

Certification Board

Meeting Minutes of the 911 Certification Board Bi-Monthly Meeting March 14th, 2024

1
2
3
4

5 I. Opening Statements

- 6 a) With confirmation of a quorum, Katy Gilbert called the meeting to order at 1:15 pm.

7 II. Approval of Minutes

- 8 a) Motion to approve the February 22nd Certification Board meeting minutes.

9 Motioned by: Tom Handy
10 All in Favor

Seconded by: Erica McNamara
Motion Passed

11 III. Old Business

- 12 a) Katy Gilbert opened the floor for additional nominations for Certification Board chair. No
13 additional nominations made. Katy Gilbert opened the floor to vote on the outstanding
14 nomination of Katy Myers for Certification Board chair. Unanimously approved.
- 15 b) Katy Gilbert opened the floor for additional nominations for Certification Board vice-chair. No
16 additional nominations made. Katy Gilbert opened the floor to vote on the outstanding
17 nominations of Aimee Fournier-Plante and Mike Worden. Aimee Fournier-Plante elected as
18 vice-chair.
- 19 i) Vote results: Aimee Fournier-Plante – 5 votes; Mike Worden – 1 vote; 1 abstention.

20 IV. Reports and Recommendations

- 21 a) The small workgroup previously appointed to review the topic list for certification presented a
22 revised list of training topics on an initial certification syllabus. Minor edits were made in
23 accordance with the boards direction.
- 24 i) Motion to approve the initial certification syllabus made by Tom Handy. Seconded by Mike
25 Worden. Unanimously approved.

26 V. Board Discussions/Workplan

- 27 a) Discussion surrounding what other requirements aside from learning the academic portion of
28 the list should be required for certification.
- 29 i) Motion by Tom Handy to issue certification when the agency signs the employee off to work
30 on their own and has demonstrated proficiency. Amendment to add that all training topics
31 have been addressed by the agency to the motion. Unanimously passed.

32 **VI. New Business**

- 33 a) Katy Myers discussed an upcoming item of business will be to build an implementation
34 road map that identifies decisions to be made and tasks to be completed with
35 associated timelines.
- 36 b) Katy Myers reminded the group that the 911 Training Forum is in June. The group
37 discussed a timeline to have a documented initial certification program to present during
38 the June Forum. The Board could receive feedback from agencies following that
39 presentation, make any necessary adjustments and plan for implementation later in
40 2024. The Board confirmed this timeline felt reasonable.

41 **VII. Public Comment**

- 42 a) None.

43 **VIII. Adjournment**

- 44 a) Meeting adjourned at 2:51 pm.

Washington State Public Safety Telecommunicator Initial Certification Training Syllabus

The following are core competencies and topics agreed upon for Public Safety Telecommunicator certification in Washington.

Equipment & Technology
Network Security
Computer Aided Dispatch (CAD) Equipment
Radio Equipment
Telephone Equipment
Automatic Number and Location Identification (ANI/ALI) & Error Reporting
Class of Service (Wireline, Wireless Phase 0, 1, 2, VoIP, etc.)
Wireless Device Activations (automatic fall detection, satellite texting, crash notification)
Text-to-911 Processing
Integrated or Standalone TTY Equipment, Video Relay Services
Failure Operations (Phone, CAD & Radio)
Procedures and Techniques for Call Receiving
Accurate & Precise Location Identification
Call Categorization & Prioritization
Minimum Information to Process a Call (6 W's)
Reporting Party Interview Techniques (Type of Callers, Customer Service, Active Listening)
Call Transfer
Caller and Scene Safety
Documentation
Crisis Intervention Training
Special Situations (Domestic Violence, Suicidal, End of Life Events)
High Risk/Low Frequency Events
Behavioral Health and Crisis Events
Missing Persons and Related Alerts
Procedures and Techniques for Law Dispatch
Minimum Information to Dispatch a Law Call
Radio Speech & Etiquette

Washington State Public Safety Telecommunicator
Initial Certification Training Syllabus

Field Responder Safety Considerations
Procedures and Techniques for Fire & EMS Dispatch
Minimum Information to Dispatch a Fire Call
Minimum Information to Dispatch a Medical Call
Dispatch Updates
Unit Tracking
Field Responder Safety Considerations
Policies and Procedures
WA Public Safety Telecommunicator Certification Overview
Professionalism, Confidentiality, Respect, Civility
Continuity of Operations Plans
Agency and Personal Liability in Public Safety
Public Records Act
Health and Wellness
Stress Management
Resiliency
Compassion Fatigue
Critical Incident Stress Management and Debriefing (CISM/CISD)
Mental Health Resources (Peer support, employee assistance programs)