



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

Public Safety Telecommunicator I
NFPA 1225, Chapter 4, 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 I

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., 4.3.1) 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 I 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 I, each candidate will be assessed on three (3) of the eleven (11) 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 eleven (11) 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 #1: Secure Communications with the Service Requester.

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 #11: 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 #6: Determine Incomplete, Conflicting, or Inconclusive Information or Data.

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 4	Competent 3	Emerging 2	Limited 1	No Attempt 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 4, 2022 Edition job performance requirements (JPRs) for PUBLIC SAFETY TELECOMMUNICATOR I 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 4 regarding Public Safety Telecommunicator I (pages 15 - 17) 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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RECEIVING 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 4, 2022 Edition:

4.3.1 Description of Duty. To process any request for public safety services.

4.3.2 Establish secure communications with the service requester, given a communication device, a means of collecting information, and a work station, so that a communication link with the requester is achieved.

4.3.3 Collect pertinent information, given a request for service, so that accurate information regarding the request is obtained.

4.3.4 Utilize nonverbal communications, given a request for service through a communications device, so that accurate information regarding the request is obtained.



Receiving Requests for Service - NFPA 1225-2022, 4.3.1, 4.3.2 (B-1,2)

Secure Communications with the Service Requester

Candidate's Name:

Skill Sheet #1

Skill Objective:

Secure communications with the service requester so that a communication link with the requester is achieved.

Skill Procedure:

Given a communication device, a means of collecting information, and a work station with 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 2, 3, 4. 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.	Secured a communication link with the service requester: 4.3.1, 4.3.2 (B-2)	
	a) Operated telephone or other communication device appropriately.	
	b) Demonstrated professional verbal and listening skills.	
	c) Obtained accurate information from the service requester.	

Skill Sheet #1 continued on next page



#	If the candidate:	Pass/Fail
2.	Operated and performed basic troubleshooting of telephone or other communications systems or device: <i>4.3.1, 4.3.2 (B-1)</i>	
	a) Demonstrated troubleshooting procedure where established communications link has been lost.	

Comments:**SCENARIO:**

A 9-1-1 request for service is received.

1. Demonstrate and/or describe how you would secure communication, collect and document information accurately?
2. Demonstrate and/or describe your procedure if there was a loss of communication with the service requester, and how you would troubleshoot and attempt to re-establish communication with the service requester?

Candidate MUST demonstrate competency in each step listed to pass this skill.Candidate's Grade: ☐ Pass ☐ Fail

Instructor's Signature: _____ Date: _____

**Receiving Requests for Service - NFPA 1225-2022, 4.3.1, 4.3.2 (B-2), 4.3.3 (B-1,2)*****Collect Pertinent Information*****Candidate's Name:****Skill Sheet #2****Skill Objective:**

Collect pertinent information so that accurate information regarding the request is obtained.

Skill Procedure:

Given a request for service 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, 2, 3, 4, 6, 8.
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.	Secured a communication link with the service requester: <i>4.3.1, 4.3.2 (B-2)</i>	
	a) Operated telephone or other communication device appropriately.	
2.	Obtained nature of the service request (Fire, Medical, Rescue, Other): <i>4.3.1, 4.3.3 (B-1,2)</i>	
	a) Controlled the conversation.	

Skill Sheet #2 continued on next page



#	If the candidate:	Pass/Fail
	b) Utilized established questioning techniques.	
	c) Demonstrated active listening techniques.	

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

Communication Questions	Expected Responses	Score (0-4)
Note: Candidate must attain a 3 or 4 on all questions below to pass this skill.		
What is the process for securing a communication link with the service requester? 4.3.2 (B-2)	• Described knowledge of their communications system: ○ Answer promptly. ○ Control the conversation. ○ Ask pertinent questions. ○ Maintain and update CAD system.	

Skill Sheet #2 continued on next page



Communication Questions	Expected Responses	Score (0-4)
What pertinent information should be collected, given a request for service, so that accurate information regarding the request is obtained? 4.3.1, 4.3.3 (B-1,2)	• Described required information: ○ Address of emergency. ○ Nature of emergency. ○ Name and phone # of caller. ○ Injuries of people involved (Ask if anyone was hurt). ○ Number of people involved. ○ Safety of people involved (Ask if everybody is safe). ○ Any other pertinent information. • Follow departmental SOPs.	
Comments:		

SCENARIO:

A request is received from a frantic caller. Demonstrate and/or describe how you would obtain information and control the call?

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: _____



Receiving Requests for Service - NFPA 1225-2022, 4.3.1, 4.3.4 (B-1)

Utilize Non-Verbal Communications through a Communications Device

Candidate's Name:

Skill Sheet #3

Skill Objective:

Utilize non-verbal communications so that accurate information regarding the request is obtained.

Skill Procedure:

Given a request for service through a communications device and equipment used by their agency, the candidate shall demonstrate OR explain 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 5, 6. 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 and/or described the procedure for utilizing non-verbal communications through the use of ONE of the following devices available: a) Alarm monitoring equipment (visual and/or audio) b) Fax machine c) Alarm detection system d) Computer interface e) Telecommunications devices for the deaf and hard of hearing or speech impaired 4.3.1, 4.3.4 (B-1)	

Skill Sheet #3 continued on next page



Comments:

SCENARIO:

A non-verbal 9-1-1 request for service is received. Demonstrate and/or describe how non-verbal requests for service are processed?

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

Candidate's Grade: ☐ Pass ☐ Fail

Instructor's Signature: _____ Date: _____



PROCESSING 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 4, 2022 Edition:

4.3.2 Establish secure communications with the service requester, given a communication device, a means of collecting information, and a work station, so that a communication link with the requester is achieved.

4.4.1 Description of Duty. Prepare data for dispatch or referral by evaluating, categorizing, formatting, and documenting the incident per established policies, procedures, or protocols.

4.4.2 Prepare records of public safety services requests, given agency policies, procedures, guidelines, and resources, so that the record is correct, complete, and concise.

4.4.3 Utilize information provided by a service requester, given the policies, procedures, and guidelines of the agency, so that the request is accurately categorized and prioritized.

4.4.4 Determine incomplete, conflicting, or inconclusive information or data, given agency policies, procedures, guidelines, protocols, and resources, so that an allocation of resources is selected.

4.4.5 Notify correct personnel about addition, deletion, and correction of data, given agency policies, procedures, guidelines, and protocols, so that documents, files, databases, maps, and resource lists are accurately maintained.



**Processing Requests for Service - NFPA 1225-2022, 4.3.2 (B-2), 4.4.1,
4.4.2 (B-1,2,3,4,5,6,7)**

Prepare Records of Public Safety Services Requests

Candidate's Name:

Skill Sheet #4

Skill Objective:

Prepare records of public safety services requests so that the record is correct, complete, and concise.

Skill Procedure:

Given policies, procedures, guidelines, resources, 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 1, 2, 3, 4, 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.	Secured a communication link with the service requester: 4.3.2 (B-2)	
	a) Operated telephone or other communication device appropriately.	
	b) Demonstrated professional verbal and listening skills.	
	c) Obtained accurate information from the service requester.	

Skill Sheet #4 continued on next page



#	If the candidate:	Pass/Fail
2.	Demonstrated the following using computer-based methods to prepare records of public safety services requests: 4.4.1, 4.4.2 (B-1,2,3,4,5,6)	
	a) Basic language and writing skills (e.g. grammar and spelling).	
	b) Basic computer skills.	
	c) Mouse, keyboarding, and typing skills.	
3.	Demonstrated the following using paper-based methods to prepare records of public safety services requests: 4.4.1, 4.4.2 (B-1,2,7)	
	a) Basic language and writing skills (e.g. grammar and spelling).	
	b) Legible handwriting.	
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 #4 continued on next page



Scoring Rubric

Communication Questions	Expected Responses	Score (0-4)
Note: Candidate must attain a 3 or 4 on all questions below to pass this skill.		
What is the process for securing a communication link with the service requester? 4.3.2 (B-2)	• Described knowledge of their communications system: ○ Answer promptly. ○ Control the conversation. ○ Ask pertinent questions. • Follow departmental SOPs.	
Comments:		

Efficiency 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 generate records of public safety service requests by processing requests for service using computer-based methods ? 4.4.1, 4.4.2 (B-1,2,3,4,5,6)	• Described knowledge of information needed for proper CAD records input: ○ Maintain and update CAD system as needed (e.g., Address of incident, type of incident, name and phone number of caller, etc.).	
How would you generate records of public safety service requests by processing requests for service using paper-based methods ? 4.4.1, 4.4.2 (B-1,2,7)	• Described knowledge of required information needed: ○ Record on paper required information normally recorded in the CAD (e.g., Address of incident, type of incident, name and phone number of caller, etc.).	

Skill Sheet #4 continued on next page



Efficiency Questions	Expected Responses	Score (0-4)
How would you obtain accurate information from the call and input it correctly into the CAD so that the record is correct, complete, and concise? 4.3.2 (B-2), 4.4.1, 4.4.2 (B-1,2,7)	• Described proper listening skills: ○ Control the conversation. ○ Ask pertinent questions. • Described how to enter information into the CAD system: ○ Address, emergency type, caller name and number, etc.	
Comments:		

SCENARIO:

A request for service is received.

1. Demonstrate and/or describe how you would process the request, obtain accurate information and input or document the information correctly **using computer-based methods?**
2. Demonstrate and/or describe how you would process the request, obtain accurate information and input or document the information correctly **using paper-based methods?**

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: _____



Processing Requests for Service - NFPA 1225-2022, 4.4.3 (B-1)

Utilize, Categorize and Prioritize Information

Candidate's Name:

Skill Sheet #5

Skill Objective:

Utilize information provided by a service requester so that the request is accurately categorized and prioritized.

Skill Procedure:

Given policies, procedures, guidelines, 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, 7, 8, 11 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.	Utilized information from service requester to categorize service requests correctly: 4.4.3 (B-1)	
	a) Fire.	
	b) Medical.	
	c) Rescue.	
	d) Other.	

Skill Sheet #5 continued on next page



#	If the candidate:	Pass/Fail
2.	Utilized information to identify potential threats, risks, or hazards with service requests received. 4.4.3 (B-1)	
3.	Utilized information to prioritize service requests correctly (i.e. high or low). 4.4.3 (B-1)	

Comments:

SCENARIO:

Upon receiving requests for service for a fire, a medical, a rescue, and other:

1. Obtain the information and categorize the service requests.
2. Identify the potential threats, risks, or hazards with the service requests.
3. Obtain the information and prioritize the service requests.

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

Candidate's Grade: ☐ Pass ☐ Fail

Instructor's Signature: _____ Date: _____



Processing Requests for Service - NFPA 1225-2022, 4.3.2 (B-2), 4.4.4 (B-1,2)

Determine Incomplete, Conflicting, or Inconclusive Information or Data

Candidate's Name:

Skill Sheet #6

Skill Objective:

Determine incomplete, conflicting, or inconclusive information or data so that an allocation of resources is selected.

Skill Procedure:

Given policies, procedures, guidelines, protocols, resources, 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 1, 2, 3, 4, 7, 8.
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.	Secured a communication link with the service requester: 4.3.2 (B-2)	
	a) Operated telephone or other communication device appropriately.	
	b) Demonstrated professional verbal and listening skills.	
	c) Obtained accurate information from the service requester.	

Skill Sheet #6 continued on next page



#	If the candidate:	Pass/Fail
2.	Used and applied the following: 4.4.4 (B-1,2)	
	a) Maps, chart reading.	
	b) GPS system to existing maps.	
	c) Resource lists.	

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

Communication Questions	Expected Responses	Score (0-4)
Note: Candidate must attain a 3 or 4 on all questions below to pass this skill.		
What is the process for securing a communication link with the service requester? 4.3.2 (B-2)	- Described the agency's different means of receiving service requests: - Telephone. - Remote alarms (monitoring companies). - Direct into the CAD. - Follow departmental SOPs.	

Skill Sheet #6 continued on next page

**Comments:**

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 assess and evaluate requests for service that have incomplete, conflicting, or inconclusive information or data? 4.4.4	• Described various means for acquiring accurate information from the service requester: ○ Incomplete. ○ Conflicting. ○ Inconclusive. • Follow departmental SOPs.	

Comments:

Efficiency 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 correctly interpret information from the following in order to allocate an appropriate response and resources? a) Maps, chart reading. b) GPS system to existing maps. c) Resource lists. 4.4.4 (B-1,2)	• Described use of available resources: ○ Maps. ○ Charts. ○ GPS systems. ○ Software. ○ Internet. ○ Etc. • Follow departmental SOPs.	

Skill Sheet #6 continued on next page



Comments:

SCENARIO:

A request for service is received that has incomplete, conflicting, or inconclusive information or data.

In order to allocate appropriate response and resources:

1. Demonstrate and/or describe how you would locate the incident on a map or chart using available tools?
2. Demonstrate and/or describe how you can view the incident using any GPS method available?
3. Demonstrate and/or describe any other resources in your centre that may assist in finding the location?

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: _____



Processing Requests for Service - NFPA 1225-2022, 4.4.5 (B-1,2,3)

Notify Correct Personnel about Addition, Deletion, and Correction of Data

Candidate's Name:

Skill Sheet #7

Skill Objective:

Notify correct personnel about addition, deletion, and correction of data so that documents, files, databases, maps, and resource lists are accurately maintained.

Skill Procedure:

Given 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, 4, 8. 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.	Notified correct personnel of the following revisions to documents, files, databases, maps, and resource lists: 4.4.5	
	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).	

Skill Sheet #7 continued on next page



#	If the candidate:	Pass/Fail
2.	Demonstrated the following during the addition, deletion, and correction of data: 4.4.5 (B-1,2,3)	
	a) Basic writing skills (e.g. Correct grammar and spelling, condensing of information).	
	b) Legible handwriting.	
	c) Basic computer skills (e.g. Mouse and keyboarding skills).	

Comments:

Skill Sheet #7 continued on next page



Scoring Continuum

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

Scoring Rubric

Communication Questions	Expected Responses	Score (0-4)
Note: Candidate must attain a 3 or 4 on all questions below to pass this skill.		
What is the process for updating and maintaining documents, files, databases, maps, and resource lists? 4.4.5	• Described methods to maintain and upgrade various data: ○ Additions (e.g., new fire hydrant). ○ Deletions (e.g., remove name from contact list). ○ Corrections (e.g., update phone number). ○ Notifications (e.g., street closure). • Follow departmental SOPs.	
Comments:		

Skill Sheet #7 continued on next page



SCENARIO:

The Communicator shall:

1. Demonstrate and/or describe how to maintain accuracy of data, including addition, deletion, and correction of documents, files, databases, maps and resource lists.
2. Demonstrate and/or describe required notifications for 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?

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: _____



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 4, 2022 Edition:

4.3.2 Establish secure communications with the service requester, given a communication device, a means of collecting information, and a work station, so that a communication link with the requester is achieved.

4.5.1 Relay instructions, information, and directions to the service requester, given agency policies, procedures, guidelines, and protocols, so that information appropriate to the incident is consistent with agency policies, procedures, guidelines, and protocols, and results in resolution, referral, or response.

4.5.2 Relay information to other public safety telecommunications personnel or entities, given processed data, so that accurate information regarding the request for service is provided.

4.5.3 Respond to requests for information, given an inquiry from the public or the media, so that the policies, procedures, and guidelines are followed.



**Disseminate Requests for Service - NFPA 1225-2022, 4.3.2 (B-2),
4.5.1 (B-1,2,3,4)**

Relay Instructions, Information, and Directions to Service Requester

Candidate's Name:

Skill Sheet #8

Skill Objective:

Relay instructions, information, and directions to the service requester so that information appropriate to the incident is consistent with agency policies, procedures, guidelines, and protocols, and results in resolution, referral, or response.

Skill Procedure:

Given 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 1, 2, 3, 4, 12. 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.	Secured a communication link with the service requester: 4.3.2 (B-2)	
	a) Operated telephone or other communication device appropriately.	
	b) Demonstrated professional verbal and listening skills.	
	c) Obtained accurate information from the service requester.	

Skill Sheet #8 continued on next page



#	If the candidate:	Pass/Fail
2.	Relayed instructions, information, and directions to the service requester by operating telecommunication devices and disseminating information: <i>4.5.1 (B-1,2,3,4)</i>	
	a) Demonstrated voice control (e.g. 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.	

Comments:**SCENARIO:**

A 9-1-1 service request is received.

1. What pre-arrival instructions would be applicable?
2. What additional agencies may be required?

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, 4.5.2 (B-1,2,3)

*Relay Information to other Public Safety Telecommunications Personnel
or Entities*

Candidate's Name:

Skill Sheet #9

Skill Objective:

Relay information to other public safety telecommunications personnel or entities so that accurate information regarding the request for service is provided.

Skill Procedure:

Given processed data 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, 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.	Relayed proper information to other Communicators or entities (e.g. hazards, directions or location, etc.). 4.5.2	
2.	Demonstrated the following during the relay of information: 4.5.2 (B-1,2,3)	
	a) Voice control (e.g. maintained balanced tone, modulation, volume, and inflection while communicating) throughout the process.	

Skill Sheet #9 continued on next page



#	If the candidate:	Pass/Fail
	b) Verbal skills	
	c) Basic computer skills (e.g. Mouse and keyboarding skills)	

Comments:**SCENARIO:**

A request for service is received. After information is obtained from the requester:

1. Demonstrate and/or describe the process taken to relay all proper information to the person performing dispatching duties.
2. Demonstrate and/or describe the procedure when updated information is received for the request for service.

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 1061-2018, 4.3.2 (B-2), 4.5.3 (B-1)

Respond to Requests for Information

Candidate's Name:

Skill Sheet #10

Skill Objective:

Respond to requests for information so that the policies, procedures, and guidelines are followed.

Skill Procedure:

Given an inquiry from the public or the media 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, 2, 3, 4, 12. 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.	Secured a communication link with the service requester: 4.3.2 (B-2)	
	a) Operated telephone or other communication device appropriately.	
	b) Demonstrated professional verbal and listening skills.	
	c) Obtained accurate information from the service requester.	

Skill Sheet #10 continued on next page



#	If the candidate:	Pass/Fail
2.	Demonstrated professionalism when responding to requests for information from the media or general public/citizens. 4.5.3 (B-1)	
	a) Verbal skills.	
	b) Written skills (e.g. correct grammar and spelling, condensing information, etc.).	

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

Communication Questions	Expected Responses	Score (0-4)
Note: Candidate must attain a 3 or 4 on all questions below to pass this skill.		
What is the process for securing a communication link with the service requester? 4.3.2 (B-2)	- Described the agency's various means of receiving service requests: - Telephone. - Remote alarms (monitoring companies). - Direct into the CAD. - Follow departmental SOPs.	

Skill Sheet #10 continued on next page



Communication Questions	Expected Responses	Score (0-4)
How would you respond to requests for information in a professional manner in accordance with departmental policies, procedures, and guidelines? <i>4.5.3 (B-1)</i>	• Described the responses to requests for information: ○ From the media. ○ From the general public/citizens (e.g. family member). • Follow departmental SOPs.	
Comments:		

SCENARIO:

How do you respond to requests for information in a professional manner in accordance with departmental policies, procedures, and guidelines, regarding:

1. The media?
2. The general public/citizens (e.g. family member)?

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: _____



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 4, 2022 Edition:

4.6.1 Identify signs and symptoms of emotional and behavioural health distress of an individual in crisis, given an individual exhibiting signs and symptoms of emotional and behavioural health distress in a peer setting and policies and procedures to be initiated with an awareness level education in emotional and behavioural health distress, 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, 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, 4.6.1 (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 #11

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 #11 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.		
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? 4.6.1	• Examples of signs and symptoms may include, but are not limited to: ○ Mental stress: * Headaches. * Sleep disturbances. * Short temper. * Job dissatisfaction. * Low morale. * Difficulty concentrating. * Impatient. * Hypersensitive. * Not engaged. * Aggressive. * Etc. ○ Physical stress: * Soreness (body aches). * Indigestion or heartburn. * 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: ○ Notifying your supervisor. ○ Offering assistance. ○ Remaining non-judgmental. ○ Initiating appropriate referral. ○ Ensuring confidentiality. ○ Etc. • Follow departmental SOPs.	

Skill Sheet #11 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.		
What are some examples of how to interact with an employee who may be experiencing signs of mental or physical stress? 4.6.1 (B-1)	• Examples of how to interact with an employee may include, but are not limited to: ○ Active listening. ○ Empathizing. ○ Offering assistance. ○ Being discreet. ○ Etc. • Follow departmental SOPs.	
What are some ways of demonstrating the use of empathic and listening skills and other appropriate ways of responding to the employee? 4.6.1 (B-2)	• Examples of various listening skills may include, but are not limited to: ○ 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. <i>Continued</i>	

Skill Sheet #11 continued on next page



Communication Questions	Expected Responses	Score (0-4)
	• Examples of empathy may include, but are not limited to: ○ Trying to understand what the other person is feeling. ○ Being a sounding board without judgment or needing to respond. ○ Etc. • Follow departmental SOPs.	
What are at least three (3) examples of available resources that you could refer the employee to for obtaining assistance from your agency? <i>4.6.1 (B-3,4,5,6,7)</i>	• Examples of available resources may include, but are not limited to: ○ 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 distress. 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: _____