



**Official Practical Skill Sheets Booklet
for Candidates and Instructors**

Public Safety Telecommunicator II
NFPA 1225, Chapter 5, 2022 Edition

Standard for Emergency Services Communications

Completion of these practical skills will be facilitated through your department supervisor or training provider. This booklet is for evaluation purposes and is not a course curriculum. Training needs to be expanded beyond these skill sheets. Please refer to the “Resources” section in this document for more information.

Enquiries regarding training, testing and certification should be directed to:

Assistant Deputy Fire Marshal, Training and Certification
Ministry of the Solicitor General
Office of the Fire Marshal
25 Morton Shulman Avenue, 2nd Floor
Toronto, Ontario
M3M 0B1
ADFM-TC@Ontario.ca

**Part A:****Verification of Successful Completion
of Practical Skills Training**

This completed and signed form must be submitted to the Office of the Fire Marshal (OFM) Lead Evaluator before commencement of the Official Practical Skills Evaluation session, as evidence that candidates present have been properly trained by qualified personnel. Only those individuals whose forms have been received by the OFM Lead Evaluator will be eligible to participate in the Official Practical Skills Evaluation for obtaining certification to this Standard.

To be completed by the **candidate**:

Name: _____

Address: _____

City: _____ Prov: _____ Postal Code: _____

Department/Agency: _____

Course Location: _____

Course Start Date: _____

Course End Date: _____

To be completed by the **Designated Instructor**:

As Designated Instructor for this training, I verify that the above candidate has demonstrated competency in all the practical skills required for the level of:

Public Safety Telecommunicator II

Print Name: _____

Signature: _____ Date: _____



Part B:

Overview of Practical Skills Evaluation Process

Practical skill sheets within this booklet are based on *NFPA 1225, Standard for Emergency Services Communications, 2022 Edition*. As part of the NFPA's Emergency Response and Responder Safety Document Consolidation Plan, NFPA 1225 is a combination of Standards NFPA 1061 and NFPA 1221. These practical skill sheets provide detailed performance checklist items for those seeking certification to this Standard. Training providers must demonstrate meeting all job performance requirements (JPRs) (e.g., 5.2.1) through submission of the Office of the Fire Marshal's (OFM's) "Assessment Checklist for Course Recognition" and through following the "Resources" section identified on each skill. It is strongly encouraged that this official practical skill sheets booklet be used during the normal course of study.

Requests for practical skills evaluation should be submitted to the OFM **no less than 3 months in advance** of the requested evaluation date. Please contact our office at OFMTestingandCertification@ontario.ca to arrange a practical skills evaluation session for candidates.

The Lead Evaluator representing the OFM will obtain assistance as required from the department/training provider seeking certification.

Practical skills training for Public Safety Telecommunicator II candidates may require the use of forms or correspondence. In addition, candidates may be required to follow their centre-specific Standard Operating Procedures (SOPs) or operating guidelines. Official practical skill evaluations must be completed at the candidate's communications centre or other recognized training facility. Ideally, the candidate will be evaluated at a secondary work station away from the live environment. If not feasible, the primary work station may be used, however, real emergencies may result in the re-location of the evaluation process with the candidates verbally describing the procedures necessary to complete the evaluation. Candidates will be allowed the use tools/equipment typically found at a work station which may include telephones, radios, log book, fire department's policies, procedures and appropriate administrative tools (computer, pen, pencils, paper, etc.).

For Public Safety Telecommunicator II, each candidate will be assessed on two (2) of the nine (9) skill sheets contained in this document.

Unless otherwise noted, each skill sheet contained in this booklet shall take no longer than five (5) minutes to complete.



Assessment Methodology

The following nine (9) skill sheets contained in this booklet are based on one of the assessment methodologies listed below that OFM Evaluators will assess candidates on.

These include:

1. Psychomotor (Skills) Assessment

- A manipulative skill performed in real time which CAN be directly observed.
- Assesses a candidate's ability to correctly perform physical tasks in the presence of an Evaluator.
- Example: Skill Sheet #5: Transmit and Relay Information or Data to Initiate Deployment of Response Units.

2. Process Assessment

- A mental activity to perform a cognitive skill in real time which CANNOT be directly observed.
- Assesses a candidate's ability to correctly verbalize mental thought in the presence of an Evaluator.
- Example: Skill Sheet #9: Identify Signs and Symptoms of Emotional and Behavioural Health Distress of a Fellow Employee in Crisis.

3. Combined Psychomotor and Process Assessment

- A skill sheet containing both psychomotor AND process evaluation criteria.
- Assesses a candidate's ability to correctly perform physical tasks and verbalize the process for completing them in the presence of an Evaluator.
- Example: Skill Sheet #1: Monitor Public Safety Radio and Electronic Data Systems.

4. Product Assessment

- A mental activity to perform a cognitive skill which CANNOT be directly observed.
- Assesses a candidate's ability to correctly apply knowledge to yield a product, usually outside of a training session.
- Examples: Creating a budget, writing a report, proposal, lesson plan, incident action plan, memo, document, etc. (Materials commonly developed at the Officer level).



Evaluation Scoring Rubric for Process or Product Assessments

For each individual question candidates are evaluated on in the scoring rubric, determine a mark from 0-4 for all answers provided based on the scoring continuum below. Include comments as required.

Minimum Requirements to Pass Skill:

- Candidate must achieve a score of 4 in each Safety category question (critical failure).
- Candidate must achieve a score of 3 or 4 in all other category questions (i.e., Efficiency, Analysis, or Communication).

Scoring Continuum

ABOVE BENCHMARK	BENCHMARK	BELOW BENCHMARK	BELOW BENCHMARK	BELOW BENCHMARK
Proficient	Competent	Emerging	Limited	No Attempt
4	3	2	1	0

Scoring Definitions

BELOW BENCHMARK (No Attempt, Limited, or Emerging = 0, 1, or 2):

- Candidate did not complete or demonstrates limited or emerging knowledge/skills/experience in the area.
- Candidate has little or no understanding of the JPR(s).

BENCHMARK (Competent = 3):

- Candidate demonstrates most or all the knowledge/skills/experience in the area.
- Candidate understands the JPR(s). Required minimum mark for all questions except those in the Safety category.

ABOVE BENCHMARK (Proficient = 4):

- Candidate demonstrates extensive or in-depth knowledge/skills/experience in the area.
- Candidate is proficient in the JPR(s). Required minimum mark for all Safety category questions otherwise critical failure.



Part C: Resources

Information for meeting NFPA 1225, Chapter 5, 2022 Edition job performance requirements (JPRs) for PUBLIC SAFETY TELECOMMUNICATOR II is found in the following suggested resources:

1. National Fire Protection Association. (2021). *NFPA 1225, Standard for Emergency Services Communications, 2022 Edition*. National Fire Protection Association, Quincy, MA, 02269. 121 pp.
 - Refer to Chapter 5 regarding Public Safety Telecommunicator II (pages 17 - 18) and Annex A - Explanatory Material.
2. Association of Public-Safety Communications Officials (APCO) Institute. (2016). *Public Safety Telecommunicator 1 Canada Version: Seventh Edition*. APCO International, Daytona Beach, FL, 32114.
 - Refer to Modules 1 to 14 and Glossary.
3. Fire department's centre-specific Standard Operating Procedures (SOPs) or operating guidelines
 - Refer to available resources that pertain to your communications centre.
4. Mental Health Commission of Canada, *The Working Mind First Responders (TWMFR) Training Program*.
 - Refer to the Mental Health Commission of Canada's website under "Programs", accessible at: <https://theworkingmind.ca/working-mind-first-responders>
5. Fire department's policies, procedures and appropriate reference material regarding mental health.
 - Refer to other available resources (e.g., Employee and Family Assistance Program (EFAP), community mental health program, chaplain, Suicide Prevention Lifeline, individual(s) trained in emotional and behavioural health, peer support groups, etc.).



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RECEIVE REQUESTS FOR SERVICE

Standard for Emergency Services Communications

Successful completion of the practical skills in this section is necessary to fulfill the following job performance requirements (JPRs) of NFPA 1225, Chapter 5, 2022 Edition.

5.2.1 Description of Duty. To manage information from multiple sources requiring requests for services or assistance.

5.2.2 Monitor public safety radio systems, given equipment used by the agency, so that information requiring action by the Public Safety Telecommunicator II is identified.

5.2.3 Monitor electronic data systems, given equipment used by the agency, so that information requiring action by the Public Safety Telecommunicator II is identified.



Receive Requests for Service - NFPA 1225-2022, 5.2.1, 5.2.2 (B-1,2,3), 5.2.3 (B-1,2)

Monitor Public Safety Radio and Electronic Data Systems

Candidate's Name:

Skill Sheet #1

Skill Objective:

Monitor public safety radio and electronic data systems so that information requiring action by the Public Safety Telecommunicator II is identified.

Skill Procedure:

Given equipment used by their agency, the candidate shall perform the following in accordance with appropriate reference material and department policies/procedures in a 9-1-1 dispatch centre, training classroom, or equivalent setting.

Resources:

- APCO, Public Safety Telecommunicator 1 Canada Version: 7th Ed., Modules 8, 9, 10. and
Fire department's centre-specific Standard Operating Procedures (SOPs) or operating guidelines.

Assessment Methodology:

This is a combined psychomotor (skills) and process assessment. A rubric is included.

Items to be checked

Table with 3 columns: #, If the candidate:, Pass/Fail. Row 1: 1. Demonstrated action required for monitoring public safety radio systems, given equipment used by their agency: 5.2.1, 5.2.2 (B-1,2,3). Sub-rows: a) Operated radio equipment, b) Acted on necessary transmissions, c) Used effective listening abilities.

Skill Sheet #1 continued on next page



#	If the candidate:	Pass/Fail
2.	Demonstrated action required for monitoring electronic data systems, given equipment used by their agency (if applicable): 5.2.1, 5.2.3 (B-1,2)	
	a) Acted on necessary transmissions.	
	b) Used basic computer skills (mouse and keyboarding skills).	

Comments:

Scoring Continuum

ABOVE BENCHMARK	BENCHMARK	BELOW BENCHMARK	BELOW BENCHMARK	BELOW BENCHMARK
Proficient 4	Competent 3	Emerging 2	Limited 1	No Attempt 0

Scoring Rubric

Analysis Questions	Expected Responses	Score (0-4)
Note: Candidate must attain a 3 or 4 on all questions below to pass this skill.		
How would you monitor public safety radio systems, given equipment used by your agency, so that information requiring action is identified? 5.2.1, 5.2.2 (B-1,2,3)	<ul style="list-style-type: none"> Described working knowledge of all radio and CAD equipment: <ul style="list-style-type: none"> Radio CAD Electronic monitoring Follow departmental SOPs 	

Skill Sheet #1 continued on next page



Analysis Questions	Expected Responses	Score (0-4)
How would you differentiate between various audio stimuli? 5.2.2 (B-2)	<ul style="list-style-type: none">• Described the various audible cues available to their specific communications room:<ul style="list-style-type: none">○ Phones○ Radio○ Alarms○ Internal/external stimuli	
How would you monitor electronic data systems, given equipment used by your agency (if applicable), so that information requiring action is identified? 5.2.1, 5.2.3 (B-1,2)	<ul style="list-style-type: none">• Described, if applicable, any electronic data systems in use:<ul style="list-style-type: none">○ From ambulance○ From alarm monitoring companies	
How would you interpret various audio/visual symbols? 5.2.1, 5.2.3 (B-1,2)	<ul style="list-style-type: none">• Described all available audio/visual symbols:<ul style="list-style-type: none">○ Types of phone calls (e.g., 9-1-1 or non-emergency)○ Sound alerts (e.g., emergency vs. non-emergency)○ Visual cues (e.g., on phone lines)○ Wall monitors	

Comments:

Skill Sheet #1 continued on next page



PROCESS REQUESTS FOR SERVICE

Standard for Emergency Services Communications

Successful completion of the practical skills in this section is necessary to fulfill the following job performance requirements (JPRs) of NFPA 1225, Chapter 5, 2022 Edition:

5.2.4 Monitor alarm systems, given equipment used by the agency, so that information requiring action by the Public Safety Telecommunicator II is identified.

5.3.1 Description of Duty. Review and format data for dispatch or referral. Monitor status of resources and determine units for deployment.

5.3.2 Validate incident information, given a request for service, available resources, and agency policies, procedures, guidelines, and protocols, so that an appropriate response is determined and a resource allocation prepared.

5.3.3 Maintain location and status of units, given the resources available to the agency and utilizing the systems and equipment in the public safety communications center, so that the current availability, status, and safety of all deployable resources is known.

5.3.4 Categorize alarm information, given signals, messages, codes, and data, so that the information is properly interpreted in preparation for the allocation of resources.

5.3.5 Determine the priority of a service request, given information provided by other telecommunicators or field units and the agency policies, procedures, guidelines, and protocols, so that the priority of the request is defined.

5.3.6 Formulate a response, given the validated and prioritized request for service and the availability of deployable resources, so that the appropriate response is selected for the safety of responders.



Process Requests for Service - NFPA 1225-2022, 5.3.1, 5.3.3 (B-1,2),
5.3.5 (B-1,2)

Determine Priority of Service Request and Maintain Location and Status of Units

Candidate's Name:

Skill Sheet #2

Skill Objective:

Determine the priority of a service request so that the priority of the request is defined, and maintain location and status of units so that the current availability, status, and safety of all deployable resources is known.

Skill Procedure:

Given information provided by other telecommunicators or field units and the policies, procedures, guidelines, protocols, and equipment used by their agency, the candidate shall perform the following in accordance with appropriate reference material in a 9-1-1 dispatch centre, training classroom, or equivalent setting.

Resources:

- APCO, Public Safety Telecommunicator 1 Canada Version: 7th Ed., Modules 3, 8, 9, 11, 13.
and
- Fire department's centre-specific Standard Operating Procedures (SOPs) or operating guidelines.

Assessment Methodology:

This is a combined psychomotor (skills) and process assessment. A rubric is included.

Items to be checked

#	If the candidate:	Pass/Fail
1.	Used decision making skills to demonstrate correct prioritization of service request. 5.3.1, 5.3.5 (B-1,2)	

Skill Sheet #2 continued on next page



#	If the candidate:	Pass/Fail
2.	Operated communications centre systems and equipment correctly for maintaining location and status of units and personnel. 5.3.1, 5.3.3 (B-1,2)	

Comments:

Scoring Continuum

ABOVE BENCHMARK	BENCHMARK	BELOW BENCHMARK	BELOW BENCHMARK	BELOW BENCHMARK
Proficient 4	Competent 3	Emerging 2	Limited 1	No Attempt 0

Scoring Rubric

Analysis Questions	Expected Responses	Score (0-4)
Note: Candidate must attain a 3 or 4 on all questions below to pass this skill.		
How would you determine the priority of service request correctly, given the information provided and agency’s policies, procedures, guidelines and protocols? 5.3.1, 5.3.5 (B-1,2)	<ul style="list-style-type: none"> • Described priority levels for service requests: <ul style="list-style-type: none"> ○ Priority 1 Emergency - Given two (2) emergencies to prioritize correctly ○ Priority 2 Non-Emergency • Follow departmental SOPs 	

Comments:

Skill Sheet #2 continued on next page



Efficiency Questions	Expected Responses	Score (0-4)
Note: Candidate must attain a 3 or 4 on all questions below to pass this skill.		
<p>How would you maintain location and status of units and personnel? 5.3.1, 5.3.3 (B-1,2)</p>	<ul style="list-style-type: none"> • Described how the CAD system tracks and updates: <ul style="list-style-type: none"> ○ Location ○ Unit (e.g., on route, on location, returning) ○ Vehicle manning ○ Vehicle (e.g., in service, out of service) 	
<p>Comments:</p>		

SCENARIO:

Process a service request:

Receive update(s) from the scene, prioritize the request(s) and maintain unit status.

Candidate MUST demonstrate competency in each step listed in the psychomotor section, and complete all process section requirements to pass this skill.

Candidate's Grade: Pass Fail

Instructor's Signature: _____ Date: _____



Validate Incident Information and Formulate a Response

Candidate's Name:

Skill Sheet #3

Skill Objective:

Validate incident information so that an appropriate response is determined and a resource allocation prepared, and formulate a response so that the most appropriate response is selected and the safety of responders is considered.

Skill Procedure:

Given a request for service, available resources, policies, procedures, guidelines, protocols, and equipment used by their agency, along with a validated and prioritized request for service and the availability of deployable resources, the candidate will perform the following in accordance with appropriate reference material in a 9-1-1 dispatch centre, training classroom, or equivalent setting.

Resources:

- APCO, Public Safety Telecommunicator 1 Canada Version: 7th Ed., Modules 1, 5, 8, 9, 11, 13, Glossary.
and
- Fire department's centre-specific Standard Operating Procedures (SOPs) or operating guidelines.

Assessment Methodology:

This is a combined psychomotor (skills) and process assessment. A rubric is included.

Items to be checked

#	If the candidate:	Pass/Fail
1.	Located incident information from the following sources using equipment and resources specific to the agency: <i>5.3.1, 5.3.2 (B-1)</i>	
	a) Maps.	

Skill Sheet #3 continued on next page



#	If the candidate:	Pass/Fail
	b) GPS coordinates.	
	c) Incident data.	
2.	Refined the response, as needed, based on additional input using systems in the communication centre. 5.3.1, 5.3.6 (B-1)	

Comments:

Scoring Continuum

ABOVE BENCHMARK	BENCHMARK	BELOW BENCHMARK	BELOW BENCHMARK	BELOW BENCHMARK
Proficient 4	Competent 3	Emerging 2	Limited 1	No Attempt 0

Skill Sheet #3 continued on next page



Scoring Rubric

Analysis Questions	Expected Responses	Score (0-4)
Note: Candidate must attain a 3 or 4 on all questions below to pass this skill.		
Using the validated and prioritized request for service and policies, procedures, guidelines and protocols, how would you formulate an appropriate response? 5.3.1, 5.3.2 (B-1), 5.3.6 (B-1)	<ul style="list-style-type: none"> • Described how to determine an appropriate response to a request for service: <ul style="list-style-type: none"> ○ Consider available resources ○ Consider appropriate resources ○ Consider immediate and future safety ○ Consider other particulars of the response • Follow departmental SOPs 	

Comments:

SCENARIO:

1. Process a request for service so that available and appropriate resources are determined, the immediate and future safety of responders are accounted for and any other particulars of the response are identified.
2. Utilizing agency equipment and resources, locate the above verified incident on a map identifying the GPS coordinates.
3. For this same incident, act on the report from Incident Command so the response is modified appropriately.

Candidate MUST demonstrate competency in each step listed in the psychomotor section, and complete all process section requirements to pass this skill.

Candidate's Grade: Pass Fail

Instructor's Signature: _____ Date: _____



Receive and Process Requests for Service - NFPA 1225-2022,
5.2.4 (B-1,2,3), 5.3.4 (B-1,2,3)

Monitor Alarm Systems and Categorize Alarm Information

Candidate's Name:

Skill Sheet #4

Skill Objective:

Monitor alarm systems so that information requiring action by the Public Safety Telecommunicator II is identified, and categorize alarm information so that the information is properly interpreted in preparation for the allocation of resources.

Skill Procedure:

Given signals, messages, codes, data, and equipment used by the agency, the candidate shall perform the following in accordance with appropriate reference material and department policies/procedures in a 9-1-1 dispatch centre, training classroom, or equivalent setting.

Resources:

- APCO, Public Safety Telecommunicator 1 Canada Version: 7th Ed., Module 11. and
- Fire department's centre-specific Standard Operating Procedures (SOPs) or operating guidelines.

Assessment Methodology:

This is a combined psychomotor (skills) and process assessment. A rubric is included.

Items to be checked

#	If the candidate:	Pass/Fail
1.	Performed the following during the categorization of alarm information: <i>5.3.4 (B-1,2,3)</i>	
	a) Demonstrated basic computer skills (e.g. mouse and keyboarding skills).	
	b) Demonstrated the required action for processing an audible alarm or other audio-visual stimuli in the communications centre.	

Skill Sheet #4 continued on next page



Comments:

Scoring Continuum

ABOVE BENCHMARK	BENCHMARK	BELOW BENCHMARK	BELOW BENCHMARK	BELOW BENCHMARK
Proficient 4	Competent 3	Emerging 2	Limited 1	No Attempt 0

Scoring Rubric

Analysis Questions	Expected Responses	Score (0-4)
Note: Candidate must attain a 3 or 4 on all questions below to pass this skill.		
What are some examples of information the Communicator is required to interpret during the monitoring of alarm systems, when information requiring action is identified? 5.2.4 (B-1,2,3)	<ul style="list-style-type: none"> • Gave examples of different audio/visual stimuli: <ul style="list-style-type: none"> ○ Described various different alarms ○ Described incoming information 	
How would you categorize alarm information so that information from multiple audio-visual stimuli is properly differentiated, in preparation for the allocation of resources? 5.3.4 (B-1,2,3)	<ul style="list-style-type: none"> • Described specific audio/visual cues: <ul style="list-style-type: none"> ○ List ○ Categorize ○ Prioritize • Follow departmental SOPs 	

Comments:

Skill Sheet #4 continued on next page



DISSEMINATE REQUESTS FOR SERVICE

Standard for Emergency Services Communications

Successful completion of the practical skills in this section is necessary to fulfill the following job performance requirements (JPRs) of NFPA 1225, Chapter 5, 2022 Edition:

5.4.1 Transmit and relay information or data to field units or other resources, given a request for service, that results in a notification for the response.

5.4.2 Initiate deployment of response units, given the validated and prioritized request for service and the agencies' telecommunications equipment, so that service request information is conveyed to units designated for response.

5.4.3 Relay service request information, given available resources and telecommunications equipment, so that all pertinent information is communicated to all responding units and agencies.

5.4.4 Gather supplemental information, given a service request, so that the current information is evaluated, prioritized, and relayed to response units or other personnel and agencies as needed.

5.4.5 Activate the community emergency action plan, given data indicating the likelihood or onset of a critical situation beyond the normal scope of operations, so that the implementation is timely and in accordance with agency policies, procedures, guidelines, and protocols.

5.4.6 Activate the public safety communication center emergency action plan, given internal emergency and agency policies, procedures, guidelines, and protocols, so that the integrity of the communications system is maintained and the safety of communications center personnel is achieved.



Disseminate Requests for Service - NFPA 1225-2022, 5.4.1 (B-1,2),
5.4.2 (B-1,2,3,4,5)

Transmit and Relay Information or Data to Initiate Deployment of Response Units

Candidate's Name:

Skill Sheet #5

Skill Objective:

Transmit and relay information or data to initiate deployment of response units so that service request information is conveyed to units designated for response.

Skill Procedure:

Given the validated and prioritized request for service and the agency's telecommunications equipment, the candidate will perform the following in accordance with appropriate reference material and department policies/procedures in a 9-1-1 dispatch centre, training classroom, or equivalent setting.

Communication centre operator must demonstrate operation of all telecommunication devices and disseminate appropriate information to service requester.

Resources:

- APCO, Public Safety Telecommunicator 1 Canada Version: 7th Ed., Modules 8, 9, 12, Glossary.
and
- Fire department's centre-specific Standard Operating Procedures (SOPs) or operating guidelines.

Assessment Methodology:

This is a psychomotor (skills) assessment.

Items to be checked

#	If the candidate:	Pass/Fail
1.	Initiated, transmitted and relayed information or data for the deployment of response units by operating equipment and systems (e.g. telecommunications equipment, PA system, IP system, data terminals). 5.4.1 (B-1,2), 5.4.2 (B-1,2,3,4,5)	

Skill Sheet #5 continued on next page



#	If the candidate:	Pass/Fail
2.	Demonstrated proper voice control (e.g. balanced tone, modulation, volume, and inflection) throughout the process. <i>5.4.1 (B-1,2), 5.4.2 (B-1,2,3,4,5)</i>	

Comments:

SCENARIO:

Given the validated and prioritized request for service, initiate deployment of response units.

Candidate MUST demonstrate competency in each step listed to pass this skill.

Candidate's Grade: Pass Fail

Instructor's Signature: _____ Date: _____



Disseminate Requests for Service - NFPA 1225-2022, 5.4.3 (B-1,2),
5.4.4 (B-1,2,3)

Relay Service Request Information and Gather Supplemental Information

Candidate's Name:

Skill Sheet #6

Skill Objective:

Relay service request information so that all pertinent information is communicated to all responding units and agencies, and gather supplemental information so that current information is evaluated, prioritized, and relayed to response units or other personnel and agencies as needed.

Skill Procedure:

Given a service request, available resources and telecommunications equipment used by their agency, the candidate shall perform the following in accordance with appropriate reference material and department policies/procedures in a 9-1-1 dispatch centre, training classroom, or equivalent setting.

Resources:

- APCO, Public Safety Telecommunicator 1 Canada Version: 7th Ed., Modules 9, 11, 12, 13.
and
- Fire department's centre-specific Standard Operating Procedures (SOPs) or operating guidelines.

Assessment Methodology:

This is a psychomotor (skills) assessment.

Items to be checked

#	If the candidate:	Pass/Fail
1.	Used validated and prioritized request for service and the agencies' telecommunications equipment to initiate the deployment of response units, while conveying information that is: 5.4.3 (B-1,2)	
	a) Accurate	

Skill Sheet #6 continued on next page



#	If the candidate:	Pass/Fail
	b) Prioritized	
	c) Pertinent	
	d) Timely	
	e) Verified	
2.	Demonstrated proper voice control (e.g. balanced tone, modulation, volume, and inflection) throughout the process. 5.4.3 (B-1,2)	
3.	Operated telecommunications equipment correctly. 5.4.3 (B-1,2)	
4.	Collected supplemental information on a service request using applicable resources (e.g. printed and electronic reference materials, databases, safety plan). 5.4.4 (B-1,2,3)	
5.	Utilized and relayed supplemental information to response units or other personnel and agencies, as needed: 5.4.4	
	a) Evaluated information.	
	b) Prioritized information.	
	c) Relayed information.	

Comments:

Skill Sheet #6 continued on next page



SCENARIO:

1. Demonstrate and/or describe how to process a request for service so that the accurate deployment of units is accomplished.
2. Demonstrate and/or describe how to gather and relay supplemental information.

Candidate MUST demonstrate competency in each step listed to pass this skill.

Candidate's Grade: Pass Fail

Instructor's Signature: _____ Date: _____



Disseminate Requests for Service - NFPA 1225-2022, 5.4.4 (B-3),
5.4.5 (B-1,2,3)

Activate the Community Emergency Action Plan

Candidate's Name:

Skill Sheet #7

Skill Objective:

Describe how your community emergency action plan is activated so that the implementation is timely and in accordance with agency policies, procedures, guidelines, and protocols.

Skill Procedure:

Given data indicating the likelihood or onset of a critical situation beyond the normal scope of operations (e.g. major fire, mass casualty incidents, weapons of mass destruction, and man-made or natural disasters) and equipment used by their agency, the candidate shall perform the following in accordance with appropriate reference material and department policies/procedures in a 9-1-1 dispatch centre, training classroom, or equivalent setting.

Resources:

- APCO, Public Safety Telecommunicator 1 Canada Version: 7th Ed., Modules 1, 9, 11, 12, 13.
and
- Fire department's centre-specific Standard Operating Procedures (SOPs) or operating guidelines.

Assessment Methodology:

This is a psychomotor (skills) assessment.

Items to be checked

#	If the candidate:	Pass/Fail
1.	Demonstrated or described how the community emergency action plan is successfully activated in accordance with agency policies, procedures, guidelines, and protocols. 5.4.4 (B-3), 5.4.5	

Skill Sheet #7 continued on next page



#	If the candidate:	Pass/Fail
2.	Utilized all applicable resources (e.g. printed and electronic reference materials, databases, community emergency action plan). 5.4.5 (B-1,2,3)	

Comments:

SCENARIO:

A local emergency scenario requiring initiation and use of a community emergency action plan.

Candidate MUST demonstrate competency in each step listed to pass this skill.

Candidate's Grade: Pass Fail

Instructor's Signature: _____ Date: _____



Disseminate Requests for Service - NFPA 1225-2022, 5.4.6 (B-1)

*Activate the Public Safety Communication Center
Emergency Action Plan*

Candidate's Name:

Skill Sheet #8

Skill Objective:

Activate the public safety communication center emergency action plan so that the integrity of the communications system is maintained and the safety of center personnel is achieved.

Skill Procedure:

Given internal emergency and agency policies, procedures, guidelines, protocols, and equipment used by their agency, the candidate shall perform the following in accordance with appropriate reference material in a 9-1-1 dispatch centre, training classroom, or equivalent setting.

Resources:

- APCO, Public Safety Telecommunicator 1 Canada Version: 7th Ed., Modules 8, 13. and
- Fire department's centre-specific Standard Operating Procedures (SOPs) or operating guidelines.

Assessment Methodology:

This is a psychomotor (skills) assessment.

Items to be checked

#	If the candidate:	Pass/Fail
1.	Demonstrated or described how to initiate the communications centre emergency action plan through use of internal agency policies, procedures, guidelines, and protocols. 5.4.6	

Skill Sheet #8 continued on next page



#	If the candidate:	Pass/Fail
2.	Demonstrated the use of predetermined mitigation and evacuation plans: <i>5.4.6 (B-1)</i>	
	a) Maintained the basic integrity of the communications system.	
	b) Maintained/achieved safety of personnel.	

Comments:

SCENARIO:

An event requiring evacuation of the public safety communication centre.

Candidate MUST demonstrate competency in each step listed to pass this skill.

Candidate's Grade: Pass Fail

Instructor's Signature: _____ Date: _____



FELLOW EMPLOYEE EXHIBITING SIGNS AND SYMPTOMS OF EMOTIONAL AND BEHAVIOURAL DISTRESS

Standard for Emergency Services Communications

Successful completion of the practical skills in this section is necessary to fulfill the following job performance requirements (JPRs) of NFPA 1225, Chapter 5, 2022 Edition:

5.5.1 Identify signs and symptoms of emotional and behavioral health distress of an individual in crisis, given an individual exhibiting signs and symptoms of emotional and behavioral health distress in a peer setting and policies and procedures to be initiated with an awareness level education in emotional and behavioral health distress so that the emotional or behavioral health distress issue is recognized, confidentiality is maintained within the guidelines of the AHJ, communication is open, nonjudgmental awareness is retained, a department or community-based program is made accessible, and assistance is offered or an appropriate referral is initiated.



Recognize Employee Distress - NFPA 1225-2022, 5.5.1 (B-1,2,3,4,5,6,7)

Identify Signs and Symptoms of Emotional or Behavioural Health Distress of an Individual in Crisis

Candidate's Name:

Skill Sheet #9

Skill Objective:

Identify signs and symptoms of emotional and behavioural health distress of an individual in crisis, so that the emotional or behavioural health distress issue is recognized, confidentiality is maintained within the guidance of the AHJ, communication is open, nonjudgmental awareness is retained, department or community-based program is made accessible, and assistance is offered or an appropriate referral is initiated.

Skill Procedure:

Given an individual exhibiting signs and symptoms of mental and physical stress in a peer setting, and policies and procedures to be initiated with an awareness level education in mental and physical stress, the candidate will perform the following in accordance with appropriate reference material used by the agency.

Resources:

- APCO, Public Safety Telecommunicator 1 Canada Version: 7th Ed., Module 14. and
- Mental Health Commission of Canada, The Working Mind First Responders (TWMFR) Training Program.
- Fire department's policies, procedures and appropriate reference material regarding mental health.

Assessment Methodology:

This is a process assessment. A rubric is included.

Scoring Continuum

ABOVE BENCHMARK	BENCHMARK	BELOW BENCHMARK	BELOW BENCHMARK	BELOW BENCHMARK
Proficient 4	Competent 3	Emerging 2	Limited 1	No Attempt 0

Skill Sheet #9 continued on next page



Scoring Rubric

Analysis Questions	Expected Responses	Score (0-4)
Note: Candidate must attain a 3 or 4 on all questions below to pass this skill.		
<p>What are at least three (3) examples of signs and symptoms of mental and physical stress of an employee in crisis? What actions would you take in this situation?</p> <p>5.5.1</p>	<ul style="list-style-type: none"> • Examples of signs and symptoms may include, but are not limited to: <ul style="list-style-type: none"> ○ Mental stress: <ul style="list-style-type: none"> * Headaches. * Sleep disturbances. * Short temper. * Job dissatisfaction. * Low morale. * Difficulty concentrating. * Impatient. * Hypersensitive. * Not engaged. * Aggressive. * Etc. ○ Physical stress: <ul style="list-style-type: none"> * Soreness (body aches). * Indigestion. * Headaches. * Weight gain. * Sleeplessness. * Feeling physically exhausted. * Aggressive. * Change in personal appearance. * Substance abuse. * Etc. • Actions to take may include, but are not limited to: <ul style="list-style-type: none"> ○ Notifying your supervisor. ○ Offering assistance. ○ Remaining non-judgmental. ○ Initiating appropriate referral. ○ Ensuring confidentiality. ○ Etc. • Follow departmental SOPs. 	

Skill Sheet #9 continued on next page



Comments:

Communication Questions	Expected Responses	Score (0-4)
Note: Candidate must attain a 3 or 4 on all questions below to pass this skill.		
<p>What are some examples of how to interact with an employee who may be experiencing signs of mental or physical stress? 5.5.1 (B-1)</p>	<ul style="list-style-type: none"> • Examples of how to interact with an employee may include, but are not limited to: <ul style="list-style-type: none"> ○ Active listening. ○ Empathizing. ○ Offering assistance. ○ Being discreet. ○ Etc. • Follow departmental SOPs. 	
<p>What are some ways of demonstrating the use of empathic and listening skills and other appropriate ways of responding to the employee? 5.5.1 (B-2)</p>	<ul style="list-style-type: none"> • Examples of various listening skills may include, but are not limited to: <ul style="list-style-type: none"> ○ Acknowledging the person’s perspective. ○ Maintaining eye contact. ○ Removing distractions. ○ Keeping an open mind. ○ Active listening. ○ Not interrupting or offering unsolicited advice. ○ Identifying unconscious bias. ○ Waiting for a pause to ask clarifying questions. ○ Giving regular feedback. ○ Paying attention to non-verbal cues. ○ Etc. <p><i>Continued</i></p>	

Skill Sheet #9 continued on next page



Communication Questions	Expected Responses	Score (0-4)
	<ul style="list-style-type: none"> • Examples of empathy may include, but are not limited to: <ul style="list-style-type: none"> ○ Trying to understand what the other person is feeling. ○ Being a sounding board without judgment or needing to respond ○ Etc. • Follow departmental SOPs. 	
<p>What are at least three (3) examples of available resources that you could refer the employee to for obtaining assistance from your agency?</p> <p><i>5.5.1 (B-3,4,5,6,7)</i></p>	<ul style="list-style-type: none"> • Examples of available resources may include, but are not limited to: <ul style="list-style-type: none"> ○ Employee and Family Assistance Program (EFAP). ○ Community mental health program. ○ Chaplain. ○ Suicide Prevention Lifeline. ○ Individual(s) trained in emotional and behavioural health. ○ Peer support groups. ○ Etc. • Follow departmental SOPs. 	

Comments:

SCENARIO:

A fellow employee is exhibiting signs and symptoms of mental and physical stress. Describe how you would address the situation?

Candidate MUST complete all process section requirements to pass this skill.

Candidate's Grade: Pass Fail

Instructor's Signature: _____ Date: _____