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The Public Safety Group's

PEI-911 Online

Communications Center Liability

This course has been a great reminder of our liability. The different cases that we have read about has made me think about how I would do things or how I did things in the past. I knew that our profession was not immune from liability, but I was surprised at how often it has occurred. For me to see a change in how I do things and deal with my job is awesome. To see my coworkers and me brainstorming over what other resources are available for a call that is occurring is even better. I have enjoyed this course. *Kim K, TX*

This case is very informative. It is amazing that most liability cases are due to the fact that dispatchers and call-takers forget their policies and procedures or get lax in their job. This course pointed out the common sense in dispatching and call-taking for 9-1-1 Centers. I enjoyed hearing the audio and reading the case studies, making it more relevant to what we do each day. The information was informative to me, for I train new and current employees, so this information will help with creating advanced training to teach them the importance of being familiar with liability on the job.

Amanda D., NC

This course was a great reminder and refresher on what we as dispatchers can be held liable in. Sometimes I've caught myself being complacent on the job and while it's easy to say "that will never be me", on some of these calls/cases read and listened to throughout these three weeks, I imagine that the dispatchers involved in those calls would have also said the same thing at one point. I think having taken this course will (and has) change the way I handle myself on duty, whether it be radio traffic, phone calls, how I handle myself with coworkers, and how I train. *Cassandra H., TX*

I never realized so much was involved with "liability." I really enjoyed this class. I know that it doesn't take much for someone to file a lawsuit. *Theresa B., TN*

This course was a good reminder of some things that I have become complacent in. We have a job that has the potential to carry a lot of personal and professional responsibility. It is always good to take a step back to see if you are doing everything possible to protect yourself and employer from unnecessary risk. *Joseph L., TX*

This class was a great reminder of just how accountable we are for our actions as dispatchers. We must always come prepared and be ready for anything. We must maintain professionalism despite how trying an individual may be. It is important to continue our learning so that we can better serve our citizens and officers (and protect ourselves).

Sarah H., TX

Although liability is not a new topic of discussion in the police/dispatch world, this course did introduce some new helpful information and reiterated old topics. Not to be taken negatively, I think we as dispatchers need to be reminded of the seriousness of liability from time to time. *Holly B., TX*

Over the past 3 weeks, I have learned that liability is all around us. I knew it was there, but not in such force. I have also learned that there are way more dispatchers out there that make poor decisions about how they handle their jobs than I ever could have imagined. Kind of a reality check for me to always think and rethink what I say and do, knowing that the smallest of errors or lapses in judgment can really cost me. *Laura H., TX*

I had expected this to be a bit of a boring course based on the topic, but to my surprise, it was very interesting. It was presented in a logical manner and the use of the tapes and cases really helped. *Theresa B., Canada*

This course made me take a closer look at policy and procedure, it also made me try to adhere closer to it. I enjoyed the case studies and listening to the calls from other agencies, there were some that I was not familiar with, that made me take a closer look at our policies. *Angie M., TN*

I enjoyed researching the other calls and listening to some familiar situations. I feel like I have become more aware of the possible pitfalls that could result in danger to callers. We don't always have the luxury to analyze our calls after the fact and it has been nice to really delve into the details and play the "what would you do" game. *Shannon M., TN*

This course has opened my eyes and mind to a lot about liability and just the responsibility a dispatcher has in general. In some cases where dispatchers were sued they were simply negligent but in some a dispatcher may have not had the proper training or knowledge of how to handle the situation. That's why I think that courses like this are so very important because I truly believe you can NEVER be "too prepared" or know "too much" about a job like this. I like to feel confident in my work so I want to have as much information as possible about how to do it to the best of my ability! *Tiffany G., MI*

This has been a great refresher on what we as call takers and dispatchers can and are held liable on for every call we take. We have to make sure we remain professional in everything we do no matter if we are on the phone or not. You never know who is listening. Someone told me once to "treat every call as if it will be on the news or in the court room". This class has reminded me of this for sure. *Melissa B., NC*

This course was extremely helpful and eye opening. I will definitely be taking the knowledge I have gained and incorporating it into my daily call taking/dispatching. I will be recommending this course to my current co workers as well as any new hires. Sometimes I think we get jaded and can forget how important this career can be and need to remember to just do the right thing. Doing the right thing will only help you and help to prevent liability for you and your agency. *Korey R., NH*

This class definitely made me over think and second guess myself a lot, but that said, I did feel like I saw things from a new perspective. It definitely forced me to go back and read through our policies and see where I could be improving and what I could do better. One thing I really loved was seeing the support of continuing education in this class. *Jodi S. CT*

This class was very informative. I enjoyed reading my classmate's comments as well as the instructor's comments. This class had made me think more about my actions at work and just in general. This class had shown me that I need to be aware of current laws that affect us as telecommunicators. *Shonita P., LA*

This course really made me start paying more attention to small things. Especially, the conversations that are going on in the background of calls, the active listening on calls, and the input and relay of all important information. These are things that I knew to look for but taking this course, as a supervisor it showed me that I need to be more attentive when calls are being taken and dispatched. *Pamela N., LA*

I have not taken a liability training course since I retired from the police department. This was overall was a pretty good liability course and should be one of those courses that is mandatory for all dispatchers to take. I enjoyed reading all the case studies, those in the course and those posted by my classmates. *Lonny G., FL*

I think this course would be beneficial to others. Just the case studies alone really opened my eyes to just how quickly dispatchers could be held liable in situations. That was always something I knew could happen, however, knowing that what we consider as "minor" mistakes sometimes could get us involved in lawsuits makes everything seem much more real and important when it comes to what we are doing everyday. Giving officers every important detail and making sure you get every important detail from a caller could make a difference if you are named in a civil suit or not. *Andrea B., KS*

I appreciated being part of this class and having the chance to learn a bit more about the liabilities that we are all under. We have standards that we have to uphold and it is pretty high. Nonetheless, with classes like these - we lower our risk of being held liable by staying more alert and cognizant of our actions. *Anastasiya B., M*

I have not received any formal training regarding comm center liability, and I found this class to be very informative. I think that all telecommunicators should be required to take some sort of liability class, and have to retake one every few years. Our job puts us in a risky position if done incorrectly, and it is so important to know how to avoid or prevent any liability issues from happening. *Katerina Mo, COI*

I found this class very informative and now once I return to work I will be very mindful and aware of things that could possibly expose myself and my agency liability. The past three weeks I have learned a multitude of ways to limit the exposure to liability. *Z. McCroy, VA*

I really enjoyed this class. It was very informative, and it really showed me the severity of not doing or job correctly. *Barry S., VA*

I genuinely enjoyed this class, I really favored the interactive perspective of the class. I am happy I was able to express my thoughts on different cases and information that was learned. All of the discussions were engaging I didn't have a hard time finding interest in the topics. Everything that was taught is definitely necessary in doing our job properly. *Tiani B., VA*

I thought this class was very well put together and had a lot of great insight for a newbie. I enjoyed reading about different cases everyone was able to research and found them informative. I did not realize how much people are sue happy, but this gave the class gave a better understanding of how to protect yourself. *Amanda S., VA*

I really enjoyed researching and looking through case studies, I also enjoyed seeing how differently my classmates view and approach situations. *Skylynn M., VA*

I would recommend this class to all telecommunicators! The risks of liability can be a scary thing, but having this class to teach resources and ways to prevent it from happening helps. I enjoyed the cases presented and having to research on my own for more. *Bethany P. VA*

Personally, I think every call taker and dispatcher has the responsibility to review policies, procedures, and continue training. This class provided terrific information regarding the liability that comes with our profession. I would recommend this class to everyone who handles 9-1-1 calls and/or dispatches calls. *Angela G., FL*

I began this class probably like most, I did not want to be in it. I thought it was a waste of my time and just going to be boring. I was wrong! This class has had some great topics that has required me to really think about what I would do in certain situations and make me reevaluate how I currently handle calls. I will certainly be looking over policies more at my center. This is a great class, very engaging, and perfect for those that don't like in person classes. *Ty W., VA*

I actually really liked this course! Being able to be the outsider listening in or reading in on how "little" mistakes can lead to big disasters put it in a whole other perspective. Its important to listen to your callers and treat all situations seriously. They always tell us "if you were an officer wouldn't you like to know this information about the call?" and its so true. This course was a great reminder of we can be held liable for our mistakes here. *Charlotte H., GA*

This was a good review of liability. I enjoy listening to and hearing about cases and learning some key insights or things to do and NOT to do. I'd like to think that I am here to help but things do tend to get lost or thrown to the side in time crunch or overwhelming situations. This is a reminder to stay focused and provide the best possible service to our clients. *Linda D., AR*

I feel that this course taught me a lot about what to expect when it comes to liability. Mistakes can happen, but that doesn't necessarily mean you are liable. Also, it helped make me more aware of the consequences as well. *Craig M., MI*