



# Welcome to Lee Control

A Division of Lee County Public Safety

[About Lee Control](#)

*#LeeControlFam*

Allow us  
to introduce  
ourselves...

**Introductions to Staff & Tour of  
the Building**

hi



# Mission Statement

**D**ispatch the appropriate services in an expedient manner.

**I**nspire trust and confidence with the Lee County citizens and emergency responders.

**S**erve as the vital link between citizens, visitors and emergency services.

**P**repare for any and all situations and emergencies through continuous training and education.

**A**lways here, always ready.

**T**reat each individual with respect.

**C**are and empathize.

**H**elp and serve our community and its citizens to the best of our ability each day.



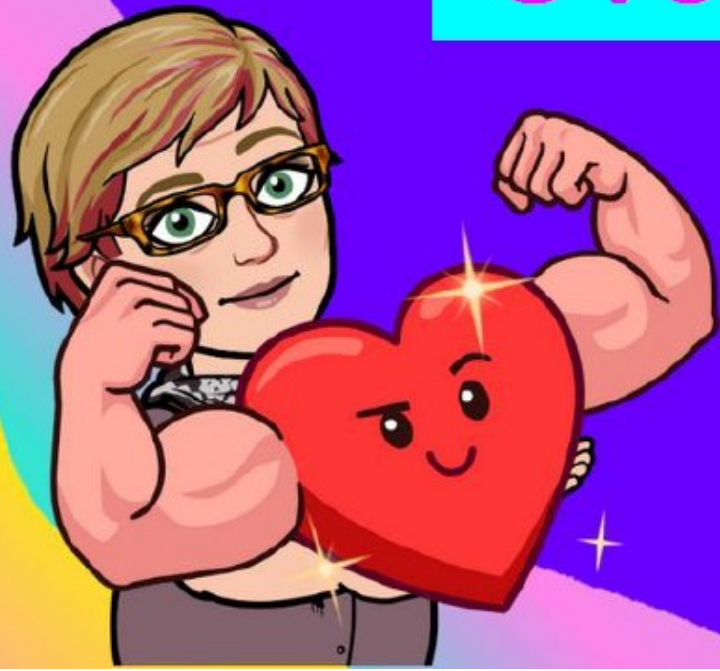
# Lee Control Training

with Captain Jeanne Shadaram

Room: 115

# Lee Control

## Training Overview



- Welcome Letter
- Introduction to Training Program
- Training Manual

# Certifications

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- ❖ IAED Emergency Medical Dispatch (EMD)
- ❖ IAED Emergency Fire Dispatch (EFD)
- ❖ IAED Emergency Police Dispatch (EPD)
- ❖ CPR
- ❖ Florida Department of Health Public Safety Telecommunicator (PST) Certification



# Training Phases

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- ❖ Phase I- Call Taking Phase
  - Classroom
  - On the Job
  - Mentoring Phase
- ❖ Dispatch Readiness Exam- 75% minimum score
- ❖ Phase II- Dispatch Phase
  - On the Job
  - Mentoring Phase

# Lee Control Training Websites

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- NeoGov
- FEMA (NeoGov FEMA Lessons to access FEMA site)
- FL DOH (PST certification)
- PLS
- IAED College
- Quizlet (NeoGov Quizlet Set-Up Tutorial Lesson)
- Adore



# Training- NeoGov Learn

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- ❖ NeoGov Learn is Lee County's training website where employees can sign up for free training classes. You were emailed a link to activate your account during the onboarding process. On your first day the username will convert to your Lee County issued email address (the password will remain the same).



— LET'S GET

STARTED ↓



**KNOWLEDGE  
IS POWER**

Required

LE

Learn

HUMAN RESOURCES

## Learn - User Training

🕒 00H 20M

🌐 CUSTOM ONLINE

# Training- FEMA

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- ❖ There are five required courses: ICS 100, 144, 200, 700, and 800. These courses are accessed thru NeoGov (assigned lessons). An exam is issued at the end and a completion certificate is emailed and must be forwarded to the Training Supervisor and the Learn Department ([Learn@leegov.com](mailto:Learn@leegov.com)) to mark the lessons as complete.
- ❖ Additionally ICS 5a is also required, but will be accessed from the FEMA site (no NeoGov lesson).

# Training- FEMA- Once Registered...



- ☐ 0100
- ☐ 0200
- ☐ 0700
- ☐ 0800
- ☐ 0144
- ☐ 5a

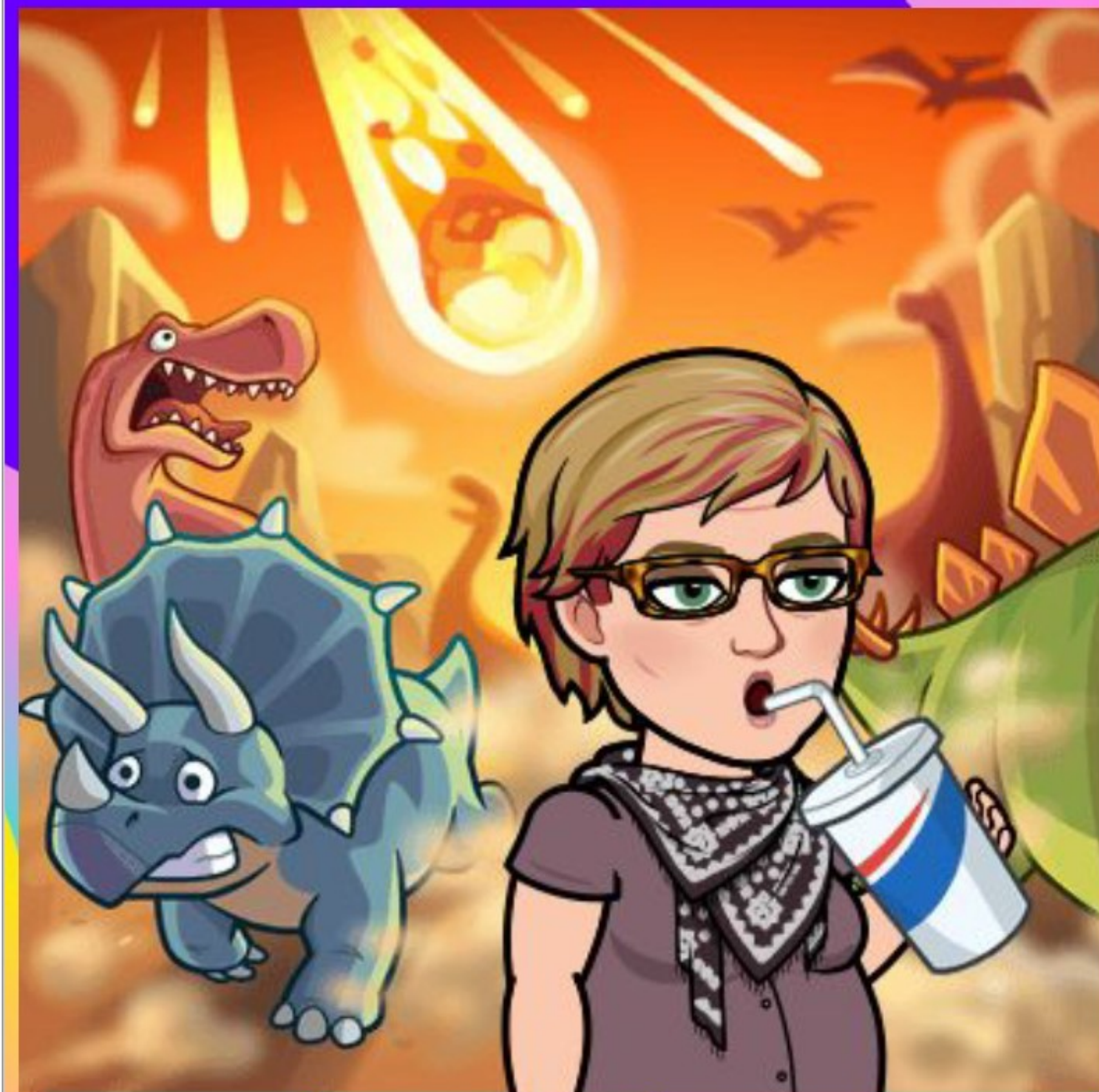
# BACK TO NEOGOV


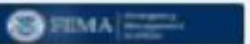
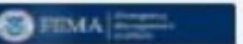
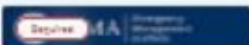






NEO GOV



Learn





 <p><b>FEMA</b></p> <p><b>IS-0100: An Introduction to the Incident Command S...</b></p> <p>🕒 22H 22M</p> <p>📍 TH03D 2127Y ONLINE</p>	 <p><b>FEMA</b></p> <p><b>IS-0200.c: Basic Incident Command System for Initial Res...</b></p> <p>🕒 24H 22M</p> <p>📍 TH03D 2127Y ONLINE</p>	 <p><b>FEMA</b></p> <p><b>IS-0800.d: National Response Framework, An Introduction</b></p> <p>🕒 22H 22M</p> <p>📍 TH03D 2127Y ONLINE</p>
 <p><b>FEMA</b></p> <p><b>IS-144: Telecommunicators Emergency Respons...</b></p> <p>🕒 22H 22M</p> <p>📍 TH03D 2127Y ONLINE</p>	 <p><b>FEMA</b></p> <p><b>IS-700: An Introduction to the National Incident Me...</b></p> <p>🕒 22H 22M</p> <p>📍 TH03D 2127Y ONLINE</p>	 <p><b>FEMA</b></p> <p><b>Post-Test for IS-144</b></p> <p>🕒 22H 22M</p> <p>📍 TH03D 2127Y ONLINE</p>
 <p><b>FEMA</b></p> <p><b>Post-Test for IS-800.D</b></p> <p>🕒 22H 22M</p> <p>📍 TH03D 2127Y ONLINE</p>	 <p><b>FEMA</b></p> <p><b>Post-Test for ISC-100</b></p> <p>🕒 22H 22M</p> <p>📍 TH03D 2127Y ONLINE</p>	 <p><b>FEMA</b></p> <p><b>Post-Test for ISC-700</b></p> <p>🕒 22H 22M</p> <p>📍 TH03D 2127Y ONLINE</p>
 <p><b>FEMA</b></p> <p><b>Post-Test IS-200.c</b></p> <p>🕒 22H 22M</p> <p>📍 TH03D 2127Y ONLINE</p>		

# Training- FL DOH (PST Certification)

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- ❖ Florida State required 9-1-1 Telecommunicators be certified by the state Within the first year of employment. The Training Coordinator will be responsible for assisting with course scheduling and upon completion, an exam will be issued by the state.

[http://www.floridahealth.gov/licensing-and-regulation/911-public-safety-t  
elecommunicator-program/](http://www.floridahealth.gov/licensing-and-regulation/911-public-safety-t<br/>elecommunicator-program/)



# Training- Police Legal Sciences (PLS)

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- ❖ Reality-Based Online Training used as one of the many CDE requirements. The monthly lessons are broken down into several categories for lessons learned. Employees are required to take a minimum of six lessons per year. Passwords are set by the system. The link and log in credentials will be emailed to you from the training department.

[www.policelegalsciences.com](http://www.policelegalsciences.com)

*Let's take a look*



# Training- IAED College

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- ❖ The College of Emergency Dispatch is your online portal to access International Academies of Emergency Dispatch education and training materials, including the CDE Advancement Series™.

[www.prioritydispatch.net](http://www.prioritydispatch.net)

<https://prioritydispatch.netexam.com/index.aspx?tkn=25C63191-FE71-4C94-B24D-A1706031A760#center-panel:main-ui-training>



**KEEP  
CALM**

**AND**

**LETS**

**CHECK IT OUT**

**Assignment**

# Training- Quizlet

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- ❖ Quizlet is an online learning community used by Lee Control as a training resource. This website contains Lee Control study materials and allows the user to play learning games, use online flashcards, and complete quizzes to test their knowledge. The user will need to create a personal ID and password. Quizzes are password protected



# BACK TO NEOGOV




NEOGOV



Learn





# Complete the following in NeoGov:


Required 

PUBLIC SAFETY COMMUNICATIONS

## Quizlet Set-Up Tutorial


 00H 30M


 CUSTOM ONLINE

Required 

PUBLIC SAFETY COMMUNICATIONS

## CrewSense Tutorial

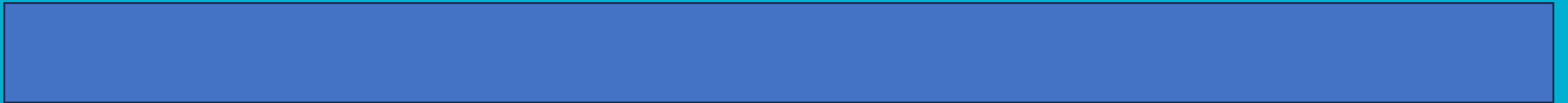
 00H 30M

 CUSTOM ONLINE

# Training- Adore

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- ❖ Adore is the training software used to create DORs, periodic reports, and objective lists. Trainees will be issued a User ID and generic password
- ❖ Trainees should change the password upon logging in the first time.





# Daily Observation Reports (DORs)

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- ❖ One completed per set of shifts (during OJT)
- ❖ Reviewed with CTO
- ❖ Trainee comments in three categories (minimum) required
- ❖ Signed by CTO, Trainee, & Training Supervisor
- ❖ SEGs with Rating Scale 0-4



LOG IN

# SEGS (Standard Evaluation Guidelines)

1. The following are the SEG categories. These will be scored using a 0-4 competency scoring system (0=Not Observed, 1=Doesn't Meet, 2=Meets, 3=Exceeds, & 4=Training in Progress).

## 2. Twelve (12) Categories

- |                                   |                      |
|-----------------------------------|----------------------|
| 1. Acceptance of Feedback         | 7. Knowledge of EMD  |
| 2. Dept. Policies/Procedures      | 8. Knowledge of EFD  |
| 3. Telephone System               | 9. Call Management   |
| 4. Knowledge of CAD               | 10. Problem Solving  |
| 5. Call Entry/Documentation       | 11. Customer Service |
| 6. Geographical Awareness/Mapping | 12. Narrative        |

# Call Taking Activity Log (Excel Spreadsheet)

- ❖ Excel spreadsheet utilized (no later than week 3 of OJT) to track all calls taken by the Trainee
  
- ❖ Eleven (11) Categories
  - Address Procedure
  - Case Entry
  - Key Questions
  - PDIs
  - Case Exit
  - CAD Remarks
  - Cape Coral Procedure
  - Chief Complaint
  - Diagnostic/Instruction Tools
  - PAIs
  - Call Mgmt/Customer Service
  - Documentation

# Objectives List

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- ❖ Call Taking Objectives
  - OJT Phase 1
  - OJT Phase 2
  - OJT Phase 3
- ❖ SOPs



# Lockers & Headsets



What you've all been  
waiting for....

## Center Observation

Watch, Listen, & Learn



# Think on these things....

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- How many different greetings does Lee Control use when answering the phone?
- How many maps (at a minimum) are *always* displayed at each console?
- How many personnel are typically on-duty?
  - Call Taking positions
  - Dispatching positions
  - Supervisor positions
- How many times is an address confirmed with a caller?
- Notice anything done differently for calls in Cape Coral jurisdiction?
- Are there calls processed that do not utilize ProQA?
- What phone system do we use? CAD system?



# End of Day 1



Take it  
Easy!

