SKILL SHEET #7

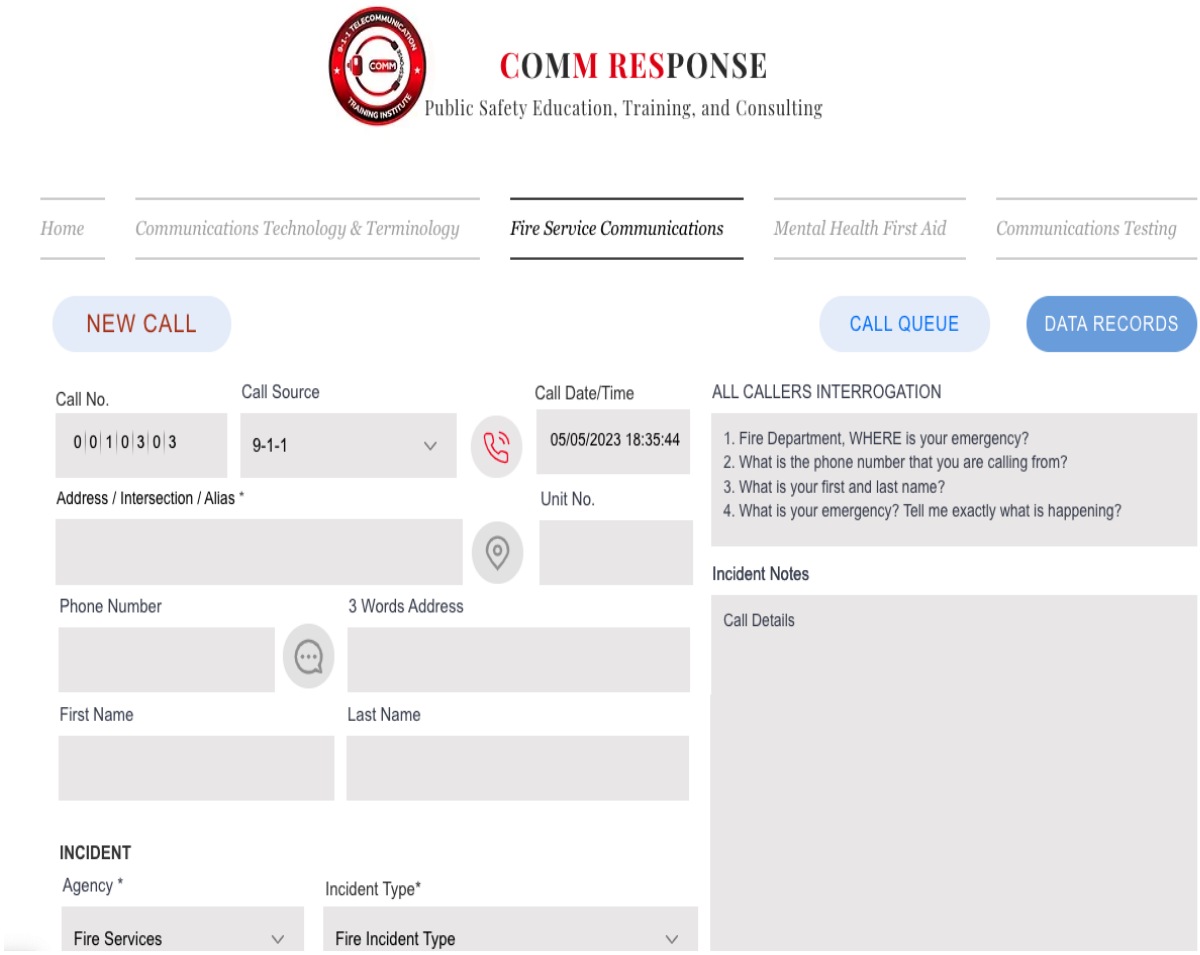
SCENARIO:

The telecommunicator shall demonstrate or describe the following:

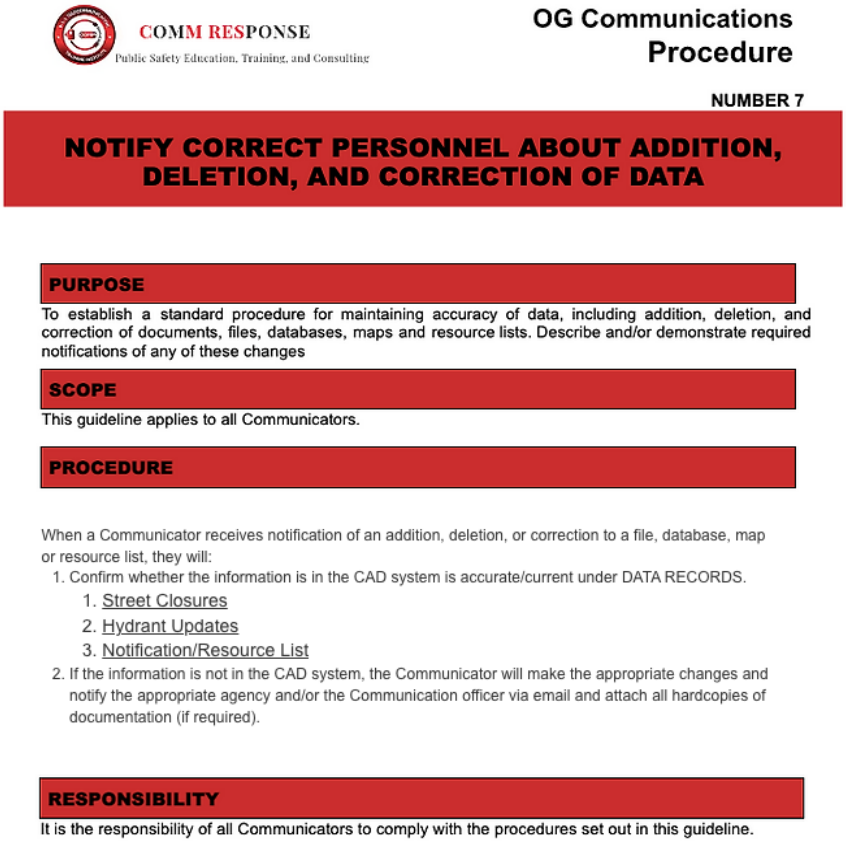
1. Describe how to maintain accuracy of data, including addition, deletion, and correction of documents, files, databases, maps and resource lists. Describe and/or demonstrate required notifications of any of these changes.
   a. How an addition to a file, database, map or resource list is handled.
   b. How a deletion to a file, database, map or resource list is handled.
   c. How a correction to a file, database, map or resource list is handled.
   d. Identify who needs to be notified of the above changes, if required.

Procedure:

1. Click “Data Records”



2. Choose Street Closures/Hydrant Updates/Notification or Resource list and make changes in the google doc.



COMM RESPONSE
Public Safety Education, Training, and Consulting

OG Communications Procedure

NUMBER 7

NOTIFY CORRECT PERSONNEL ABOUT ADDITION, DELETION, AND CORRECTION OF DATA

PURPOSE

To establish a standard procedure for maintaining accuracy of data, including addition, deletion, and correction of documents, files, databases, maps and resource lists. Describe and/or demonstrate required notifications of any of these changes

SCOPE

This guideline applies to all Communicators.

PROCEDURE

When a Communicator receives notification of an addition, deletion, or correction to a file, database, map or resource list, they will:

1. Confirm whether the information is in the CAD system is accurate/current under DATA RECORDS.
    1. Street Closures
    2. Hydrant Updates
    3. Notification/Resource List
2. If the information is not in the CAD system, the Communicator will make the appropriate changes and notify the appropriate agency and/or the Communication officer via email and attach all hardcopies of documentation (if required).

RESPONSIBILITY

It is the responsibility of all Communicators to comply with the procedures set out in this guideline.

3. Verbalize to proctor that you would then notify all appropriate agencies and/or personnel of the changes via email and include all hardcopies of documentation.

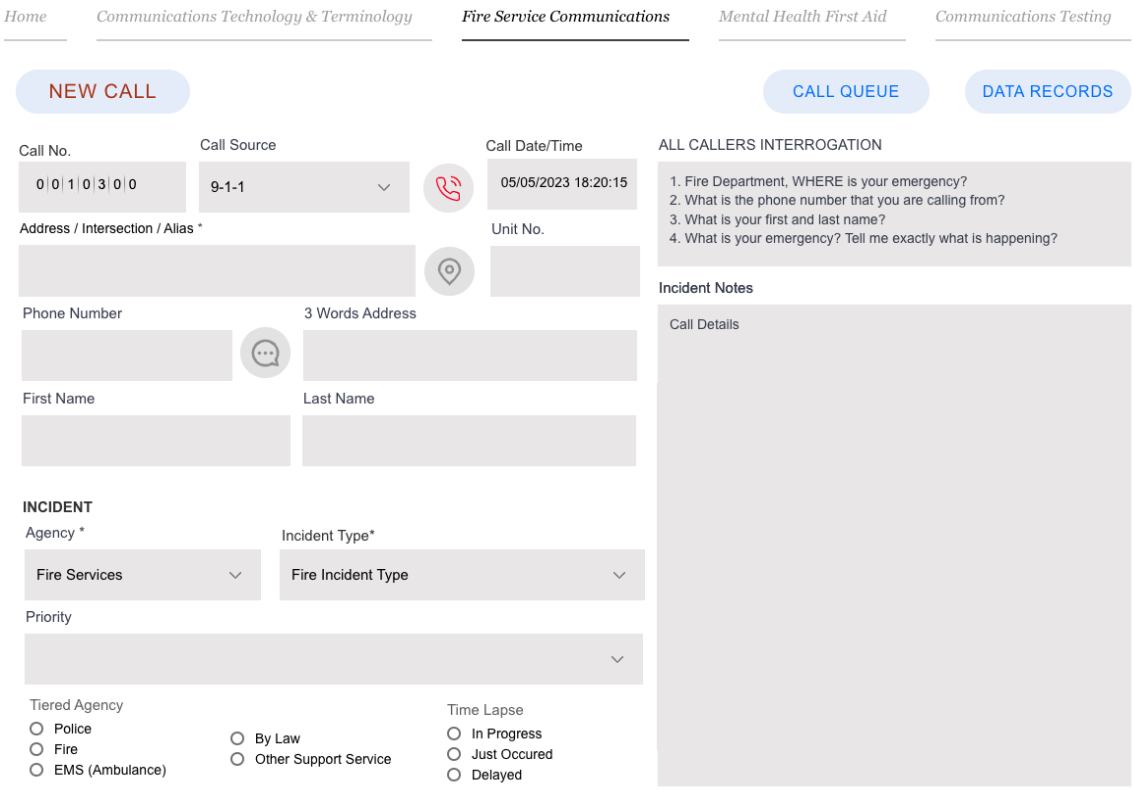
Items to be checked	***Pass/Fail***
If the candidate:	
1. Updated and maintained documents, files, databases, maps, and resource lists to show the following: [5.3.5]	
a. Additions (e.g. Road closure)	
b. Deletions (e.g. Telephone list)	
c. Corrections (e.g. Resource list)	
d. Notifications (e.g. Personnel and/or agencies)	
2. Demonstrated the following during the addition, deletion, and correction of data: [5.3.5 (B-1, B-2, B-3)]	
a. Basic writing skills (correct grammar and spelling, condensed information)	
b. Legible handwriting	
c. Basic computer skills (keyboard & mouse skills)	

SKILL SHEET # 8

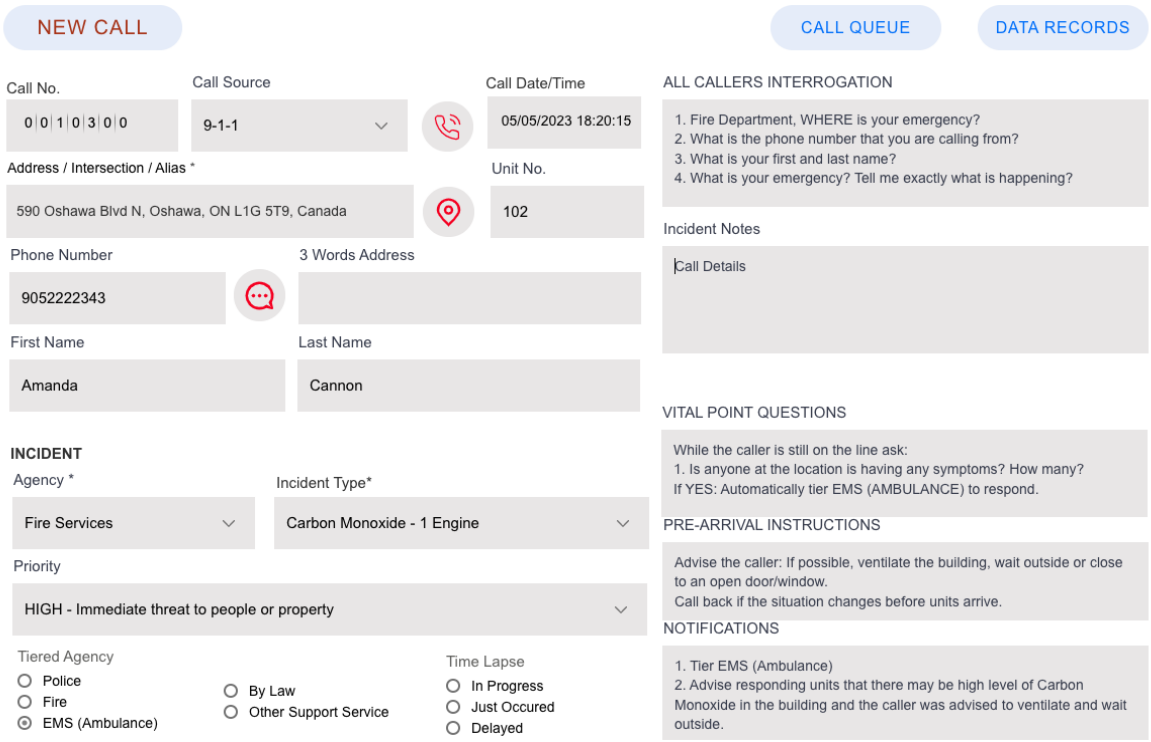
SCENARIO:

1. The caller is reporting a carbon monoxide alarm sounding in a residential dwelling. Caller is excited and asking communicator to send fire vehicles quickly. Caller is reporting that family is feeling ill. Indicate any pre-arrival instructions to the caller and list (if any) additional agencies that may also be notified.

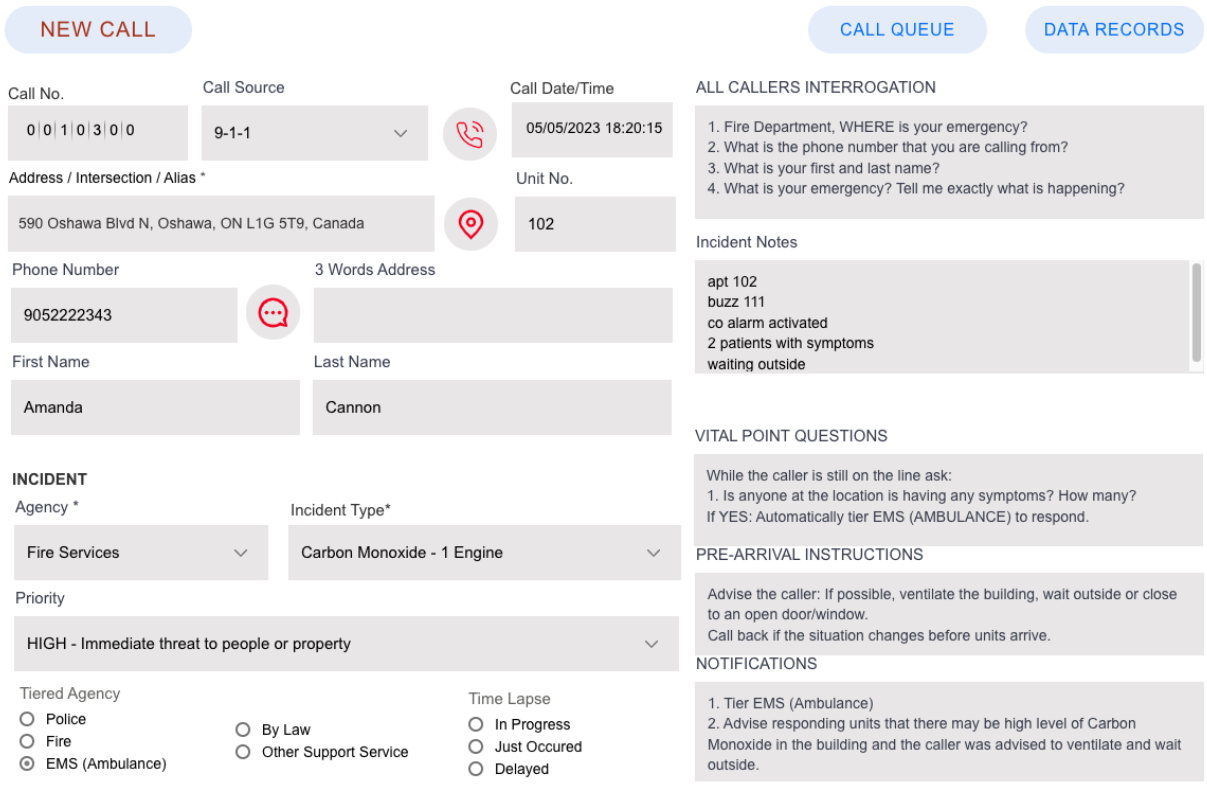
1. Carbon Monoxide Call with Symptoms



2. Information Gathering (example) with Built in Guidecards



3. Notify EMS (Ambulance)



Items to be checked	***Pass/Fail***
If the candidate:	
1. Relayed instructions, information, and directions to the service requester by operating telecommunication devices and disseminating information: [5.4.1 (B-1, B-2, B-3, B-4)]	
a. Demonstrated voice control (maintained balanced tone, modulation, volume, and inflection while communicating) throughout the process.	
b. Provided directions or pre-arrival instructions	
c. Routed callers	
d. Operated communication devices correctly and confidently	