

# TRAINING DOCUMENTATION WORKSHOP

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January 2024

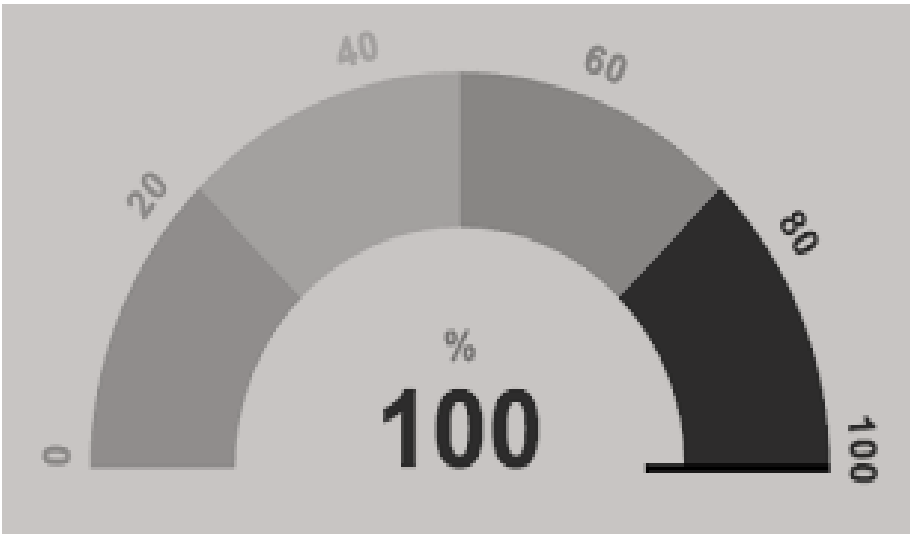
# AGENDA

- 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

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Overview



# WHAT'S THE BIG DEAL?

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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?!

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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.



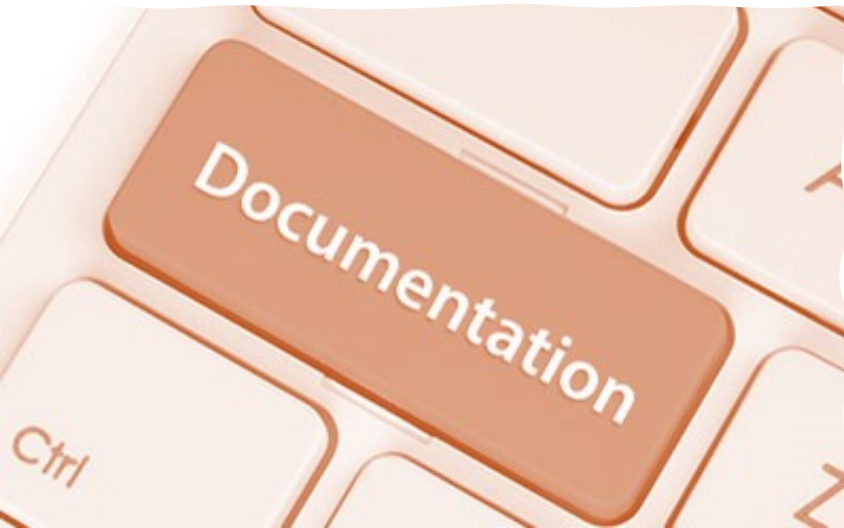


# WHEN TO DOCUMENT

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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

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**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

- STEP ONE
- STEP TWO
- STEP THREE

**WHEN  
THE WHY IS  
CLEAR,  
THE HOW IS  
EASY.**



# TOPIC TWO

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Call Taking Daily Activity Logs

# THERE IS GUIDANCE!

## SEE YOUR "2023 LEE CONTROL CTO GUIDE"



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06/12/2023

**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 important to intervene when patient care, response, or scene safety are at stake and opens the trainer and the agency up to liability issues.**

**Call Taking Activity Log Categories**

**Address Procedure**

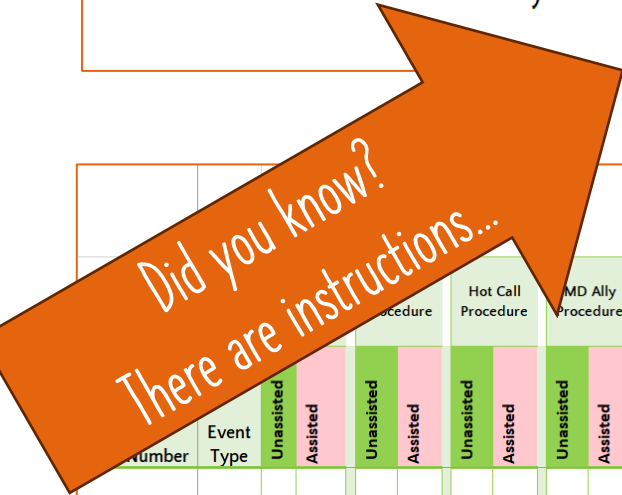
- This category pertains to the entire address verification process. It requires scene verification and should only be marked "Meets" if the trainee is present and performs the verification.

08/04/2023

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".



Event Number	Event Type	First Aid Procedure		Hot Call Procedure		EMD Ally Procedure		Case Entry		Date -		Position -		Case Exit		Call Mgmt/ Cust Svc	CAD Remarks		High Acuity	Notes (i.e.: didn't verify address, coached to stay on the line, etc.)	
		Unassisted	Assisted	Unassisted	Assisted	Unassisted	Assisted	Unassisted	Assisted	Unassisted	Assisted	Chief Complaint	Key Questions	Diagnostic & Instruction Tools	PDIs		PAIs	Unassisted			Assisted

Event Type	Address Procedure			Cape Procedure			Case Entry			Chief Complaint			Key Questions			Diagnostic & Instruction Tools			PDI's			PAI's			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			
19D02	1					1	1					1			1																		
31D03	1					1	1					1			1																	1	
77B00	1																																
52C03S	1						1					1			1																	1	
12D02	1					1	1					1			1																	1	
26A02	1						1					1			1																	1	
11D01F	1										1				1																	1	
26D01																																	
32D00	1											1																				1	
19C03	1						1					1			1																	1	
26A09	1						1					1			1																	1	
10C03	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.

- 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 obvious 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

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Listen to audio and document the Call Taking Activity Log

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

# TOPIC THREE

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Call Taking DORs



# THERE IS GUIDANCE!

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satisfactory performance is achieved by the end of the rating period or if the skill or task is not listed on the *current* OJT Phase Objectives List.

Conversely, if a Trainee performs acceptably and the CTO feels the Trainee properly performed the techniques involved in the incident, then the Objectives List and/or DOR category may reflect the Trainee has demonstrated the knowledge and the performance should be included in the evaluation. Once a category is completed and rated acceptably, any instances of future regression should be appropriately addressed in the evaluation (i.e. once a Trainee is marked as "meets", they cannot go back to a "training in progress" score).

**ADORE**

ADORE is computer software which stands for "Automated Observation REport." This program computerizes all the training forms and provides for ease in tracking activity and producing reports.

<http://www.mdepeaceq3.com/LeeCoFLEMSACElive/peACEq/login.cfm?CFID=257936&CFTOKEN=0788e18287b7523-B06CB701-933E-664D-7557444EECCC6308>

Below are the steps for ADORE:

- Log in
- Choose "OrgChart & Eval"
- Choose the Trainee whose DOR you wish to create/

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

# CATEGORIES

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- 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 Mgmt/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.

The screenshot displays the peACEqPro software interface. At the top, there is a navigation bar with logos for MdE, Inc. and peACEqPro, along with various utility links like 'Wishlist', 'Contact Us', 'Reference Book', 'NeoGov', and 'IAED College'. The user is identified as 'Austin, Kim'. The main content area shows a 'Question Group' of 'Call Taking DOR 2023' with a 'Default Comments to:' dropdown set to 'Comments'. Evaluation details include 'DOR: 14', 'Date: 10/23/2023', 'Phase: Phase 1 Call Taking', 'Evaluated: ZTEST, Trainee', and 'Evaluator: Austin, Kim'. A table on the left lists 12 questions, with question 5, 'Call Entry / Document', selected and showing a rating of 2. The right pane shows the details for 'Question 5', including a description of the task, a 'Response' section with radio buttons for 'Not Observed', '1 Does Not Meet', '2 Meets' (selected), '3 Exceeds', and '4 Training in Progress', and a 'Response Description' text area. At the bottom, there are buttons for 'Comments' (selected), 'Remedial Training Comments', and 'Save Comments', along with a 'View/Attach File(s) To Question 5' button showing 0 files attached.

No.	Question	Rating
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 Mgmt/Cstmr Svc	-
10	Cognitive Abilities	-
11	Interpersonal Skills	-
12	Narrative Comments	-

# 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

**Comments (Required):**

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 are 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?

**Question Group:** Call Taking DOR 2023  
**Default Comments to:** Comments

**DOR:** 14  
**Evaluated:** ZTEST, Trainee  
**Evaluator:** Austin, Kim

**Date:** 10/23/2023 30  
**Phase:** Phase 1 Call Taking

No.	Question	Task Log	Not Complete	Complete	Exit to Main Menu
1	Acceptance of Feedback	-			
2	Policies/Procedures	-			
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 Mgmt/Cstmr Svc	-			
10	Cognitive Abilities	-			
11	Interpersonal Skills	-			
12	Narrative Comments	-			

**Question 2:**  
Department Policies and Procedures: Evaluates the trainee's knowledge of Departmental procedures and his or her ability to apply this knowledge

**Response:**  
 Not Observed  1 Does Not Meet  2 Meets  3 Exceeds  4 Training in Progress

**Response Description:**  
Narrative should answer the following questions specific to this category:  
What was discussed?  
What was demonstrated?  
What are they not yet proficient in?

Comments  Remedial Training Comments **Save Comments**

**Comments:**

**View/Attach File(s) To Question 2** 0 Files Attached

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

## 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
1 <b>Acceptance of Feedback :</b> Acceptance of Feedback / Attitude – Evaluates how the trainee accepts and applies critique, demonstrates personal goals and motivation, and accepts the position responsibilities	Meets (2)	
2 <b>Policies and Procedures :</b> 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)	
<i>Comments:</i> [redacted] consistently 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, [redacted] applied his new knowledge and required zero aid in correct addressing verification. [redacted] Cape Coral procedure is nearly refined, aside from forgetfulness during higher acuity calls. Hot Call procedures are nearly perfected, as well; on one occasion, [redacted] 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 [redacted] to a "meets" in this category.		
3 <b>Telephone System :</b> Telephone System: Evaluates the trainee's knowledge of the telephone system.	Meets (2)	
4 <b>CAD System/Function :</b> 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)	
<i>Comments:</i> While [redacted] 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 [redacted] encountering these scenarios before moving him to a "meets" in this category.		
5 <b>Call Entry / Document :</b> 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)	
<i>Comments:</i> [redacted] has 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, [redacted] 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, [redacted] has not mastered the art of requesting law enforcement without aid. I prefer [redacted] 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?

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- 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

**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.

0 Files Attached

Training:  (Min.)  Did Not Respond to Training (NRT):

5	<b>Call Entry / Document :</b> 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)
	<b>Comments:</b> 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. <b>Remedial Training Comments:</b> 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.	



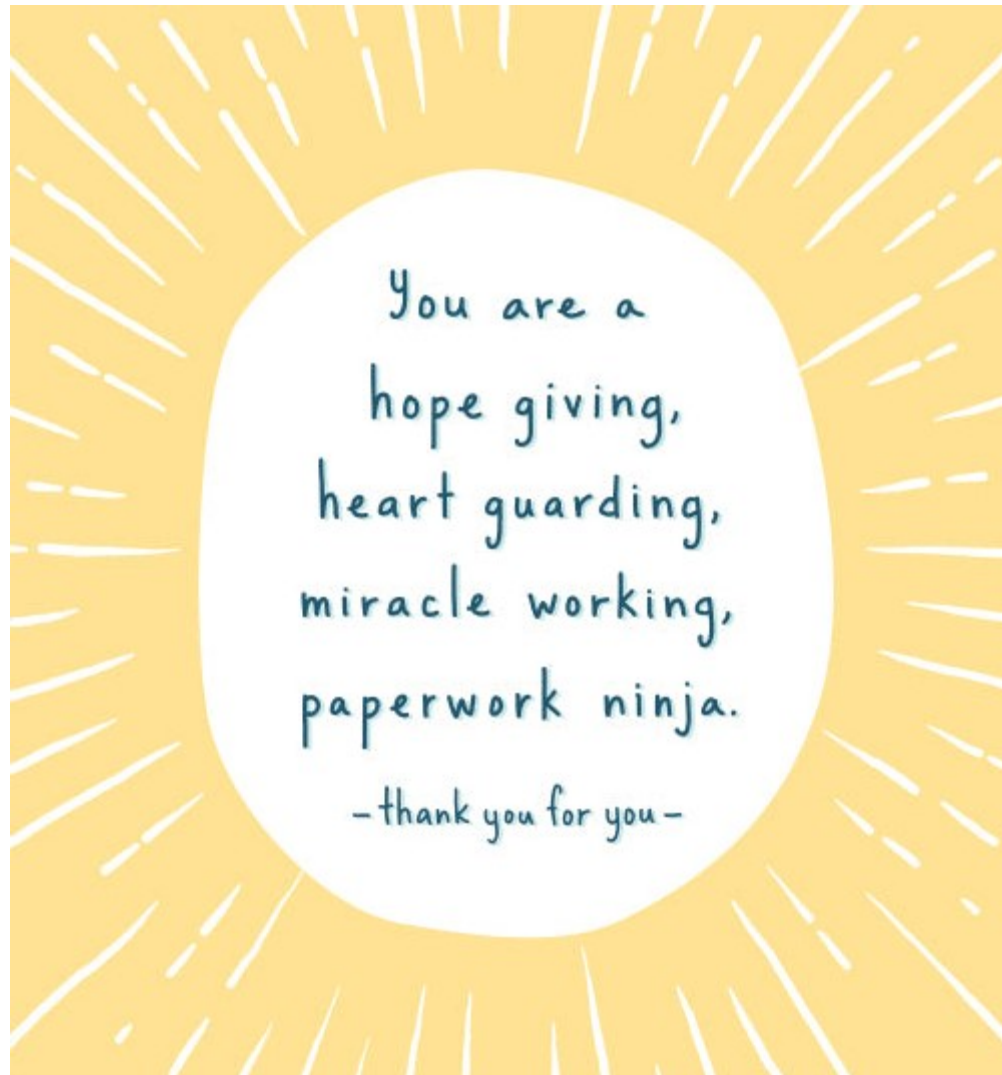
SO I GAVE THEM A DOES NOT MEET, NOW WHAT?



# TOPIC 3 EXERCISE

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Review the Call Taking Activity Log and complete the DOR



# TOPIC FOUR

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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.

The screenshot displays the peACEq V12.4 web application. The top navigation bar includes 'Wishlist' and 'Request Help' buttons. The main menu has 'OrgChart & Evals' selected. The interface shows a table with columns for 'ERM', 'Class', 'Employee', and 'Comm Center'. A dropdown menu is open over the table, showing options like 'Existing Reports' and 'Objectives Report'. The 'Objectives Report' option is highlighted. The interface also shows a 'peACEqPro' logo at the top right. The bottom of the screen displays 'Licensing' and '© 2005-2024 M&E, Inc. All rights reserved.' and 'Version: V12\_4'.

# DISCUSSED, DEMONSTRATED, PROFICIENT

Objectives For: Brandt, Carlie As Of: 01/19/2024 10:24 AM Include inactive Objectives that have been started?

Showing 6 Objectives

2020 Lee Control SOPs 2020-Dispatch Objectives Call Taking Objectives OJT- Phase 1 Call Taking Objectives OJT- Phase 2 Call Taking Objectives OJT- Phase 3 Dispatch Major Incidents Checklist

Call Taking Objectives OJT- Phase 1 [Back To Top](#)

Question	Discussed	Demonstrated	Proficient
1: Geography Workbook: <ul style="list-style-type: none"><li>o Fire Districts</li><li>o EMS/Fire Station Locations</li><li>o Facilities</li><li>o County Parks</li><li>o Boat Ramps</li><li>o Landmarks</li><li>o Hospitals/D Codes</li><li>o Major Roadways I-75</li><li>41</li></ul>			
2: Location Verification: Verifying an Explicit Address			
3: Location Verification: Verifying a Complex Address			
4: Location Verification: Verifying an Intersection			
5: Location Verification: Verifying on Hwy 41			
6: Location Verification: Verifying on I-75			
7: Location Verification: Verifying on Map			
8: Location Verification: Verifying Address/Location When Unknown by the Caller Uses Resources to Determine Good Location			
9: Location Verification: Using RapidSOS			
10: Location Verification: Address Verification SOP			

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

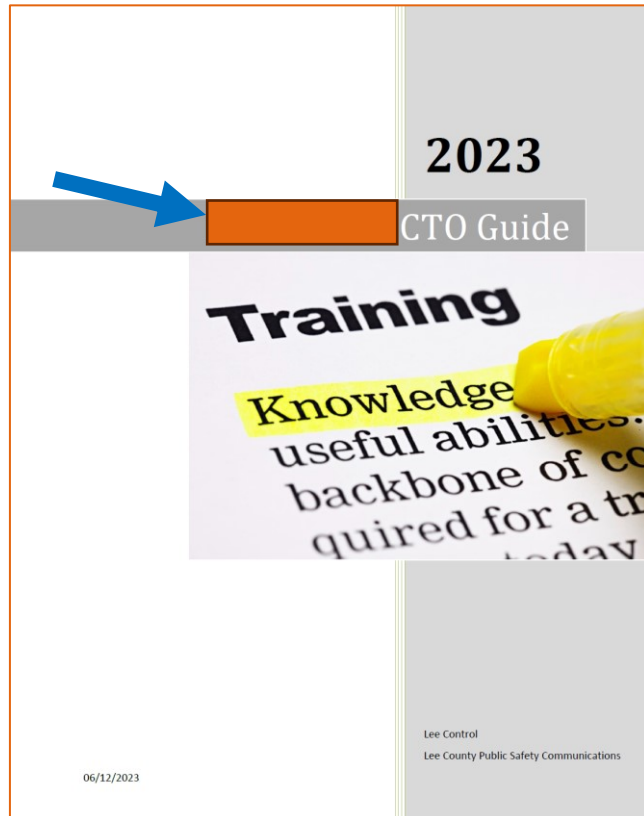
# TOPIC FIVE

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*Dispatching Daily Activity Logs*

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    - On The Job Training (OJT) .....16
    - Mentoring Phase .....17
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**Dispatch Activity Log**

The Dispatch Activity Log is an excel spreadsheet utilized to track radio operations handled by the Trainee. The Dispatch Activity Log is a tool and unlike the Call Taking Activity Log, utilization of this form is **NOT** required as part of the DOR documentation process. If utilized, the log can be completed for each individual shift (2-3 uploads), or for the entire set of shifts (1 upload). The log can then be added to the DOR by attaching it to the narrative prior to marking the DOR as "complete". If used, the trainer should also email this log to the trainee (copying the Training Supervisor) at the end of every shift, to allow the trainee to review it and utilize it as a study guide (as DORs are only completed for each set of shifts, not daily). If not used, the trainer should email their notes to the trainee (copying the Training Supervisor) at the end of every shift, instead.

**Dispatch Activity Log Categories**  
The Dispatch Activity Log includes the following categories:

**Tones/Warble**  
This category pertains to whether the trainee set off the (i.e.: Admin tones, All tones, Warble, etc.), per policy/pr

	totals		totals		totals	
	Address Procedure	Doesn't Meet	Cape Procedure	Doesn't Meet	Hot Calls Procedure	Doesn't Meet
	Meets	Doesn't Meet	Meets	Doesn't Meet	Meets	Doesn't Meet
	55	12	4	3	58	8

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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										
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



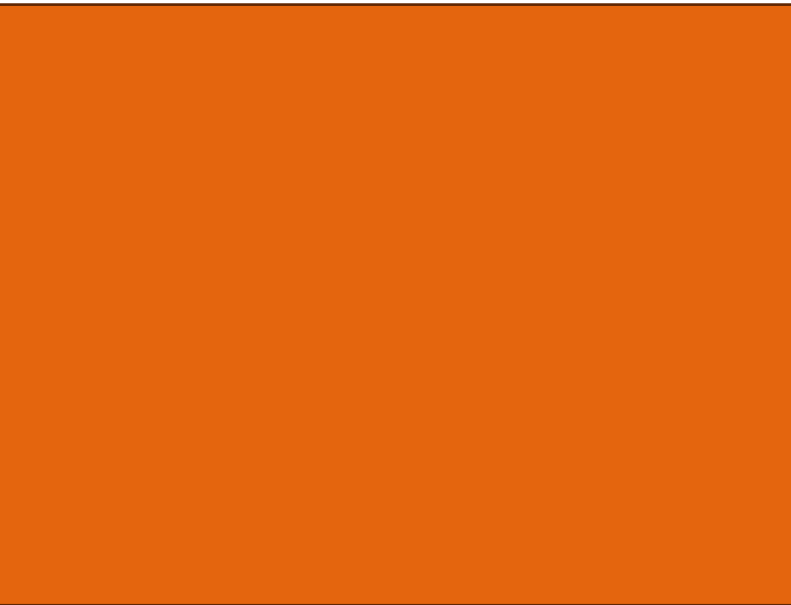
Dispatch Activity Log — 09/27



😊 Reply Reply All Forward 📧 ...

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!



...ing County business are public records available to the public and media upon request. Your email communication may  
... request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

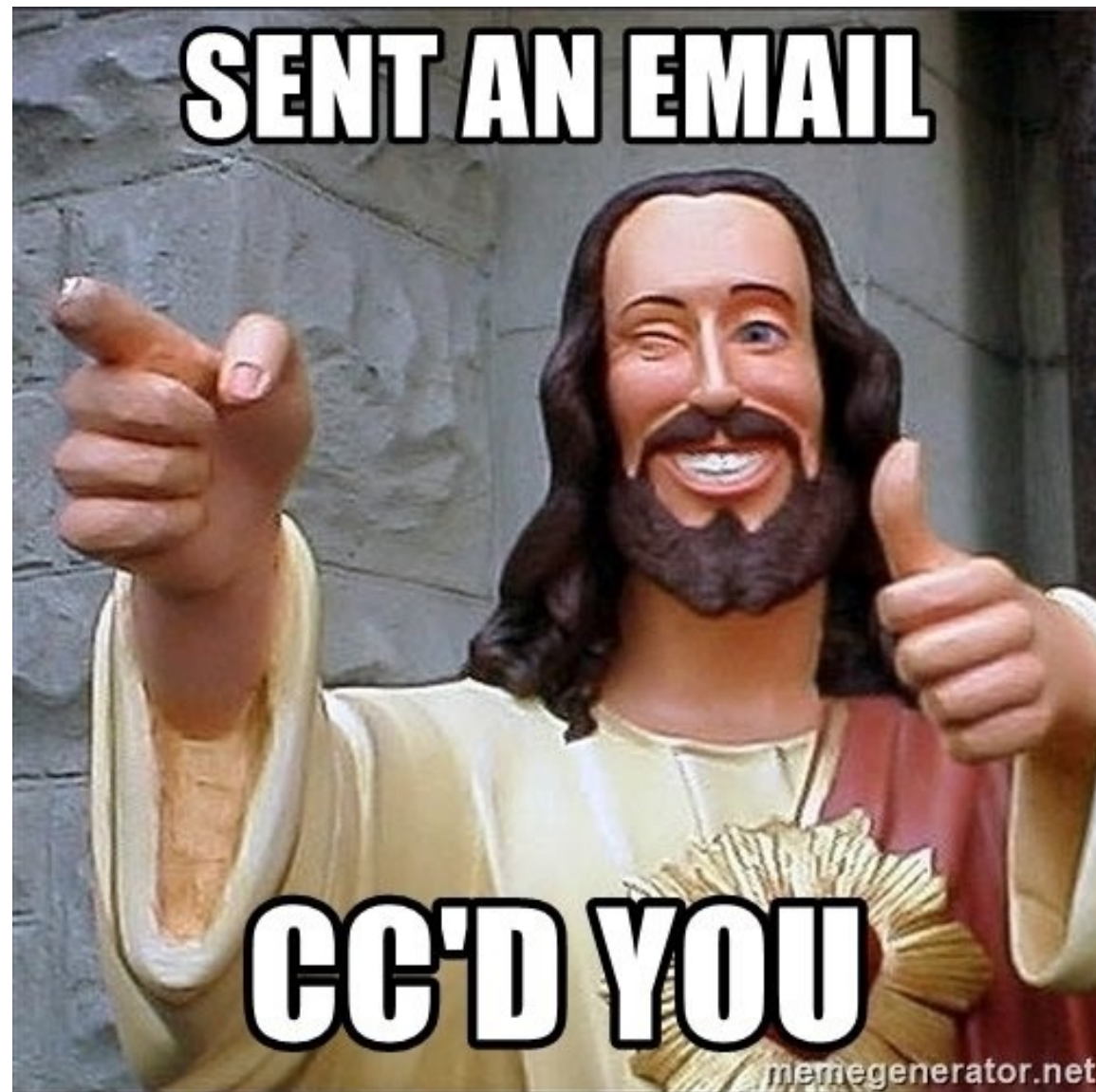
Don't forget to email the Dispatch Taking Activity Log (or other approved form of documentation) to the trainee, the shift supervisor, Capt. Shadaram, and Lt. Austin at the end of every shift!



# TOPIC 5 EXERCISE

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Listen to audio and document the Dispatch Activity Log



# TOPIC SIX

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Dispatching DORs

# THERE IS GUIDANCE!

## SEE YOUR "2023 LEE CONTROL CTO GUIDE"

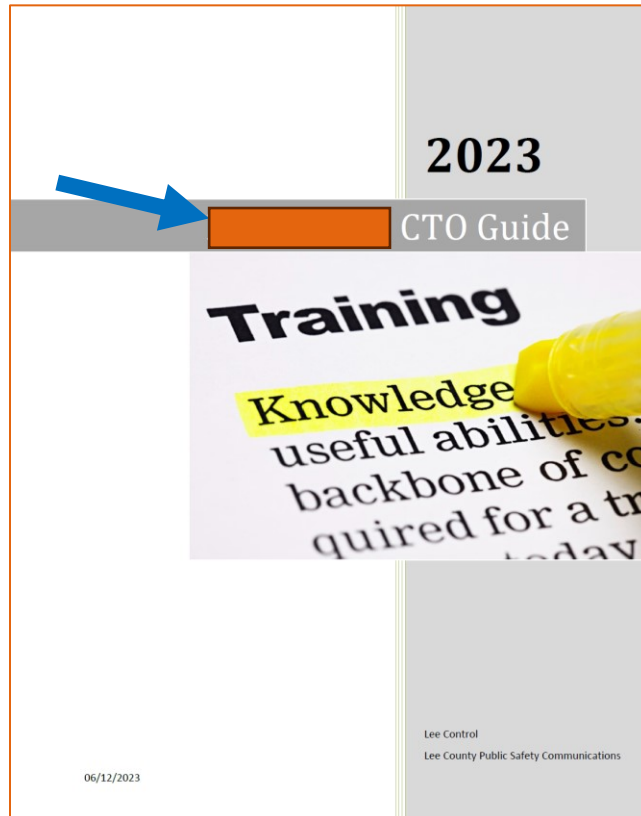


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satisfactory performance is achieved by the end of the rating period or if the skill or task is not listed on the *current* OJT Phase Objectives List.

Conversely, if a Trainee performs acceptably and the CTO feels the Trainee properly performed the techniques involved in the incident, then the Objectives List and/or DOR category may reflect the Trainee has demonstrated the knowledge and the performance should be included in the evaluation. Once a category is completed and rated acceptably, any instances of future regression should be appropriately addressed in the evaluation (i.e. once a Trainee is marked as "meets", they cannot go back to a "training in progress" score).

**ADORE**

ADORE is computer software which stands for "Automated Observation REport." This program computerizes all the training forms and provides for ease in tracking activity and producing reports.

<http://www.mdepeaceq3.com/LeeCoFLEMSACELive/peACEq/login.cfm?CFID=257936&CFTOKEN=e0788e18287b7523-B06CB701-933E-664D-7557444EECCC6308>

Below are the steps for ADORE:

- Log in
- Choose "OrgChart & Eval"
- Choose the Trainee whose DOR you wish to create/

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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.

Question Group: Dispatch DOR Default Comments to: Comments

DOR:  Evaluated: ZTEST, Trainee Evaluator:

Date:   Phase: Phase 2 Dispatching

---

No. Question	Task Log   <input checked="" type="radio"/> Not Complete <input type="radio"/> Complete   <input type="button" value="Exit to Main Menu"/>
1 Acceptance of Feedback	
2 Policies & Procedures	
3 Radio System	
4 CAD System	
5 Geography	
6 Documentation	<b>Question 6:</b> Documentation / Update / Relay: Evaluates the trainee's overall written communication skills- how the trainee understands the information being conveyed and how he/she then conveys that information into a well-organized, clearly written, comprehensive and complete thought. Also evaluates the trainee's ability to update the CAD incident as it is received (talking/typing simultaneously) and ensure responding units acknowledge update.
7 Problem Solving	<b>Response:</b> <input type="radio"/> Not Observed <input type="radio"/> 1 Does Not Meet <input type="radio"/> 2 Meets <input type="radio"/> 3 Exceeds <input checked="" type="radio"/> 4 Training in Progress
8 Radio Comprehension/Transmissions	<b>Response Description:</b> Narrative should answer the following questions specific to this category: What was discussed? What was demonstrated? What are they not yet proficient in?
9 Concern for Responders	<input checked="" type="radio"/> Comments <input type="radio"/> Remedial Training Comments <input type="button" value="Save Comments"/>
10 Interpersonal Skills	<b>Comments (Required):</b> <div style="border: 1px solid #ffcccc; height: 40px; width: 100%;"></div>
11 Dispatch 1- Normal	<input type="button" value="View/Attach File(s) To Question 6"/> 0 Files Attached
12 Dispatch 1- Stress	Training: <input type="text"/> (Min.) Did Not Respond to Training (NRT): <input type="checkbox"/>
13 Dispatch 2 & 3- Normal	
14 Dispatch 2 & 3- Stress	
15 Nice Job!	
16 Needs Work	
17 Narrative	

# 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:  Evaluated: ZTEST, Trainee Evaluator:

Date:   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 Attached](#)

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 are 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?

Question Group: Dispatch DOR Default Comments to: Comments

DOR:  Evaluated: ZTEST, Trainee Evaluator:

Date:

Phase:

---

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	1
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	-

Not Complete  Complete

**Question 11:**  
Dispatch 1 (EMS) Performance: Normal Operations: Evaluates the trainee's ability to work Dispatch 1 and perform all the required duties during normal operations.

**Response:**  
 Not Observed  1 Does Not Meet  2 Meets  3 Exceeds  4 Training in Progress

**Response Description:**  
Narrative should answer the following questions specific to this category:  
What was discussed?  
What was demonstrated?  
What are they not yet proficient in?

Comments  Remedial Training Comments

**Comments (Required):** SAVED

0 Files Attached

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

## 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	<b>Telephone System :</b> Telephone System: Evaluates the trainee's knowledge of the telephone system.	Training in progress (4)	
	<b>Comments:</b> [redacted] proficient in welfare checks, interfacility transfers, mutual aid requests and MERTs. The audio requests for these types of calls were fulfilled [redacted] 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	<b>CAD System/Function :</b> 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	<b>Call Entry / Document :</b> 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	<b>Geographical Knowledge :</b> 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)	
	<b>Comments:</b> [redacted] and can successfully identify fire districts and their numbering systems. She is able to identify 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.  <i>Trainee Comments:</i> I will continue to work on familiarizing myself with hospitals and interstate exits.		
7	<b>Knowledge of EMD ProQA :</b> 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	<b>Knowledge of EFD ProQA :</b> 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	<b>Call Management/Customer Service:</b> 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	<b>Cognitive Abilities :</b> 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	<b>Interpersonal Skills :</b> 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	<b>Narrative Comments :</b> Narrative Comments:	N/A	

# TOPIC 6 EXERCISE

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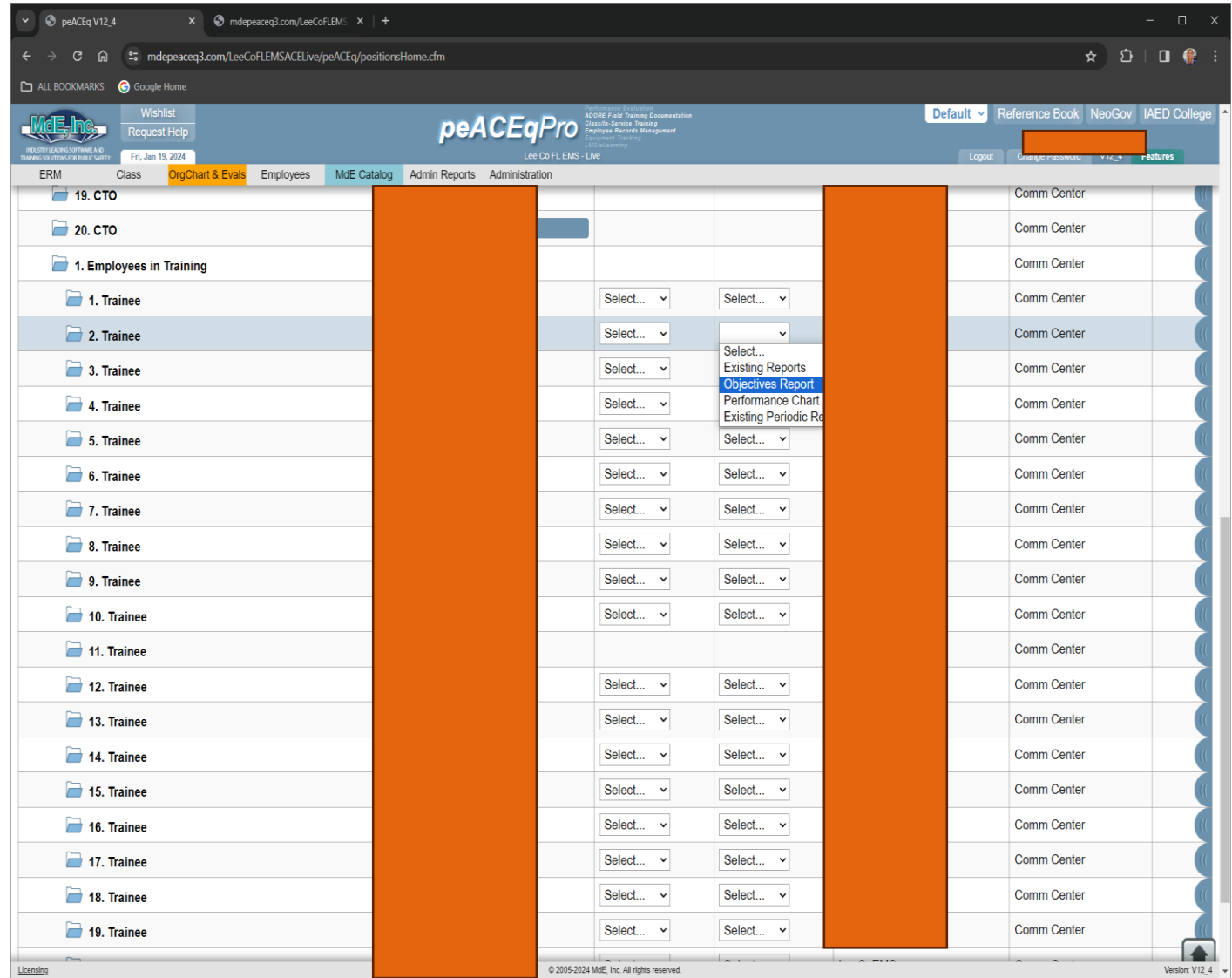
Review the Dispatch Activity Log and complete the DOR

# TOPIC SEVEN

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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.



# READ, PRACTICED, COMPLETED

Objectives For: Mailliet, Jason As Of: 01/19/2024 10:34 AM Include inactive Objectives that have been started?

Showing 6 Objectives

2020 Lee Control SOPs 2020-Dispatch Objectives Call Taking Objectives OJT- Phase 1 Call Taking Objectives OJT- Phase 2 Call Taking Objectives OJT- Phase 3 Dispatch Major Incidents Checklist

Question	Read	Practiced	Completed
Chpt 1: Who and Where?: BLS (Basic Life Support) Units			
Chpt 1: Who and Where?: ALS (Assisted Life Support) Units			
Chpt 1: Who and Where?: UNIT STATION LOCATION BY GSA			
Chpt 1: Who and Where?: EMS DUTY OFFICERS (MEDCOMS)			
Chpt 1: Who and Where?: EMS SPECIALTY UNITS			
Chpt 1: Who and Where?: FIRE TERMINOLOGY			
Chpt 1: Who and Where?: FIRE APPARATUS			
Chpt 1: Who and Where?: NORTHERN LEE CO FIRE DEPT/DISTRICTS			
Chpt 1: Who and Where?: SOUTHERN LEE CO FIRE DEPTS/DISTRICTS			
Chpt 1: Who and Where?: ADD'L FIRE DEPTS/DISTRICTS			
Chpt 2: Short & Sweet: TEN CODES			
Chpt 2: Short & Sweet: CODES & SIGNALS			

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





# EXERCISE A

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

# EXERCISE B

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



# The End

ANY QUESTIONS?