



## Law Enforcement Training Advisory Commission

3171 Greenhead Drive, Suite B • Springfield, IL 62711

Phone (217) 726-7014 • Fax (217) 726-7833 • Email [letac@sbcglobal.net](mailto:letac@sbcglobal.net) • Website [www.letac.org](http://www.letac.org)

Ellen L. Petty, Director

# Critical Incident Communication for Dispatchers & Patrol Officers

**October 29, 2010**

**8:30 a.m. - 4:30 p.m.**

**LETAC Training Center**

**3171 Greenhead Drive, Suite B, Springfield, IL**

Each year Critical Incidents occur which result in damage, injury or death that could have been minimized or eliminated through effective communication. This is why you should plan on attending the most anticipated, outstanding and dynamic seminar of the year taught by Ron Adams. The program emphasizes the dispatcher's important role in assisting the officer in critical incidents.

Learn methods to improve communication with sworn personnel and citizens, as well as minimization or elimination of dispatcher liability issues. The following topics will be covered:

- Low and High-Risk Patrol Calls
- Dispatchers Role in Officer Safety
- Terrorism Threats and Countermeasures
- Receiving and Dispatching Hazardous Materials Calls
- Using proper Haz-Mat Protocols
- Domestic Violence, Sexual Assault and Suicide Calls
- EMS and Non-breathing Calls
- Natural and Man-Made Disasters
- Shootings-Officer-Down Rescue
- Emotionally Disturbed Persons
- Child in Trouble Call
- Barricaded and/or Hostage Situations
- Safety in the Communications Center

This popular and current program will give you insights and methods to save lives of the people you work with and the public you serve. This one-day seminar is designed to identify law enforcement dispatcher perceptions of the job. We will discuss some common errors and correctives that are critical to officer safety, handling hazardous materials calls, emergency medical dispatch and liability. The program emphasizes the dispatcher's important role in assisting the officer in critical incidents and how this can be done. Tactical problems and situations encountered by the line officer are discussed, analyzed, and shared with the group to illustrate how



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dispatchers can best enhance officer safety. Methods to improve communication with sworn personnel and citizens are discussed along with improved motivational techniques to benefit all. Minimization and elimination of organizational and dispatcher liability problems will be presented.

**INSTRUCTOR: Ronald J. Adams** Mr. Adams retired as a special agent with the Riverside, California Police Department after 28 years of service and continues to be an innovator of survival tactics as he teaches and consults in cooperation with Burnetti and Associates and Kbc.com in the delivery of programs to save lives and prevent injuries. He is a graduate of numerous tactical training courses including those sponsored by the California Specialized Training Institute, the Federal Bureau of Investigation and the U. S. Marine Corps. He played a major role in developing one of the nation's most unusual and realistic officer survival schools at Fort Irwin in the Mojave Desert. He has been the primary lead instructor at Northwestern University Traffic Institute for more than 20 years.

His on-going street experience as a reserve officer continues and adds to his past assignments as a patrol officer, special agent, Riverside Tactical Unit, Multi-Jurisdictional Sting Operation and Homicide Investigator for the department.

He is the co-author of the widely-know text Street Survival. He has served as a technical advisor on several award winning instructional motion pictures and manuals produced by MTI Teleprograms, Inc., including High Risk Patrol Tactics, Survival Shooting Techniques, Handling Firearms, and Shooting Decisions.

He has served as a technical consultant to CBS's award winning show 60 Minutes on the subject of officer survival.

**Who Should Attend:** Each year Critical Incidents occur which result in damage, injury or death that could have been minimized or eliminated through effective communication. This is the most anticipated, outstanding and dynamic seminar of the year.

***This seminar has been certified for Continuing Dispatch Education credit by the National Academy of Emergency Medical Dispatch (NAEMD).***

***There is no cost to attend this training, as it has been funded by a grant through the Illinois Terrorism Task Force.***

**TO REGISTER:** Email registration to Sandy at [sandy@letac.org](mailto:sandy@letac.org). Fill out and submit our online registration form on the website at [www.letac.org](http://www.letac.org). Call 217-726-7014 to register by phone (be sure to include all pertinent information). MTU #10 local member officers will be given registration preference until seven days prior to the date of class. After that date, registrations will be taken on a first-come, first-served basis regardless of MTU status.