TRAINING DOCUMENTATION WORKSHOP
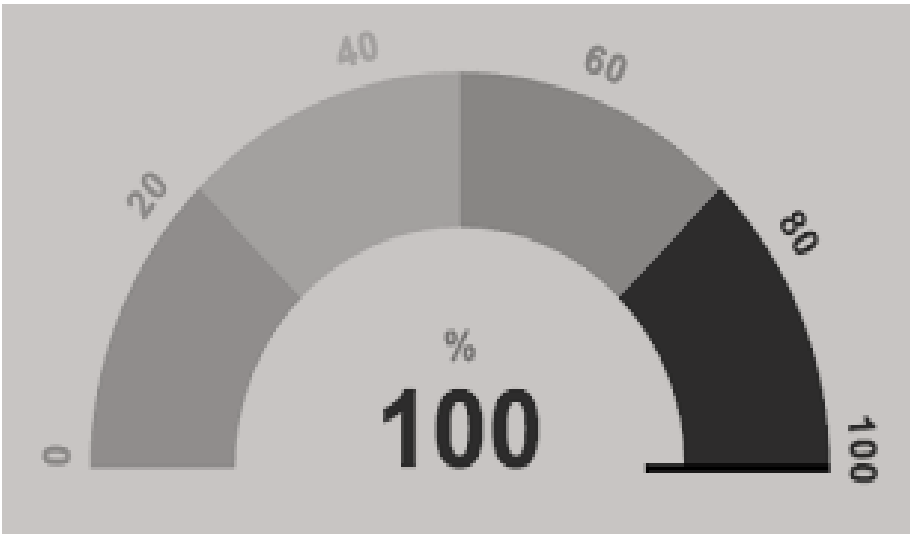
January 2024

AGENDA

Topic One: Overview

Topic Two: Call Taking Daily Activity Logs

Topic Three: Call Taking DORs

Topic Four: Call Taking Objectives

Topic Five: Dispatch Daily Activity Logs

Topic Six: Dispatch DORs

Topic Seven: Dispatch Objectives

TOPIC ONE

Overview

WHAT'S THE BIG DEAL?

Training documentation is an important tool used to gauge the progress of each new hire. Also, establishing documentation procedures offers liability protection for the agency *and* the CTO. As a CTO, you can say you trained on this or that but without proper documentation you will not have the proof that you did what you said, nor will you give the agency enough information to make informative decisions on the trainee's status.

DO I HAVE TO?!

The need for training documentation arises not solely from internal department policies; our agency and county also mandate it. These requirements emphasize the documentation of meeting minimum training standards and demonstrating how the provided training aligns with these criteria. Hence, it is crucial for training documentation to offer a comprehensive overview of the trainee's progression in meeting the specified requirements.

WHEN TO DOCUMENT

Documentation should be completed every shift. Documentation can be in different formats depending on the training at hand (call taking training vs dispatch training). For call taking, documentation shall be done utilizing the Call Taking Daily Activity Log (spreadsheet). For dispatching, documentation can be in the form of the Dispatch Activity Log, your own spreadsheet, a word document, or an annotated email.

At the end of EACH SHIFT, email the documentation to the trainee, the supervisor, and the PST department. Then, at the end of EACH SET OF SHIFTS, complete a Daily Observation Report and discuss the DOR with the trainee. If you are not able to complete and/or discuss the DOR before the end of the set of shifts, email the supervisor and the PST department.
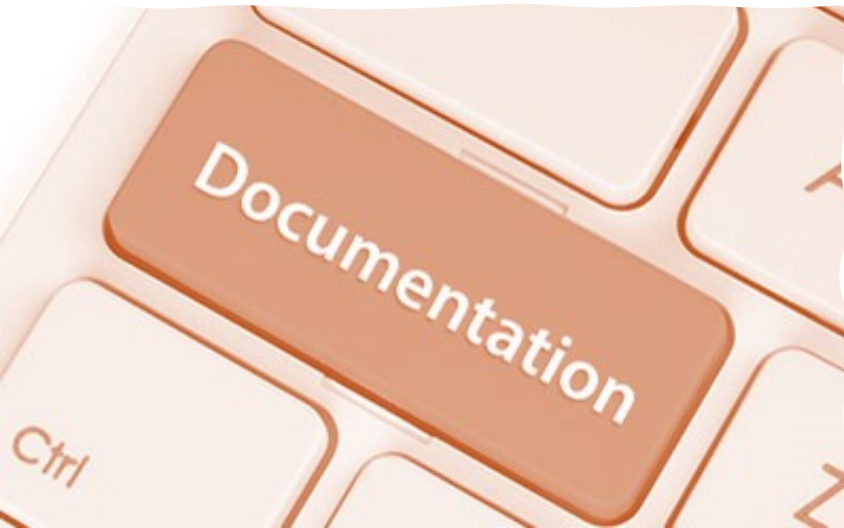
ADD IT UP

Step 1: Every shift, complete a Daily Activity Log spreadsheet*

If dispatch training, you may substitute alternate means of documentation in place of the Daily Activity Log spreadsheet.

Step 2: At the end of every shift, email the completed Daily Activity Log spreadsheet to the trainee, the shift supervisor, Capt. Shadaram, and Lt. Austin

Step 3: At the end of every SET of shifts, use your completed Daily Activity Log spreadsheets to summarize the trainee's performance in a DOR in Adore

WHEN THE WHY IS CLEAR, THE HOW IS EASY.

Training Documentation Workshop

TOPIC TWO

Call Taking Daily Activity Logs

THERE IS GUIDANCE!
SEE YOUR "2023 LEE CONTROL CTO GUIDE"

2023

Training
Knowledge
useful abilities:
backbone of co
quired for a tr
today

06/12/2023

Lee Control
Lee County Public Safety Communications

06/12/2023

Fazekis, Kevin

	Observed	Role Played
Abdominal Pain / Problems - Code 1	0	0
Allergies / Envenomations - Code 2	0	0
Animal Bites / Attacks - Code 3	0	0
Assault / Sexual Assault - Code 4	0	0
Back Pain - Code 5	0	0
Breathing Problems - Code 6	0	0
Burns / Explosion - Code 7	0	0
Carbon Monoxide / HAZMAT - Code 8	0	0
Cardiac Arrest / Death - Code 9	0	0
Chest Pain - Code 10	0	0
Choking - Code 11	0	0
Convulsions / Seizures - Code 12	0	0

NOTE: Input the total number of each type of call in each box above

Enter a letter to jump to:

Save **Close**

EXCEL ACTIVITY LOGS

Call Taking Activity Log

The Call Taking Activity Log is an excel spreadsheet utilized to track all calls taken by the Trainee. The trainer is required to utilize this form as part of the DOR documentation process by week 3 of OJT (except in cases where the trainee is absent). The spreadsheet can be completed for each individual shift (2-3 uploads), or for the entire set of shifts (1 upload). Upon completion of the form, the trainer will attach it to the narrative of the DOR prior to marking the DOR as "complete". The trainer should also email this log to the trainee at the end of every shift, copying all members of the PST and the shift supervisor. The purpose of this email is to allow the trainee the ability to review the documentation and utilize it as a study guide (as DORs are only completed for each *set* of shifts, *not* daily). ***Remember, while we want to provide the trainee space to work through the call on their own, it is imperative to intervene when patient care, response, or scene safety are at stake as this opens the trainer and the agency up to liability issues.***

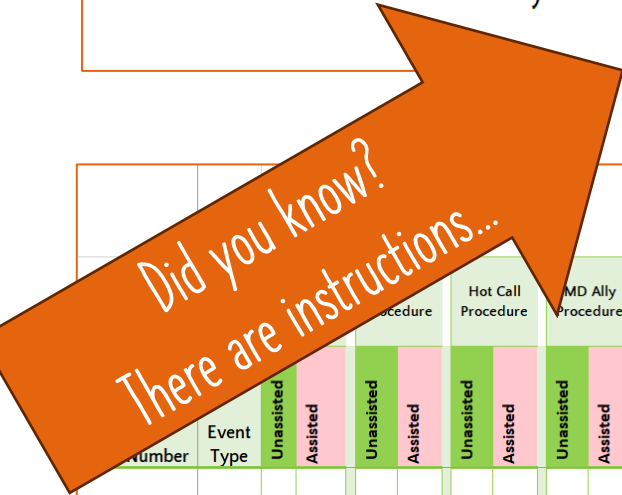*Call Taking Activity Log Categories*

Address Procedure

- This category pertains to the entire address verification
  Verification and should only be marked "Meets"

08/04/2023

January 2024

Training Documentation Workshop

Let us know if you need a copy of the 2023 CTO Guide emailed to you!!

Call Taking Activity Log-

Instructions: The use of this form is required by week 2 of OJT. It is to be completed and attached to the DOR each set of shifts (unless the trainee was absent).

For each call taken by the trainee (even those not utilizing EMD or EFD), the trainer will mark a "1" in the appropriate column of each category. If the category is not applicable, skip it.

Documentation in the "notes" category is only required for those categories marked as "Assisted".

Did you know? There are instructions...

Date –

Position –

Number	Event Type	...cedure		Hot Call Procedure		MD Ally Procedure		Case Entry		Chief Complaint		Key Questions		Diagnostic & Instruction Tools		PDIs		PAIs		Case Exit		Call Mgmt/ Cust Svc		CAD Remarks		High Acuity		When to Coach The CTO should assist as necessary when patient care, response, or possible liability issues are at stake. Otherwise, the EMD should be left to process the call on their own.
		Unassisted	Assisted	Unassisted	Assisted	Unassisted	Assisted	Unassisted	Assisted	Unassisted	Assisted	Unassisted	Assisted	Unassisted	Assisted	Unassisted	Assisted	Unassisted	Assisted	Unassisted	Assisted	Unassisted	Assisted	Unassisted	Assisted	Unassisted	Assisted	Notes (i.e.: didn't verify address, coached to stay on the line, etc.)

Event Type	Address Procedure			Cape Procedure			Case Entry			Chief Complaint			Key Questions			Diagnostic & Instruction Tools			PDIs			PAIs			Case Exit			Call Mgmt/ Cust Svc			CAD Remarks		
	Correct	Incorrect	Assisted	Correct	Incorrect	Assisted	Correct	Incorrect	Assisted	Correct	Incorrect	Assisted	Correct	Incorrect	Assisted	Correct	Incorrect	Assisted	Correct	Incorrect	Assisted	Correct	Incorrect	Assisted	Correct	Incorrect	Assisted	Correct	Incorrect	Assisted	Correct	Incorrect	Assisted
19D02	1					1	1					1	1			1			1						1			1			1		
31D03	1					1	1			1					1	1			1			1						1					1
77B00	1																											1					
52C03S	1						1			1					1				1						1			1			1		
12D02	1			1			1			1			1						1						1			1			1		
26A02	1						1			1			1						1						1			1					1
11D01F	1								1	1			1						1			1						1			1		
26D01																																	
32D00	1									1																					1		
19C03	1						1			1			1			1			1						1			1			1		
26A09	1						1			1			1						1						1			1			1		
10C03	1						1			1			1						1						1			1			1		

- This is what your columns should like on a completed Activity Log (with 1's in the appropriate fields).
- Note: you can leave the event number blank and the other columns blank when you're making general notes in the "Notes" column which are non-event related.

Training Documentation Workshop

- This is what the "Notes" column should look like.
- Here are some examples of what kind of information to notate:

When to Coach
The CTO should assist as necessary when patient care, response, or possible liability issues are at stake. Otherwise, the EMD should be left to process the call on their own.

Notes (i.e.: didn't verify address, coached to stay on the line, etc.)
Joe gan this shift with reviewing his passed DOR and activity logs and monitoring calls whilst I worked on trickling in and settling.
great reassurances to fill in the blanks! Some obivous questions asked, not a detrimental thing just keep it in mind! (:
Joe poke with Jeanne regarding his 3 month eval! (:
Hard to hear exactly what was going on on this scene but Josh pushed through! Nice job using instruction followed by reason for the caller and patient! I had you ask "how did this happen?" And apparently that was a question on the 16 card anyway (i rarely use this card), however this was in effort to ensure this didn't occur from an assault as we did not get that much information (:
"confused" "disoriented" "out of it" (think all of those fun options on the 26 card) can be answered as an obvious for the completely alert KQ's on any protocol! Also "MI" is the medical term for a heart attack. The more you know (:
Just assisted with taking what the caller reiterated (twice) his "location" and with specific assistance from LCSO as sufficient address verifications. Just remember to get those vehicle descriptions, nice job remembering to ask if LCSO was on this line!
If LE arrives on scene before able to get sufficient info, just be sure to notate everything we do have to that point. This ensures the dispatcher and our units know just as much as we do as calltakers. Bravo for Basic. "Unknown" information doesn't automatically indicate a delta unless we are talking about a 32D00 of course. If this were the case, every call we were given from LE would be coded as a Delta!
If there is no med hx, vol, or pets listed per the alarm company, go ahead and notate that!

TOPIC 2 EXERCISE

Listen to audio and document the Call Taking Activity Log

Training Documentation Workshop

if you ever get an email about pork, ham, salt, and preservatives, don't open it. it's spam

TOPIC THREE

Call Taking DORs

THERE IS GUIDANCE!
SEE YOUR "2023 LEE CONTROL CTO GUIDE"

January 2024

Training Documentation Workshop

Let us know if you need a copy of the 2023 CTO Guide emailed to you!!

CATEGORIES

- The Call Taking DOR includes 12 categories.

- For each category, select a rating and then provide comments (if required for the rating).

No.	Question	
1	Acceptance of Feedback	-
2	Policies/Procedures	2
3	Telephone System	-
4	CAD System/Function	-
5	Call Entry / Document	2
6	Geographical Knowledge	-
7	Knowledge of EMD ProQA	-
8	Knowledge of EFD ProQA	4
9	Call Mgmnt/Cstmr Svc	-
10	Cognitive Abilities	-
11	Interpersonal Skills	-
12	Narrative Comments	-
		-

CATEGORY RATINGS

1. Not Observed: The trainee did not perform any tasks in this category during this set of shifts. *This rating does not require comments.*
2. Does Not Meet: The trainee does not meet expectations for this set of shifts.
3. Meets: The trainee meets expectations during this set of shifts. *This rating does not require comments.*
4. Exceeds: The trainee exceeded expectations during this set of shifts.
5. Training in Progress: The trainee has not had enough training yet to be evaluated on their performance.

RATINGS SEGs

- Within each of the 12 categories, each rating is defined by an SEG (Standardized Evaluation Guideline) which appears in the "Response Description" box upon selection of the rating.

  - SEG=Definition of the rating

| Task Log | | ◉ Not Complete ◯ Complete | | Exit to Main Menu |

Question 9:

Call Management/Customer Service: Evaluates the trainee's ability to gain and maintain control of situations through verbal command and instruction using approved call management techniques and excellent customer service abiding by the IAED Code of Conduct.

Response:

◯ Not Observed   ◉ 1 Does Not Meet   ◯ 2 Meets   ◯ 3 Exceeds   ◯ 4 Training in progress

Response Description:

Speaks too softly or timidly, speaks too loudly, confuses or angers listeners by what is said and/or how it is said. Fails to use voice qualities appropriately or speaks when inappropriate. Uses little or no force, or too much force, to gain attention and attempt to control. Freezes or fails to attempt to speak or gain control. Uses rough language or other inappropriate means to try to gain attention and manage the call. Fails to fill gaps, offer repetitive persistence when appropriate, explain actions, use calming statements, or provide

◉ Comments   ◯ Remedial Training Comments   Save Comment

Comments (Required):

View\Attach File(s) To Question 9   0   Files Attached

Training: _____ (Min.)   **Did Not Respond to Training (NRT):** ☐

This is the SEG for the rating "Does Not Meet" for the category "Call Management".

COMMENTS

- As noted, comments <u>are</u> required for ratings of "Does Not Meet", "Exceeds", and "Training in Progress".
- Comments for "Does Not Meet" and "Exceeds" should be a summary of their performance which justifies the rating for the set of shifts.
- Comments for "Training in Progress" should answer the three prompts:
  - 1- What topics were discussed?
  - 2- What topics were performed?
  - 3- What topics still need more instruction?

Example DOR

- Note the absence of comments for the categories with a rating of "Meets".

- Note the comments for the categories with ratings of "Training in Progress". Do these comments justify the rating of "Training in Progress"?

Call Taking DOR 2023
LeeCoEMS: FORMS Communications
Phase: Phase 1 Call Taking

DOR Question	Results	Training Time
Acceptance of Feedback: : Acceptance of Feedback / Attitude – Evaluates how the trainee accepts and applies critique, demonstrates personal goals and motivation, and accepts the position responsibilities	Meets (2)	
Policies and Procedures : Department Policies and Procedures: Evaluates the trainee's knowledge of Departmental procedures and his or her ability to apply this knowledge	Training in Progress (4)	
Comments: ▮ onsistently demonstrates 100% compliance with Time/Attendance, Dress Code, and Electronic Device Usage policies. He has had no critical addressing errors thus far, yet has needed assistance in appropriate clarifiers for obtaining a business name or apartment number and entering it correctly when not spontaneously provided. This was addressed on November 22nd; on November 23rd, ▮ pplied his new knowledge and required zero aid in correct addressing verification. ▮ Cape Coral procedure is nearly refined, aside from forgetfulness during higher acuity calls. Hot Call procedures are nearly perfected, as well; on one occasion, ▮ was instructed on proper techniques when an alarm company advises us a "lift assist" is needed for a subscriber. Moving forward, I would like to see the mentioned further insight applied consistently before moving ▮ to a "meets" in this category.		
Telephone System : Telephone System: Evaluates the trainee's knowledge of the telephone system.	Meets (2)	
CAD System/Function : Knowledge of the CAD System and Functions: Evaluates the trainee's knowledge of the Department's Computer Aided Dispatch system, and the ability to utilize that system effectively and efficiently.	Training in progress (4)	
Comments: While ▮ has proved proficient with most CAD system inputs and functions, he has not had the opportunity to demonstrate clearing an MD Ally call, independently recognizing a coded MD Ally call within applicable hours, as well as not experiencing CFR CAD procedures and dual response zones. I prefer to witness ▮ ncountering these scenarios before moving him to a "meets" in this category.		
Call Entry / Document : Call Entry / Documentation Policy and Procedure: Evaluates the trainee's ability to correctly enter calls for service into the CAD, ensuring accurate location including address verification (proper unit, lot, apt, suite, etc.; location name/community name; and specific access information), phone number verification, and the nature of the emergency (call details). Evaluates the trainee's interrogation skills including the ability to actively listen and understand the information provided, obtain pertinent information, and communicate (written and verbally) effectively by using appropriate terminology in a clear, concise, and timely manner.	Training in Progress (4)	
Comments: ▮ as shown significant improvement in address verification compared to our first few shifts. He correctly requests the second verification after the address is entered and CAD-validated as per policy; he has also begun to ask for specific access information unprompted, which is a remarkable development. On November 22nd, ▮ was overlooking buildings which indicated a business name or apartment number needed gathering. After bringing this to his attention and informing him of the method of asking, "Is this a house, business, or apartment," once visually indicated as a non-residential via CAD or Command Aware, he has had no deficiencies in this area. During our next shift, he required zero assistance in addressing procedures. Further, however, ▮ has not mastered the art of requesting law enforcement without aid. I prefer ▮ to accomplish such an imperative task unaccompanied before moving him to a "meets" in this category.		

WHEN DO I MOVE THE TRAINEE OUT OF TRAINING IN PROGRESS?

- If the trainee meets the definition of "Meets" for that category and is proficient in all of the "Objectives" from the "Objectives Report", move them to a "Meets". This is essentially saying the trainee has received enough training in this category and their performance can now be assessed.

- Once the trainee has been moved from "Training in Progress" to "Meets", "Exceeds", or "Does Not Meet", the trainee **cannot go back to "Training in Progress".**

- If the trainee is already at a "Meets" and has a bad set of shifts, do not move them back to "Training in Progress". Move them to "Does Not Meet" and detail what the errors were in the comments and what training was/is needed in the "Remedial Training Comments".

- It's okay to move back and forth between "Meets" and "Does Not Meet" if their performance is inconsistent.

Question 5:

Call Entry / Documentation Policy and Procedure: Evaluates the trainee's ability to correctly enter calls for service into the CAD, ensuring accurate location including address verification (proper unit, lot, apt, suite, etc.; location name/community name; and specific access information), phone number verification, and the nature of the emergency (call details). Evaluates the trainee's interrogation skills including the ability to actively listen and understand the information provided, obtain pertinent information, and communicate (written and verbally) effectively by using appropriate terminology in a clear, concise, and timely manner.

Response:

○ Not Observed   ● 1 Does Not Meet   ○ 2 Meets   ○ 3 Exceeds   ○ 4 Training in Progress

Response Description:

Fails to obtain accurate location of the emergency and properly verify caller's phone number. Fails to utilize the resources available (Command Central Aware and Hexagon CAD maps, ANI/ALI screen, RapidLite, etc.) to assist in address verification process. Fails to actively listen or utilize proper call interrogation techniques. Consistently fails to comprehend or misinterpret information. Fails to listen for background noises, obtain and/or add pertinent information or recognize the need for additional resources such as law enforcement. Has difficulty condensing pertinent details into CAD remarks and/or remarks aren't a true reflection of the caller's statements. Uses obscure abbreviations or misspellings that make it difficult for

● Comments   ○ Remedial Training Comments   [Save Comments]

Comments (Required):

John had the caller spell the street name instead of using his resources to assist with spelling on 4 cases. In addition, John repeated back the caller statement to the caller incorrectly on nine calls. On calls in which John did not repeat back the caller statement, he recorded the information inaccurately and selected the incorrect protocol.

[View\Attach File(s) To Question 5]   0   Files Attached

Training: _____ (Min.)   **Did Not Respond to Training (NRT):** ☐

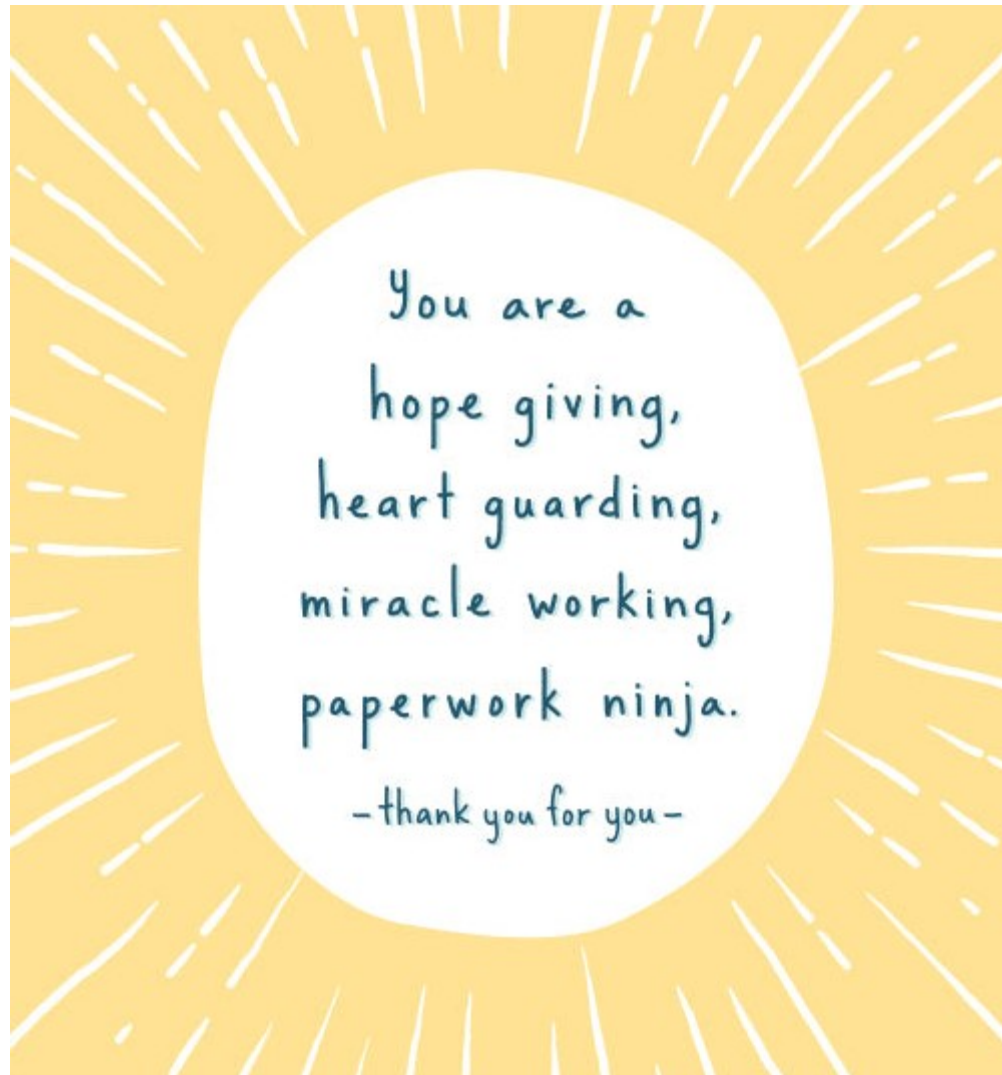| 5	Call Entry / Document : Call Entry / Documentation Policy and Procedure: Evaluates the trainee's ability to correctly enter calls for service into the CAD, ensuring accurate location including address verification (proper unit, lot, apt, suite, etc.; location name/community name; and specific access information), phone number verification, and the nature of the emergency (call details). Evaluates the trainee's interrogation skills including the ability to actively listen and understand the information provided, obtain pertinent information, and communicate (written and verbally) effectively by using appropriate terminology in a clear, concise, and timely manner.	Does Not Meet (1)	
	Comments: **John had the caller spell the street name instead of using his resources to assist with spelling on 4 cases. In addition, John repeated back the caller statement to the caller incorrectly on nine calls. On calls in which John did not repeat back the caller statement, he recorded the information inaccurately and selected the incorrect protocol.** *Remedial Training Comments:* **On the next set of shifts, John will be required to barge calls and follow along with addressing for 2 hours. In addition, we will work on some caller statement exercises so John can practice listening and typing an accurate statement.**		

It's Remedial time.

SO I GAVE THEM A DOES NOT MEET, NOW WHAT?

TOPIC 3 EXERCISE

Review the Call Taking Activity Log and complete the DOR

Training Documentation Workshop

TOPIC FOUR

Call Taking Objectives

IN ADDITION TO THE COMPLETING A DOR IN ADORE EACH SET OF SHIFTS, YOU SHOULD ALSO BE SIGNING OFF QUESTIONS IN THE OBJECTIVES REPORT.

DISCUSSED, DEMONSTRATED, PROFICIENT

TIP: Pull up the Objectives Report each shift and use the Questions as a guide of what topics to review with the trainee.
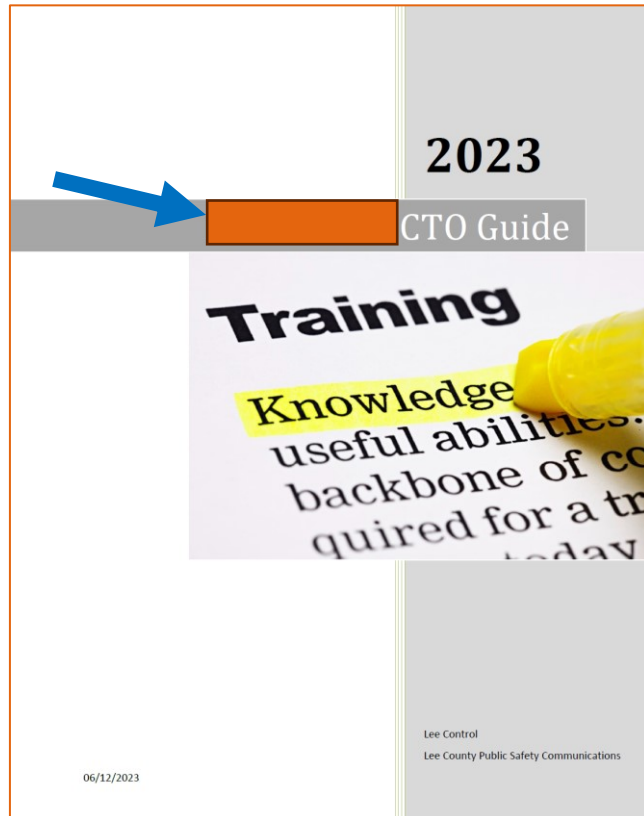
TOPIC FIVE

Dispatching Daily Activity Logs

THERE IS GUIDANCE!
SEE YOUR "2023 LEE CONTROL CTO GUIDE"

Let us know if you need a copy of the 2023 CTO Guide emailed to you!!

Dispatch Activity Log -

Instructions: The use of this form is at the discretion of the Trainer. If utilized, it is to be completed and attached to the correlating DOR.

For each event dispatched by the trainee, the trainer will mark a "1" in the appropriate column of each category. If the category is not applicable, skip it.

Documentation in the "notes" category is not necessary for those categories marked as "correct".

Did you know? There are instructions...

Date-   Channel-

		I-Call			Verbal			Follow Up Info			CAD Work			Move Ups (GSAs or MAC)			Add'l Resources			Notifications			When to Coach
	Correct	Incorrect	Assisted	Correct	Incorrect	Assisted	Correct	Incorrect	Assisted	Correct	Incorrect	Assisted	Correct	Incorrect	Assisted	Correct	Incorrect	Assisted	Correct	Incorrect	Assisted	The CTO should assist as necessary when patient care, responder safety or possible liability issues are at stake.
																						Notes (documentation supporting anything other than "correct")

Event Type	Tones/Warble			Unit(s)			I-Call			Verbal			Follow Up Info			CAD Work			Move Ups (GSAs or MAC)			Add'l Resources			Notifications		
	Correct	Incorrect	Assisted	Correct	Incorrect	Assisted	Correct	Incorrect	Assisted	Correct	Incorrect	Assisted	Correct	Incorrect	Assisted	Correct	Incorrect	Assisted	Correct	Incorrect	Assisted	Correct	Incorrect	Assisted	Correct	Incorrect	Assisted
10C01	1			1			1									1											
69D03		1		1					1							1											
52C03W		1				1	1									1											
52C03G		1		1				1								1											
53A02	1			1			1									1											
31D04	1			1			1									1											
1D00	1			1			1									1											
6D02	1			1			1									1											
57A02R	1			1			1									1						1					
59D05A	1			1				1								1											
17B04G	1						1									1											
77D00	1			1			1									1											

- This is what your columns should like on a completed Activity Log (with 1's in the appropriate fields).
- Note: you can leave the event number blank and the other columns blank when you're making general notes in the "Notes" column which are non-event related

Training Documentation Workshop

- This is what the "Notes" column should look like.
- Here are some examples of what kind of information to notate:

When to Coach

The CTO should assist as necessary when patient care, responder safety or possible liability issues are at stake.

notes (i.e.: documentation supporting anything other than "correct" must be added)

Did not air scene security information.

Showed trainee how to get a recommendation for a rescue instead of engine.

Trainee cleared the engine after dispatch as this was a rescue only response.

Trainee dispatched a structure fire with assistance, added additional units, and a tac

Trainee cleared this alpha-level call in FMFD disctrict correctly.

Trainee dispatched this as a "provocative male" in the roadway instead of a "bucket of nails"

Dispatch Activity Log — 09/27

☺ ↩ Reply ↩ Reply All → Forward [Teams] ...

Thu 09/28/2023 06:28

Attached is your dispatch activity log! Not a lot of business on dispatch one today, sorry to say. Considering its been 8 days since your last shift on this channel, nice job! Keep it up!
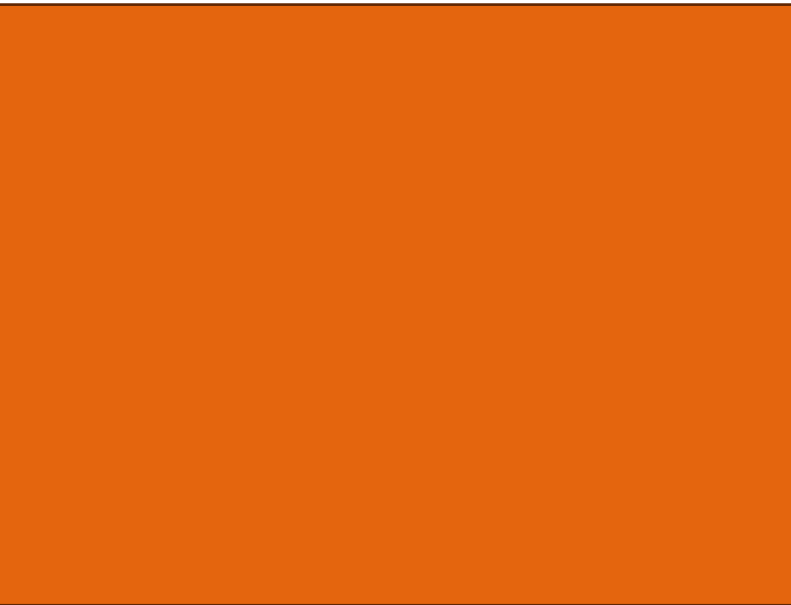
...ding County business are public records available to the public and media upon request. Your email communication may

...equest, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

Don't forget to email the Dispatch Taking Activity Log (or other approved form of documentation) to the trainee, the shift supervisor, Capt. Shadaram, and Lt. Austin at the end of every shift!

TOPIC 5 EXERCISE

Listen to audio and document the Dispatch Activity Log

Training Documentation Workshop
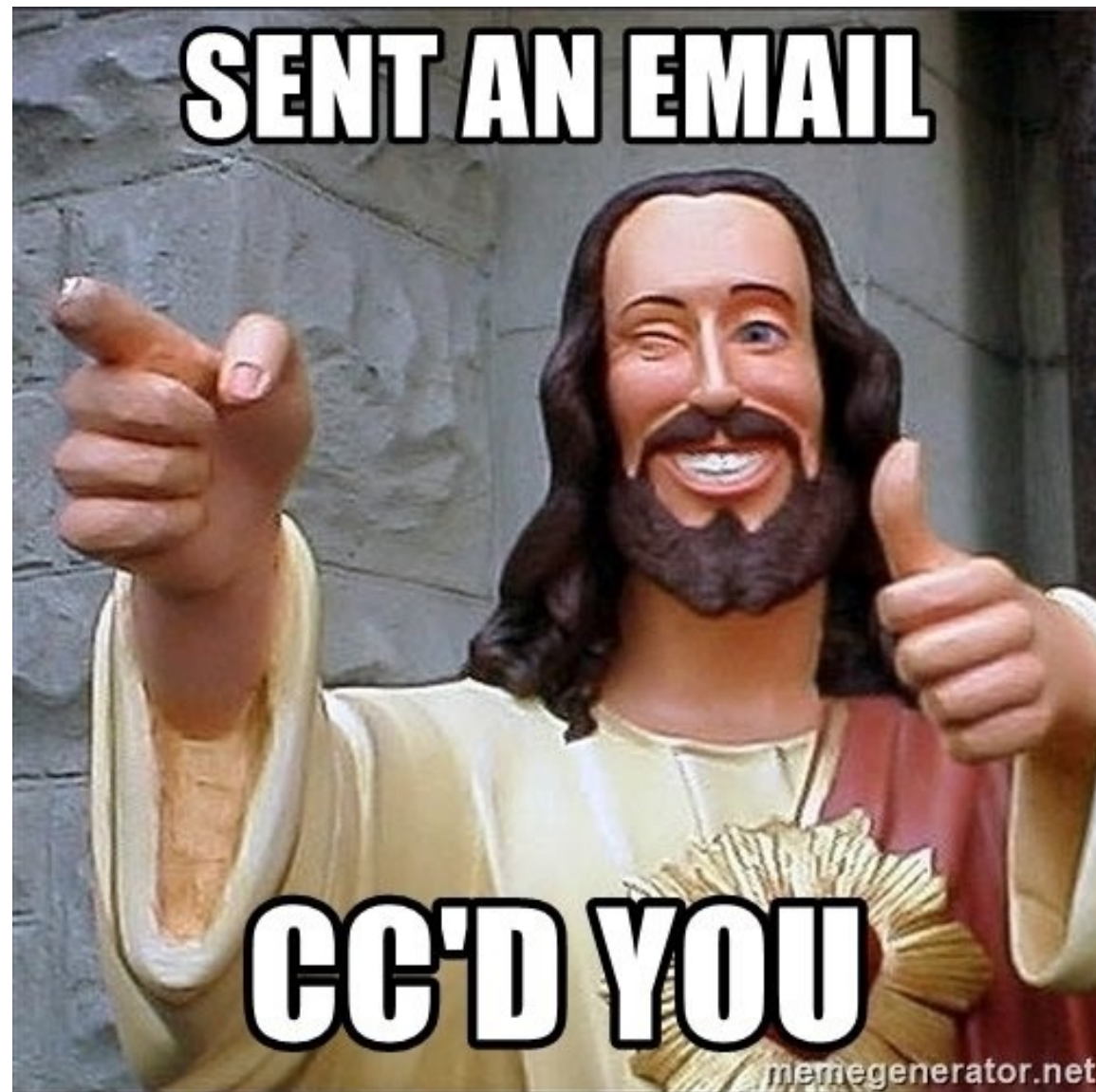
TOPIC SIX

Dispatching DORs

THERE IS GUIDANCE!
SEE YOUR "2023 LEE CONTROL CTO GUIDE"

Training Documentation Workshop

Let us know if you need a copy of the 2023 CTO Guide emailed to you!!

CATEGORIES

- The Dispatch DOR includes 17 categories.

- For each category, select a rating and then provide comments (if required for the rating).

No.	Question	
1	Acceptance of Feedback	-
2	Policies & Procedures	-
3	Radio System	-
4	CAD System	-
5	Geography	-
6	Documentation	-
7	Problem Solving	-
8	Radio Comprehension/Transmissions	-
9	Concern for Responders	-
10	Interpersonal Skills	-
11	Dispatch 1- Normal	-
12	Dispatch 1- Stress	-
13	Dispatch 2 & 3- Normal	-
14	Dispatch 2 & 3- Stress	-
15	Nice Job!	-
16	Needs Work	-
17	Narrative	-

CATEGORY RATINGS

1. Not Observed: The trainee did not perform any tasks in this category during this set of shifts. *This rating does not require comments.*
2. Does Not Meet: The trainee does not meet expectations for this set of shifts.
3. Meets: The trainee meets expectations during this set of shifts. *This rating does not require comments.*
4. Exceeds: The trainee exceeded expectations during this set of shifts.
5. Training in Progress: The trainee has not had enough training yet to be evaluated on their performance in this category.

RATINGS SEGs

- Within each of the 17 categories, each rating is defined by an SEG (Standardized Evaluation Guideline) which appears in the "Response Description" box upon selection of the rating.

  - SEG=Definition of the rating

Question Group: Dispatch DOR

Default Comments to: Comments

DOR: 17

Evaluated: ZTEST, Trainee

Evaluator:

Date: 12/28/2023 | 28

Phase: Phase 2 Dispatching

No.	Question	
1	Acceptance of Feedback	-
2	Policies & Procedures	-
3	Radio System	-
4	CAD System	-
5	Geography	-
6	Documentation	4
7	Problem Solving	Not Observed
8	Radio Comprehension/Transmissions	-
9	Concern for Responders	Not Observed
10	Interpersonal Skills	-
11	Dispatch 1- Normal	-
12	Dispatch 1- Stress	-
13	Dispatch 2 & 3- Normal	-
14	Dispatch 2 & 3- Stress	-
15	Nice Job!	-
16	Needs Work	-
17	Narrative	-

Task Log | Not Complete Complete | Exit to Main Menu

Question 8:

8. Radio Comprehension/Transmissions: Evaluates the trainee's ability to pay attention to radio traffic, understand and retain transmitted information, and the ability to communicate with others on the radio using the appropriate verbiage and terminology in a professional manner and according to policy.

Response:

Not Observed | 1 Does Not Meet | 2 Meets | 3 Exceeds | 4 Training in Progress

Response Description:

Repeatedly misses calls to dispatch. Required field units to repeat radio transmissions or does not accurately comprehend transmissions. Fails to pre-plan transmissions. Over or under modulates. Cuts messages off through improper use of the microphone. Speaks to fast or too slow. Uses poor radio etiquette including inappropriate verbiage and/or terminology. Is rude or unprofessional.

 Comments | Remedial Training Comments | Save Comments

Comments (Required): SAVED

View\Attach File(s) To Question | Files Attach

Training: _____ (Min.) **Did Not Respond to Training (NRT):** ☐

This is the SEG for the rating "Does Not Meet" for the category "Radio Comprehension."

COMMENTS

- As noted, comments <u>are</u> required for ratings of "Does Not Meet", "Exceeds", and "Training in Progress".
- Comments for "Does Not Meet" and "Exceeds" should be a summary of their performance which justifies the rating for the set of shifts.
- Comments for "Training in Progress" should answer the three prompts:
    - 1- What topics were discussed?
    - 2- What topics were performed?
    - 3- What topics still need more instruction?

Example DOR

- Note the absence of comments for the categories with a rating of "Meets".

- Note the comments for the categories with ratings of "Training in Progress". Do these comments justify the rating of "Training in Progress"?

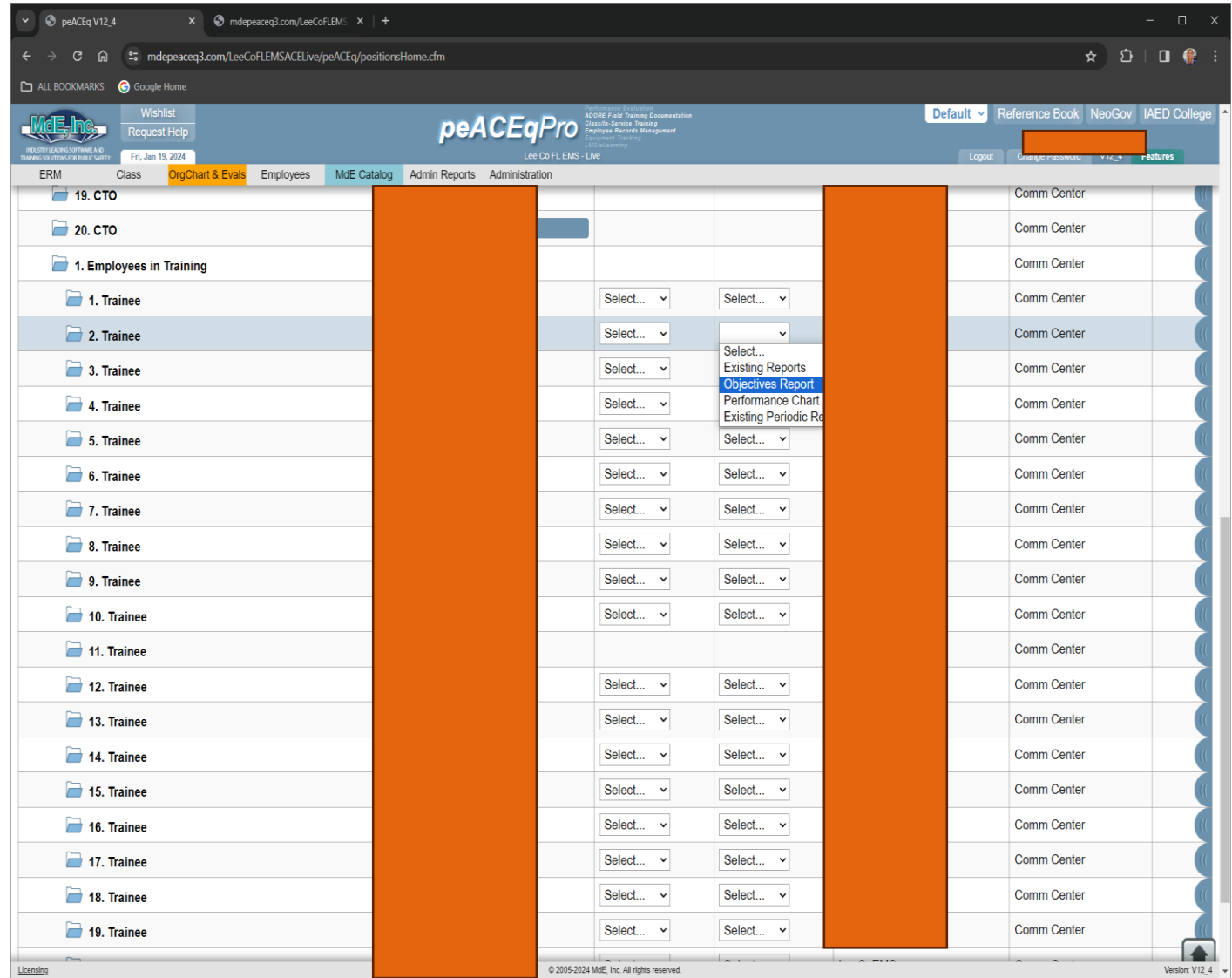|			
3	**Telephone System :** Telephone System: Evaluates the trainee's knowledge of the telephone system.	Training in progress (4)	
	Comments ▮▮▮▮▮▮ proficient in welfare checks, interfacility transfers, mutual aid requests and MERTs. The audio requests for these types of calls were fulfilled ▮▮▮▮▮▮ be following along with them tonight from 18:45 - 19:30. We have discussed where to find the written procedures and she has demonstrated she can find them independently.		
4	**CAD System/Function :** Knowledge of the CAD System and Functions: Evaluates the trainee's knowledge of the Department's Computer Aided Dispatch system, and the ability to utilize that system effectively and efficiently.	Meets (2)	
5	**Call Entry / Document :** Call Entry / Documentation Policy and Procedure: Evaluates the trainee's ability to correctly enter calls for service into the CAD, ensuring accurate location including address verification (proper unit, lot, apt, suite, etc.; location name/community name; and specific access information), phone number verification, and the nature of the emergency (call details). Evaluates the trainee's interrogation skills including the ability to actively listen and understand the information provided, obtain pertinent information, and communicate (written and verbally) effectively by using appropriate terminology in a clear, concise, and timely manner.	Meets (2)	
6	**Geographical Knowledge :** Geographical Knowledge: Evaluates the trainee's ability to read a map, interpret directions, and relay information as necessary. Also evaluates the trainee's knowledge overall orientation to the geographic area including fire districts and fire/EMS station locations.	Training in progress (4)	
	Comments: ▮▮▮▮▮▮ d and can successfully identify fire districts and their numbering systems. She is able to indentify exits on the interstate without assistance. She continues to work on identifying local hospitals. We discussed the expectation for her to know the closest major intersection of each hospital. She is able to find their names in the Reference Books based on the address. *Trainee Comments:* I will continue to work on familiarizing myself with hospitals and interstate exits.		
7	**Knowledge of EMD ProQA :** Knowledge of EMD ProQA: Evaluates the trainee's EMD MPDS skills in all sections (Case Entry, KQs, PAIs, PDIs, Diagnostics, Case Exit) per IAED Accreditation standards and Lee Control's Compliance standards defined in section 0300- Protocol Compliance in the Policy and Procedures.	Meets (2)	
8	**Knowledge of EFD ProQA :** Knowledge of EFD ProQA: Evaluates the trainee's EFD FPDS skills in all sections (Case Entry, KQs, PAIs, PDIs, Diagnostics, Case Exit) per IAED Accreditation standards and Lee Control's Compliance standards defined in section 0300- Protocol Compliance in the Policy and Procedures.	Meets (2)	
9	**Call Management/Customer Service:** Call Management/Customer Service: Evaluates the trainee's ability to gain and maintain control of situations through verbal command and instruction using approved call management techniques and excellent customer service abiding by the IAED Code of Conduct.	Meets (2)	
10	**Cognitive Abilities :** Cognitive Abilities: Evaluates the trainee's cognitive abilities in terms of memory retention, use of good judgement/decision making, initiative to problem solve, and accuracy in work.	Meets (2)	
11	**Interpersonal Skills :** Interpersonal Skills: Evaluates the trainee's capacity for successful verbal and nonverbal interaction, handling of conflict, teamwork, empathetic behavior, active listening, and attitude maintenance.	Meets (2)	
12	**Narrative Comments :** Narrative Comments:	N/A	

TOPIC 6 EXERCISE

Review the Dispatch Activity Log and complete the DOR

TOPIC SEVEN

Dispatch Objectives

In addition to the completing a DOR in ADORE each set of shifts, you should also be signing off questions in the objectives report.

Training Documentation Workshop

READ, PRACTICED, COMPLETED

TIP: Pull up the Objectives Report each shift and use the Questions as a guide of what topics to review with the trainee.

Training Documentation Workshop

EXERCISE A

Summarize the Call Taking DOR for hand-off to another CTO.

EXERCISE B

Summarize the Dispatch DOR for hand-off to another CTO.

The End

ANY QUESTIONS?

Training Documentation Workshop