

I. CATALOG DESCRIPTION

Police 027 Critical Incidents

5 hours lecture, 3 hours laboratory = .25 units

Scenarios and basic skills will provide students with some new ideas and approaches to the everyday incidents. Students will have an understanding of what to tell the public in their inquiries, and where to get more information.

Prerequisite Course: Police 020 Basic Dispatcher Academy or equivalent

II. NUMBER OF TIMES COURSE MAY BE TAKEN FOR CREDIT: One

II. EXPECTED OUTCOMES FOR STUDENTS:

Upon completion of the course, students will be able to:

- A. Compare different types of critical incidents.
- B. Detail what information should be made available to the public.
- C. Describe types of active listening skills.
- D. Identify a hostage, and/or a suicide crisis.
- E. Recognize, and list incidents that require special dispatcher procedures.

IV. CONTENT:

- A. Major categories of disasters
  - 1. Impact of a natural disaster
    - a. Flood.
    - b. Hurricanes and tornadoes.
    - c. Tidal wave.
    - d. Earthquakes and mudslides.
    - e. Winter storms.
  - 2. Impact of a man made disaster
    - a. Nuclear accidents
    - b. Major vehicle accidents
    - c. Large- scale aircraft accidents
    - d. Railroad accidents
  - 3. Other threats to personal/ public safety
    - a. Escaped prisoner
    - b. Bomb threat
    - c. Power outages
    - d. Communications outage, and its effect on public safety.
    - e. Workplace violence
- B. Available resources
  - 1. Call out lists
  - 2. Manuals
  - 3. Standard operating procedure guides
  - 4. Departmental policy
- C. Stress management during critical incidents
- D. Information management during critical incidents

V. METHODS OF INSTRUCTION:

- A. Lecture
- B. Audio tapes
- C. Video tapes
- D. Class discussion

VI. TYPICAL ASSIGNMENT

- A. Read handouts and prepare written plans based on information provided.
- B. Preview video taped critical incidents and prepare oral presentations addressing the issues involved.

VII. EVALUTION:

- A. Methods of evaluation
  - 1. Practical exercises
  - 2. Final exam
    - Written test consisting of multiple choice, true/false, and fill in the blank

Sample Questions

- 1. The management of information during the first few hours of a disaster incident is primarily the responsibility of:
  - a. The primary officer responding to the scene
  - b. The Incident Response Team commander
  - c. The primary dispatcher
  - d. The division commander
- 2. What is the most common disaster nationwide?
  - a. Flood
  - b. Hurricane
  - c. Mudslide
  - d. Tornado
- B. Frequency of evaluation
  - 1. Practical exercise ( 1 )
  - 2. Final exam ( 1 )

VIII. TYPICAL TEXTS:

Current P.O.S.T approved reference material, and materials produced by the San Bernardino County Sheriff's Academy (materials are regularly updated).

IX. OTHER SUPPLIES REQUIRED OF STUDENTS: None

**NEED FOR THIS COURSE:**

This course is designed to teach experienced dispatchers how to deal with and prioritize handling of critical incidents. Students will also understand what constitutes a critical incident, where it is a disaster or a major incident.

**CULTURAL DIVERSITY:**

Culturally diverse issues and how they relate to critical incidents will be discussed in this course. Student will become familiar with how different cultures and their traditions and customs may effect their reactions to encountering law enforcement personnel during critical incidents.

**RATIONALE FOR OTHER REQUEST:**

Not applicable.