)  
29 board member.

30 **Motioned by: Tom Handy**  
31 **All in Favor**

**Seconded**  
**Motion Passed**

## 32 **V. New Business**

33 a) Katy Gilbert opened nominations for a Certification Board Chair.

34 i) Aimee Fournier-Plante nominated Katy Myers

35 b) Katy Gilbert opened nominations for a Certification Board Vice-chair.

36 i) Tim McKern nominated Mike Worden

37 ii) Jodi Gaylord nominated Aimee Fournier-Plante

38 c) The board was informed of the 911 Goes-to-Olympia event scheduled for the week of March 4<sup>th</sup>.

## 39 **VI. Public Comment**

40 a) No public comments.

## 41 **VII. Good of the Order**

42 a) No Good of the Order.

## 43 **VIII. Adjournment**

44 a) Having concluded all Orders of Business, Katy Gilber adjourned the meeting at 2:29pm.



# Attachment A

## Washington State Public Safety Telecommunicator Certification Training Syllabus

The following are core competencies and topics agreed upon for Public Safety Telecommunicator certification in Washington. Listed topics may relate to multiple competencies but are listed once.

Equipment
Computer Aided Dispatch (CAD) Equipment
CAD Failure Operations
*Remote Dispatch Operations
Telephone Systems
Integrated or Standalone TTY Equipment
Text-to-911 Systems
Radio Equipment
Playback Recording Software
NAWAS System
Cameras Systems
Continuity of Operations Plans
Back-up PSAP Locations
Technology
Next Generation 911 (NG911)
Emergency Services IP Network (ESInet)
Artificial Intelligence (AI)
Resources
ACCESS (WACIC and NCIC)
*OMNIXX
Department of Licensing (DOL) and Driver and Plate Search (DRIVES)
*Law Enforcement Information Exchange (LINX)
Public Safety Organizations (APCO, NENA)
Information Technology Services (IT)
Federal Emergency Management Agency (FEMA)
County Emergency Management



# Attachment A

## Washington State Public Safety Telecommunicator Certification Training Syllabus

Crisis and Behavioral Health Hotlines: 988, 211, Local agencies

### Call Processing

Codes for Types of Calls (Event Type, Call Nature)

Terminology

Procedures and Techniques for Call Receiving

Minimum Information to Process a Call (6 W's)

Reporting Party Interview Techniques

Levels of Questioning

Call Formatting

Types of Callers

Prioritization

Documentation

Procedures and Techniques for Law Enforcement Dispatch

High Risk/Low Frequency Events

Missing Persons/National Center for Missing and Endangered Persons

Types of Alerts-AMBER, Blue, Silver, Endangered Missing, Missing Indigenous, Hit & Run

Active Shooter Events

Behavioral Health and Crisis Events

Crisis Intervention Teams

Suicidal Events

Domestic Violence Events

Procedures and Techniques for Fire Dispatch

Incident Command System (ICS)

National Incident Management System (NIMS)

Aircraft Emergencies

Hazmat Events

Marine Events

Multi-Alarm Fires



# Attachment A

Washington State Public Safety Telecommunicator Certification Training Syllabus
Natural Gas Events
Wildland Fires
Wildlife Information
Mutual Aid
Specialty Teams (Swift Water, Technical Rescue, Community Response Team, etc.)
Procedures and Techniques for EMS Dispatch
Medical Terminology
Emergency Medical Dispatch
First Aid
Cardiopulmonary Resuscitation (CPR)
Air Ambulance
Mass Casualty Incidents (MCI)
End of Life Directives
<b>Communication</b>
Verbal and Written Communication Skills
Active Listening
Crisis Intervention (CIT)
De-escalation
Comprehensive Narrative
Phonetic Alphabet
Abbreviations
Confidentiality
<b>Policies and Procedures</b>
WA Public Safety Telecommunicator Certification
Agency and Personal Liability in Public Safety
Human Resource Policies
Sexual Harassment



# Attachment A

## Washington State Public Safety Telecommunicator Certification Training Syllabus

Records Management

Quality Assurance and Improvement (QA/QI)

Emergency Operations Plan (EOP)

Interagency Operability

Critical/Unique Incidents (i.e., Dam Failure, LAHAR Plan, Nuclear Release, Sand Dunes)

Callouts (SWAT, SAR, CRT, TRT, Strike Team, Task Force, Coroner)

### Geography

General Area Geography

Automatic Number and Location Identification (ANI/ALI)

Wireless Phase 1 and Phase 2 Information

Auxiliary Location and Geographic Information (GIS) Services

### Interpersonal Skills

Positive Attitude & Behavior

Personal Responsibility

Accountability

Adaptability

Ethics

Bias

Customer Service

Teamwork and Group Dynamics

Diversity, Equity & Inclusion

Stress Management

Critical Incident Stress Management and Debriefing (CISM/CISD)

Resiliency

Compassion Fatigue

