

TRAINING

PROJECT OVERVIEW

The State of Tennessee has a history of leadership in the national 911 community in areas of technology and management. Tennessee is working to continue that legacy of excellence through our training program. The Tennessee Emergency Communication Board (TECB) is focused on offering 911 training initiatives that ensure District and Public Safety Answering Point (PSAP) leadership and telecommunicators have the knowledge, skills and abilities required to improve emergency response outcomes. These training opportunities are made available through both the Virtual Academy online training program and in-person classroom offerings.



WHO IS IMPACTED

Governmental PSAPs that take initial or transferred 911 calls can take advantage of the training opportunities offered online or in-person.

CURRENT STATUS — QUARTERLY UPDATES

TECB TRAINING COORDINATOR ACTIVITY

In September, the Training Coordinator attended the Tennessee Emergency Number Association (TENA) Conference at the Embassy Suites in Murfreesboro. TECB staff participated in various educational sessions, including a round table discussion, moderating several APCO track sessions and providing an update on all the various activities TECB is involved in.

TECB plans to host Crisis Intervention Teams (CIT) training in Spring of 2023. The 8-hour courses will be hosted in person. These courses are designed to provide public safety telecommunicators with the training to process calls from people suffering mental health crises.

The Training Coordinator continues to reach out to the ECDs across the state to discuss training needs and to help provide training resources.

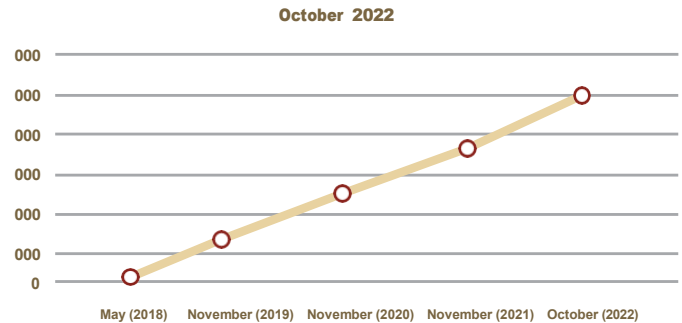
TRAINING ADVISORY COMMITTEE MEET TO DISCUSS T CPR REPORTING

The Training Advisory Committee met in September to continue work on a Telecommunicator Cardiopulmonary Resuscitation (T-CPR) Quality Assurance Program template for consideration by the Board. The template is intended to be available to all districts that would like to use it in order to comply with Rule 0780-06-02-.06 regarding T-CPR requirements.

NEXT STEPS

- TECB remains focused on continuing to provide support with training courses and training programs for the ECDs and will be adding classes that focus on GIS, 9-8-8, Security in the PSAP, and Leadership.
- If you have not enrolled in the Virtual Academy, and meet the criteria of being an employee that answers initial or transferred 911 calls or are an employee of a 911 District in Tennessee, contact Training Coordinator Jennifer Schwendimann at Jennifer.Schwendimann@tn.gov.

VIRTUAL ACADEMY CONTENT HOURS DELIVERED SINCE LAUNCH



VIRTUAL ACADEMY

Since January 2022, 11,067 hours of content were delivered by the training platform. This brings the total number of users on Virtual Academy to 2,943 and total content hours delivered to 50,005. TECB is pleased to see continued interest across the State

- New courses are being added regularly. To see a full list of courses and what is coming, check the Virtual Academy website: <https://www.virtualacademy.com/courses>

NEW COURSES RELEASED

- Foundations of Emergency Mental Health Dispatching
 - Understanding People with Special Needs
 - Who Moved My Headset?
 - Leading into the Future

UPCOMING COURSE ADDITIONS

- EMD Review Course
- Building Relationships with your Field Responders
 - Quality Assurance/Quality Improvement
- D.I.S.C. Assessment: Building Connections
 - Emotional Intelligence
- Understanding and Embracing Diversity
- Active Threat Calls & the Fire Dispatcher
- Fire Dispatching for High Rise Buildings