



**Official Skill Sheets for Practical Skills
Ontario, Canada**

**PUBLIC SAFETY TELECOMMUNICATOR II
NFPA 1061, Chapter 6, 2014 Edition**

**National Fire Protection Association Standard for
Public Safety Telecommunications Personnel Professional
Qualifications**

Enquiries regarding successful mastery of all practical skills in this booklet should be directed to your training provider or department supervisor.

Upon success, trainers or supervisors may request OFMEM skills evaluation for candidates voluntarily seeking certification. Requests should be made out to:

**Manager
Academic Standards and Evaluation Unit
Ministry of Community Safety and Correctional Services
Office of the Fire Marshal and Emergency Management
25 Morton Shulman Avenue, 2nd Floor
Toronto, Ontario
M3M 0B1
OFMTestingandCertification@ontario.ca**



Skill sheets within this booklet are based on the 2014 Edition of NFPA 1061, Professional Qualifications for Public Safety Telecommunications Personnel. These skill evaluations provide detailed performance checklist items for those seeking certification to this Standard. Skill evaluations should not be conducted until the candidate has successfully completed training that meets all requisite knowledge and requisite skill requirements as outlined in NFPA 1061-2014. Training providers must demonstrate meeting all Job Performance Requirements (JPRs) through submission of the OFMEM's "Assessment Checklist for Course Recognition" and through following the OFMEM's "Standardized Curriculum Form". However, it is strongly encouraged that this Skills Book and the evaluation checklists it contains be used during the normal course of study. Candidates may practice the performance criteria items at any time during study and up until skills evaluations are conducted. Practice is highly encouraged.

Requests for skills evaluations are to be submitted to the OFMEM **no less than 3 months** in advance of the requested evaluation dates. Please contact OFMTestingandCertification@ontario.ca to arrange an evaluation session for candidates.

The Lead Evaluator representing the Office of the Fire Marshal and Emergency Management (OFMEM) will obtain assistance as required from the Department seeking certification.

Many of the skill evaluation tasks for Telecommunicator II candidates require the use or completion of forms or letters. In addition, you may be required to follow other organization-specific Standard Operating Procedures/Standard Operating Guidelines (SOPs/SOGs). Skill evaluations must be completed at the candidate's communications centre or other recognized training facility. Ideally, the candidate should be evaluated at a secondary work station away from the live environment. If not feasible, the primary work station may be used, however, real emergencies may result in the re-location of the evaluation process with the candidates verbally describing the procedures necessary to complete the evaluation. Candidates will be allowed the use of computer and necessary materials as they are identified in the "tools/equipment" section of the skills sheet. The Lead Evaluator's primary responsibility is to monitor the candidate's work to ensure that they are completing their own work, have not previously



completed the task and are simply downloading the work, and that the candidate is not using any form of skill evaluation checklist to ensure all elements of the performance criteria are completed. Candidates may have the checklist available during practice sessions.

Scenarios contained in this document or developed (when required for completion of the task) by the Lead Evaluator will be as realistic and complete as possible, and all “scenarios” should be actual situations occurring at the candidate’s installation. Lead Evaluators should review the checklist paying specific attention to the “Skill Procedure” notes. Scenarios will be changed periodically to dissuade future candidates from gaining an unfair advantage, thereby upholding the academic integrity of the evaluation process.

Suggested Readings:

Information for meeting NFPA 1061, 2014 Edition Job Performance Requirements (JPRs) for PUBLIC SAFETY TELECOMMUNICATOR II is found in the following suggested readings:

Publisher/Title/Edition

1. NFPA 1061, *Standard for Professional Qualifications for Public Safety Telecommunications Personnel*, 2014 Edition
2. APCO Institute, *Public Safety Telecommunicator 1*, 7th Edition Canada



VERIFICATION OF SUCCESSFUL COMPLETION OF PRACTICAL SKILLS COURSE

This form must be completed and signed by the Instructor with skills verification responsibilities. It must be submitted to the Ontario Office of the Fire Marshal and Emergency Management (OFMEM) prior to the date of practical skills evaluation and certification. Only those individuals whose forms have been received by the OFMEM will be eligible for practical skills evaluation and certification. This form validates that the candidate has successfully completed all required skills as attached, and shall be made available to the OFMEM upon request. If seeking skills evaluation at a later date, candidates MUST retain this form as proof for eligibility to participate in a future evaluation session for attaining certification.

To be completed by the candidate:

Name: _____

Address: _____

City: _____ Prov: _____ Postal Code: _____

Department/Agency: _____

Public Safety
Telecommunicator II
Course Location: _____

Public Safety
Telecommunicator II
Course Completion
Date: _____

To be completed by the Instructor as explained above:

As Instructor for this course, I verify that the above candidate has successfully completed all of the practical skills required for the level of:

Public Safety Telecommunicator II

Print Name: _____

Signature: _____ Date: _____



VERIFICATION OF SUCCESSFUL COMPLETION OF PRACTICAL SKILLS
EVALUATION

To be completed by the **Lead Evaluator** present for **two (2)** of the practical skills evaluated below:

STUDENT NAME:			
DEPARTMENT/AGENCY:			
COURSE DATES:		LOCATION:	
EVALUATION DATE:		LOCATION:	
LEAD EVALUATOR(S):			

	<i>Pass/Fail</i>
Monitor Public Safety Radio and Electronic Data Systems NFPA 1061-2014, 6.2.2, 6.2.3	
<i>Evaluator signature:</i> _____ <i>Date:</i> _____	
Determine Priority of Service Request and Maintain Location and Status of Units NFPA 1061-2014, 6.3.3, 6.3.5	
<i>Evaluator signature:</i> _____ <i>Date:</i> _____	
Validate Incident Information and Formulate a Response NFPA 1061-2014, 6.3.2, 6.3.6	
<i>Evaluator signature:</i> _____ <i>Date:</i> _____	
Monitor Alarm Systems and Categorize Alarm Information NFPA 1061-2014, 6.2.4, 6.3.4	



ONTARIO OFFICE OF THE FIRE MARSHAL AND EMERGENCY MANAGEMENT

PUBLIC SAFETY TELECOMMUNICATOR II
(NFPA 1061 - 2014)

PRACTICAL SKILLS

<i>Evaluator signature:</i> _____ <i>Date:</i> _____	

	<i>Pass/Fail</i>
Transmit and Relay Information or Data to Initiate Deployment of Response Units NFPA 1061-2014, 6.4.1, 6.4.2	
<i>Evaluator signature:</i> _____ <i>Date:</i> _____	
Relay Service Request Information and Gather Supplemental Information NFPA 1061-2014, 6.4.3, 6.4.4	
<i>Evaluator signature:</i> _____ <i>Date:</i> _____	
Activate the Community Emergency Action Plan NFPA 1061-2014, 6.4.4, 6.4.5	
<i>Evaluator signature:</i> _____ <i>Date:</i> _____	
Activate the Public Safety Communication Centre Emergency Action Plan NFPA 1061-2014, 6.4.6	
<i>Evaluator signature:</i> _____ <i>Date:</i> _____	



INDEX

6.2 RECEIVE REQUESTS FOR SERVICE - SKILLS EVALUATION	8
Monitor Public Safety Radio and Electronic Data Systems	9
6.3 PROCESS REQUESTS FOR SERVICE - SKILLS EVALUATION	11
Determine Priority of Service Request and Maintain Location and Status of Units	12
Validate Incident Information and Formulate a Response	14
Monitor Alarm Systems and Categorize Alarm Information	16
6.4 DISSEMINATE REQUESTS FOR SERVICE - SKILLS EVALUATION	18
Transmit and Relay Information or Data to Initiate Deployment of Response Units	19
Relay Service Request Information and Gather Supplemental Information	21
Activate the Community Emergency Action Plan	23
Activate the Public Safety Communication Centre Emergency Action Plan	24



RECEIVE REQUESTS FOR SERVICE

Successful completion of the practical skills in this section is necessary to fulfill the requirements of the following sections of NFPA 1061-2014:

Public Safety Telecommunicator II

6.2.1 Description of Duty. To manage information from multiple sources requiring requests for services or assistance.

6.2.2 Monitor public safety radio systems, given equipment used by the agency, so that information requiring action by the Public Safety Telecommunicator is identified.

6.2.3 Monitor electronic data systems, given equipment used by the agency, so that information requiring action by the Public Safety Telecommunicator is identified.



RECEIVE REQUESTS FOR SERVICE – NFPA 1061-2014, 6.2.2, 6.2.3
MONITOR PUBLIC SAFETY RADIO AND ELECTRONIC DATA SYSTEMS

STUDENT NAME:

SKILL SHEET # 1

Skill Objective: Monitor public safety radio and electronic data systems, given equipment used by the agency, so that information requiring action by the Public Safety Telecommunicator is identified.

Skill Procedure: Candidate will perform the following in accordance with appropriate reference material and department policies/procedures in a 9-1-1 dispatch centre, training classroom, or equivalent setting within 2 minutes, given equipment used by their agency.

Tools/Equipment: Work station which may include telephones, radios, log book, fire department’s policies, procedures and appropriate administrative tools (computer, pen, pencils, paper, etc.).

<u>Items to be checked</u>	<i>Pass/Fail</i>
<i>If the candidate:</i>	
1. Monitored public safety radio systems, given equipment used by their agency: [6.2.2 (B-1, B-2, B-3)]	
a. Monitored transmissions.	
b. Operated radio equipment.	
c. Acted on necessary transmissions.	
d. Differentiated between various audio stimuli (e.g. alert tones, audible alarms, different calls or channels, etc.).	
e. Demonstrated effective listening abilities.	
2. Monitored electronic data systems, given equipment used by their agency (if applicable): [6.2.3 (B-1, B-2)]	
a. Monitored transmissions.	
b. Acted on necessary transmissions.	
c. Demonstrated basic computer skills (keyboard & mouse skills).	
d. Interpreted audio/visual symbols.	

Candidate MUST successfully master each step listed to pass this skill.

Candidate’s Grade: *Pass* *Fail*

Evaluator’s Signature: _____ **Date:** _____



ONTARIO OFFICE OF THE FIRE MARSHAL AND EMERGENCY MANAGEMENT

PUBLIC SAFETY TELECOMMUNICATOR II
(NFPA 1061 - 2014)

PRACTICAL SKILLS

RECEIVE REQUESTS FOR SERVICE – NFPA 1061-2014, 6.2.2, 6.2.3
MONITOR PUBLIC SAFETY RADIO AND ELECTRONIC DATA SYSTEMS

STUDENT NAME:

SKILL SHEET # 1

SCENARIO:

1. During an ongoing motor vehicle collision a request for additional units is received from Incident Command. Coordinate and notify additional units and act on transmissions demonstrating effective listening abilities.
2. Demonstrate or describe an audio or visual cue requiring action in your centre.



PROCESS REQUESTS FOR SERVICE

Successful completion of the practical skills in this section is necessary to fulfill the requirements of the following sections of NFPA 1061-2014:

Public Safety Telecommunicator II

6.2.4 Monitor alarm systems, given equipment used by the agency, so that information requiring action by the Public Safety Telecommunicator is identified.

6.3.1 Description of Duty. Review and format data for dispatch or referral. Monitor status of resources and determine units for deployment.

6.3.2 Validate incident information, given a request for service, available resources, and agency policies, procedures, guidelines, and protocols, so that an appropriate response is determined and a resource allocation prepared.

6.3.3 Maintain location and status of units, given the resources available to the agency and utilizing the systems and equipment in the public safety communications center, so that the current availability, status, and safety of all deployable resources is known.

6.3.4 Categorize alarm information, given signals, messages, codes, and data, so that the information is properly interpreted in preparation for the allocation of resources.

6.3.5 Determine the priority of a service request, given information provided by other telecommunicators or field units and the agency policies, procedures, guidelines, and protocols, so that the priority of the request is defined.

6.3.6 Formulate a response, given the validated and prioritized request for service and the availability of deployable resources, so that the most appropriate response is selected and the safety of responders is considered.



PROCESS REQUESTS FOR SERVICE – NFPA 1061-2014, 6.3.3, 6.3.5

DETERMINE PRIORITY OF SERVICE REQUEST AND MAINTAIN LOCATION AND STATUS OF UNITS

STUDENT NAME:

SKILL SHEET # 2

Skill Objective: Determine the priority of a service request, given information provided by other telecommunicators or field units and the agency policies, procedures, guidelines, and protocols, so that the priority of the request is defined. Maintain location and status of units, given the resources available to the agency and utilizing the systems and equipment in the public safety communications center, so that the current availability, status, and safety of all deployable resources is known.

Skill Procedure: Candidate will perform the following in accordance with appropriate reference material and department policies/procedures in a 9-1-1 dispatch centre, training classroom, or equivalent setting, given equipment used their agency within 2 minutes.

Tools/Equipment: Work station which may include telephones, radios, log book, fire department’s policies, procedures and appropriate administrative tools (computer, pen, pencils, paper, etc.).

<u>Items to be checked</u>	<i>Pass/Fail</i>
<i>If the candidate:</i>	
1. Determined the priority of service request correctly, given the information provided and the agency policies, procedures, guidelines and protocols: [6.3.5 (B-1)]	
a. Used decision making skills to demonstrate correct prioritization of request.	
2. Operated communications centre systems and equipment: [6.3.3 (B-1)]	
a. Maintained status of units and personnel.	

Candidate MUST successfully master each step listed to pass this skill.

Candidate’s Grade: *Pass* *Fail*

Evaluator’s Signature: _____ Date: _____



ONTARIO OFFICE OF THE FIRE MARSHAL AND EMERGENCY MANAGEMENT

PUBLIC SAFETY TELECOMMUNICATOR II
(NFPA 1061 - 2014)

PRACTICAL SKILLS

PROCESS REQUESTS FOR SERVICE – NFPA 1061-2014, 6.3.3, 6.3.5

DETERMINE PRIORITY OF SERVICE REQUEST AND MAINTAIN LOCATION AND STATUS OF UNITS

STUDENT NAME:

SKILL SHEET # 2

SCENARIO:

1. Process a request for service for a space heater fire in a bedroom of a single family home at a verified address. Receive update(s) from the scene, prioritize the request(s) and maintain unit status.



PROCESS REQUESTS FOR SERVICE – NFPA 1061-2014, 6.3.2, 6.3.6
VALIDATE INCIDENT INFORMATION AND FORMULATE A RESPONSE

STUDENT NAME:

SKILL SHEET # 3

Skill Objective: Validate incident information, given a request for service, available resources, and agency policies, procedures, guidelines, and protocols, so that an appropriate response is determined and a resource allocation prepared. Formulate a response, given the validated and prioritized request for service and the availability of deployable resources, so that the most appropriate response is selected and the safety of responders is considered.

Skill Procedure: Candidate will perform the following in accordance with appropriate reference material and department policies/procedures in a 9-1-1 dispatch centre, training classroom, or equivalent setting within 2 minutes, given equipment used by their agency.

Tools/Equipment: Work station which may include telephones, radios, log book, fire department’s policies, procedures and appropriate administrative tools (computer, pen, pencils, paper, etc.).

<u>Items to be checked</u>	<i>Pass/Fail</i>
<i>If the candidate:</i>	
1. Using the validated and prioritized request for service and policies, procedures, guidelines and protocols, formulates an appropriate response, considering: [6.3.2 (B-1), 6.3.6 (B-1)]	
a. Available and appropriate resources for request for service	
b. Responders immediate and future safety	
c. Other particulars of the response	
2. Using equipment and resources supplied by the agency, interprets the following incident information: [6.3.2 (B-1)]	
a. Maps	
b. GPS coordinates	
c. Incident data	
3. Refines the response, as needed, based on additional input, using systems in the communication centre. [6.3.6 (B-1)]	



PROCESS REQUESTS FOR SERVICE – NFPA 1061-2014, 6.3.2, 6.3.6
VALIDATE INCIDENT INFORMATION AND FORMULATE A RESPONSE

STUDENT NAME:

SKILL SHEET # 3

SCENARIO:

1. Process a call for service for a person fallen down a 20 metre embankment below a train bridge so that available and appropriate resources are determined, the immediate and future safety of responders are accounted for and any other particulars of the response are identified.
2. Utilizing agency equipment and resources, locate the above verified incident on a map identifying the GPS coordinates. You will also be required to document the interpreted incident data.
3. For this same incident, coordinate the report from Incident Command indicating multiple patients require rescue and transport so that the response is refined.

Candidate MUST successfully master each step listed to pass this skill.

Candidate's Grade:

Pass

Fail

Evaluator's Signature: _____

Date: _____



PROCESS REQUESTS FOR SERVICE – NFPA 1061-2014, 6.2.4, 6.3.4
MONITOR ALARM SYSTEMS AND CATEGORIZE ALARM INFORMATION

STUDENT NAME:

SKILL SHEET # 4

Skill Objective: Monitor alarm systems, given equipment used by the agency, so that information requiring action by the Public Safety Telecommunicator is identified. Categorize alarm information, given signals, messages, codes, and data, so that the information is properly interpreted in preparation for the allocation of resources.

Skill Procedure: Candidate will perform the following in accordance with appropriate reference material and department policies/procedures in a 9-1-1 dispatch centre, training classroom, or equivalent setting, given equipment used by their agency.

Tools/Equipment: Work station which may include telephones, radios, log book, fire department’s policies, procedures and appropriate administrative tools (computer, pen, pencils, paper, etc.).

<u>Items to be checked</u>	<i>Pass/Fail</i>
<i>If the candidate:</i>	
1. Monitored alarm systems so that information requiring action by the telecommunicator is identified: [6.2.4 (B-1)]	
a. Monitored signals.	
b. Reacted to necessary signals.	
c. Interpreted signal, data, and messages.	
2. Categorized alarm information so that information was properly interpreted in preparation for the allocation of resources. [6.3.4 (B-1, B-2)]	
a. Demonstrated basic computer skills (keyboard & mouse skills).	
b. Differentiated between multiple audio-visual stimuli.	

Candidate MUST successfully master each step listed to pass this skill.

Candidate’s Grade: *Pass* *Fail*

Evaluator’s Signature: _____ **Date:** _____



ONTARIO OFFICE OF THE FIRE MARSHAL AND EMERGENCY MANAGEMENT

PUBLIC SAFETY TELECOMMUNICATOR II
(NFPA 1061 - 2014)

PRACTICAL SKILLS

PROCESS REQUESTS FOR SERVICE – NFPA 1061-2014, 6.2.4, 6.3.4
MONITOR ALARM SYSTEMS AND CATEGORIZE ALARM INFORMATION

STUDENT NAME:

SKILL SHEET # 4

SCENARIO:

1. Process the receipt of an alarm activation in your centre. Explain the receipt of the alarm, how the signal is interpreted and describe what information is available from the alarm received.
2. Process an alarm activation so that multiple audio-visual stimuli is differentiated, the correct use of alarm systems is demonstrated or explained and correct basic computer skills are used.



DISSEMINATE REQUESTS FOR SERVICE

Successful completion of the practical skills in this section is necessary to fulfill the requirements of the following sections of NFPA 1061-2014:

Public Safety Telecommunicator II

6.4.1 Description of Duty. The transmission and relay of information or data to field units or other resources that results in the execution of the request for service.

6.4.2 Initiate deployment of response units, given the validated and prioritized request for service and the agencies' telecommunications equipment, so that service request information is conveyed to units designated for response.

6.4.3 Relay service request information, given available resources and telecommunications equipment, so that all pertinent information is communicated to all responding units and agencies.

6.4.4 Gather supplemental information, given a service request, so that current information is evaluated, prioritized, and relayed to response units or other personnel and agencies as needed.

6.4.5 Activate the community emergency action plan, given data indicating the likelihood or onset of a critical situation beyond the normal scope of operations, so that the implementation is timely and in accordance with agency policies, procedures, guidelines, and protocols.

6.4.6 Activate the public safety communication center emergency action plan, given internal emergency and agency policies, procedures, guidelines, and protocols, so that the integrity of the communications system is maintained and the safety of center personnel is achieved.



DISSEMINATE REQUESTS FOR SERVICE – NFPA 1061-2014, 6.4.1, 6.4.2
TRANSMIT AND RELAY INFORMATION OR DATA TO INITIATE DEPLOYMENT OF
RESPONSE UNITS

STUDENT NAME:

SKILL SHEET # 5

Skill Objective: Transmit and relay information or data to initiate deployment of response units, given the validated and prioritized request for service and the agencies’ telecommunications equipment, so that service request information is conveyed to units designated for response.

Skill Procedure: Candidate will perform the following in accordance with appropriate reference material and department policies/procedures in a 9-1-1 dispatch centre, training classroom, or equivalent setting, given equipment used by their agency. Communication centre operator must demonstrate operation of all telecommunication devices and disseminate appropriate information to service requester in less than 1 minute.

Tools/Equipment: Work station which may include telephones, radios, log book, fire department’s policies, procedures and appropriate administrative tools (computer, pen, pencils, paper, etc.).

<u>Items to be checked</u>	<i>Pass/Fail</i>
<i>If the candidate:</i>	
1. Initiated, transmitted and relayed information or data for the deployment of response units, by operating: [6.4.1 (B-2), 6.4.2 (B-2, B-3, B-4, B-5)]	
a. Telecommunications equipment	
b. PA system	
c. IP systems	
d. Data terminals	

Candidate MUST successfully master each step listed to pass this skill.

Candidate’s Grade: *Pass* *Fail*

Evaluator’s Signature: _____ **Date:** _____



DISSEMINATE REQUESTS FOR SERVICE – NFPA 1061-2014, 6.4.1, 6.4.2
TRANSMIT AND RELAY INFORMATION OR DATA TO INITIATE DEPLOYMENT OF
RESPONSE UNITS

STUDENT NAME:

SKILL SHEET # 5

- | | |
|--|--|
| 2. Maintained voice control (balanced tone, modulation, volume, and inflection) throughout the process. [6.4.1 (B-1), 6.4.2 (B-1)] | |
|--|--|

Candidate MUST successfully master each step listed to pass this skill.

Candidate's Grade:

Pass

Fail

Evaluator's Signature: _____

Date: _____



ONTARIO OFFICE OF THE FIRE MARSHAL AND EMERGENCY MANAGEMENT

PUBLIC SAFETY TELECOMMUNICATOR II
(NFPA 1061 - 2014)

PRACTICAL SKILLS

DISSEMINATE REQUESTS FOR SERVICE – NFPA 1061-2014, 6.4.1, 6.4.2
*TRANSMIT AND RELAY INFORMATION OR DATA TO INITIATE DEPLOYMENT OF
RESPONSE UNITS*

STUDENT NAME:

SKILL SHEET # 5

SCENARIO:

Given the validated and prioritized request for service, initiate deployment of response units for a structure fire.



DISSEMINATE REQUESTS FOR SERVICE – NFPA 1061-2014, 6.4.3, 6.4.4
RELAY SERVICE REQUEST INFORMATION AND GATHER SUPPLEMENTAL INFORMATION

STUDENT NAME:

SKILL SHEET # 6

Skill Objective: Relay service request information, given available resources and telecommunications equipment, so that all pertinent information is communicated to all responding units and agencies. Gather supplemental information, given a service request, so that current information is evaluated, prioritized, and relayed to response units or other personnel and agencies as needed.

Skill Procedure: Candidate will perform the following in accordance with appropriate reference material and department policies/procedures in a 9-1-1 dispatch centre, training classroom, or equivalent setting within 5 minutes, given equipment used by their agency.

Tools/Equipment: Work station which may include telephones, radios, log book, fire department’s policies, procedures and appropriate administrative tools (computer, pen, pencils, paper, etc.).

<u>Items to be checked</u>	<i>Pass/Fail</i>
<i>If the candidate:</i>	
1. Used validated and prioritized request for service and the agencies’ telecommunications equipment to initiate the deployment of response units while conveying information that is: [6.4.3]	
a. Accurate	
b. Prioritized	
c. Pertinent	
d. Timely	
e. Verified	
2. Maintained voice control (balanced tone, modulation, volume, and inflection) throughout the process. [6.4.3 (B-1)]	
3. Operated telecommunications equipment correctly. [6.4.3 (B-2)]	

RELAY SERVICE REQUEST INFORMATION AND GATHER SUPPLEMENTAL INFORMATION
(CONTINUED ON NEXT PAGE)



DISSEMINATE REQUESTS FOR SERVICE – NFPA 1061-2014, 6.4.3, 6.4.4
RELAY SERVICE REQUEST INFORMATION AND GATHER SUPPLEMENTAL
INFORMATION

STUDENT NAME:

SKILL SHEET # 6

<u>Items to be checked</u>	<i>Pass/Fail</i>
<i>If the candidate:</i>	
4. Gathered supplemental information on service request utilizing all of the applicable resources listed below: [6.4.4 (B-1, B-2, B-3)]	
a. Printed and electronic reference manuals	
b. Databases	
c. Emergency Action Plan	
5. Acquired and relayed supplemental information to response units or other personnel and agencies as needed: [6.4.4]	
a. Evaluated information	
b. Prioritized information	
c. Relayed information	

SCENARIO:

1. Process a call for service for a Motor Vehicle Accident so that the accurate deployment of units is accomplished.
2. First unit arrives on scene and gives size up and additional information.

Candidate MUST successfully master each step listed to pass this skill.

Candidate's Grade:

Pass

Fail

Evaluator's Signature: _____

Date: _____



DISSEMINATE REQUESTS FOR SERVICE – NFPA 1061-2014, 6.4.5
ACTIVATE THE COMMUNITY EMERGENCY ACTION PLAN

STUDENT NAME:

SKILL SHEET # 7

Skill Objective: Activate the community emergency action plan, given data indicating the likelihood or onset of a critical situation beyond the normal scope of operations, so that the implementation is timely and in accordance with agency policies, procedures, guidelines, and protocols.

Skill Procedure: Candidate will perform the following in accordance with appropriate reference material and department policies/procedures in a 9-1-1 dispatch centre, training classroom, or equivalent setting, given equipment used by their agency within 5 minutes.

Tools/Equipment: Work station which may include telephones, radios, log book, fire department’s policies, procedures and appropriate administrative tools (computer, pen, pencils, paper, etc.).

<i>Items to be checked</i>	<i>Pass/Fail</i>
<i>If the candidate:</i>	
1. Demonstrated or explained how to successfully activate the community emergency action plan in accordance with agency policies, procedures, guidelines, and protocols. [6.4.5]	
2. Utilized all of the applicable resources listed below: [6.4.5 (B-1, B-2, B-3)]	
a. Printed and electronic reference materials.	
b. Databases.	
c. Emergency Action Plan.	

SCENARIO:

1. A local emergency scenario requiring initiation and use of your community emergency action plan.

Candidate MUST successfully master each step listed to pass this skill.

Candidate’s Grade: *Pass* *Fail*

Evaluator’s Signature: _____ ***Date:*** _____



DISSEMINATE REQUESTS FOR SERVICE – NFPA 1061-2014, 6.4.6
ACTIVATE THE PUBLIC SAFETY COMMUNICATION CENTRE EMERGENCY
ACTION PLAN

STUDENT NAME:

SKILL SHEET # 8

Skill Objective: Activate the public safety communication center emergency action plan, given internal emergency and agency policies, procedures, guidelines, and protocols, so that the integrity of the communications system is maintained and the safety of center personnel is achieved.

Skill Procedure: Candidate will perform the following in accordance with appropriate reference material and department policies/procedures in a 9-1-1 dispatch centre, training classroom, or equivalent setting, given equipment used by their agency. Action plan is implemented within 1 hour.

Tools/Equipment: Work station which may include telephones, radios, log book, fire department’s policies, procedures and appropriate administrative tools (computer, pen, pencils, paper, etc.).

<u>Items to be checked</u>	<i>Pass/Fail</i>
<i>If the candidate:</i>	
1. Demonstrated or explained how to successfully initiate the communications emergency action plan through use of internal emergency and agency policies, procedures, guidelines, and protocols. [6.4.6]	
2. Demonstrated the use of predetermined mitigation and evacuation plans: [6.4.6 (B-1)]	
a. Maintained the basic integrity of the communications centre.	
b. Maintained/achieved safety of personnel.	

SCENARIO:

1. A local emergency requiring evacuation of the public safety communication centre.

Candidate MUST successfully master each step listed to pass this skill.

Candidate’s Grade: *Pass* *Fail*

Evaluator’s Signature: _____ **Date:** _____