

PROFESSIONAL PRIDE TRAINING COMPANY

9-1-1 PRODUCTS & SERVICES CATALOG 2012

EMERGENCY COMMUNICATIONS

Introducing 9-1-1 DESKTOP ACADEMY!

A Training Academy Station — LOADED!

'10' Units of study for a full Emergency Communications Academy. Each unit of study is loaded with DVDs, 9-1-1 Call Cards, games, quizzes, scripted 9-1-1 calls, articles, web links and projects. An extensive study of the amazing work of 9-1-1.

- ★ **UNIT 1:** About the 9-1-1 Profession
- ★ **UNIT 2:** Emergency Call Receiving
- ★ **UNIT 3:** Enhanced 9-1-1 - Technology
- ★ **UNIT 4:** Police Communications
- ★ **UNIT 5:** Fire Communications
- ★ **UNIT 6:** Emergency Medical Dispatch
- ★ **UNIT 7:** Emergency Radio
- ★ **UNIT 8:** 9-1-1 Liability
- ★ **UNIT 9:** Crisis Intervention, Suicide
- ★ **UNIT 10:** Stress and Wellness 9-1-1

A full Emergency Communications college curriculum loaded onto this all in one desktop training academy.

PLEASE put all my training material, DVDs, SOP, training manual, 9-1-1 training calls in ONE place!! Thanks!



SEE ONLINE DEMOS TODAY
www.911Trainer.com

**INTERACTIVE DVDS • 9-1-1 CALLS • TRAIN THE TRAINER
TRAINING GAMES AND EXERCISES • BOOKS • SIMULATOR
MANAGEMENT HELPERS • COLLEGE CURRICULUM**

Professional Pride, Inc. • www.911Trainer.com

1.800.830.8228 • 253.891.9084 • FAX:253.863.3568 • P.O. BOX 1090 SUMNER, WA 98390

About Us



What's NEW!



Our company has been serving Emergency Communications for 22 years since 1989. Our founder, Sue Pivetta, works with Comm Centers, Colleges, High Schools and experts in 9-1-1 to produce high quality products and services to assist with training, management and inspiration. Our team of business experts have created an energetic viable company that provides only the best quality products and customer service.

APCO PROJECT 33 STATES:

Common abilities of high-performing Public Safety Telecommunicators are:

- Critical thinking
- Effective customer service
- Active listening
- Decision-making
- Problem-solving
- Multi-tasking
- Working with others

This is a clear description of the foundation of all of our training products, workshops and management support. Thank you for your trust and support for the last 22 years.

With respect,
The Pride Team.

9-1-1 REALITY TRAINER ALL-IN-ONE WIRELESS SIMULATOR



\$9,895 FREE Shipping

(1) Station includes: Instructor Station, Real-Time Student View Screen, Student Station, Printer, Router, Headsets. LOADED with training products.

Multiple lab configurations by quote.

Call 1.800.830.8228

View specs at www.911Trainer.com



Both wireless, touchscreen, all-in-one stations offer 9-1-1 call taking and radio dispatching simulation software as well as loaded with DVDs, games, 9-1-1 calls, call cards, domestic violence workshop, E-radio workshop, Jeopardy games, customer service workshop and more!

NEW INTERACTIVE 9-1-1 CALLS TRAINING

- ✓ Instruct Call Takers on best practices
- ✓ Model voice, methods and questions
- ✓ Over 150 Actual 9-1-1 calls used
- ✓ Understand the 'work' of 9-1-1
- ✓ View YouTube segments online

Listening is not learning!
Telling is not teaching!

NEW Call Cards Using Actual 9-1-1 Call Examples

About This Product

4-8 Hours Self Directed Training each CD.

Trainees work individually through each of the slide shows listening to the associated 9-1-1 calls and complete the quiz.

4-8 Hours Group Training each set.

Excellent to go through the cards and calls and request feedback on the analysis of card versus call.

Learning Is: Amount and type of information needed for each call type. Examples of questions, voice, manner of various call takers and call types. Safety questions needed.

Unskilled, Skilled / Self Directed / Classroom

We took A-Z call cards for EMD, Fire, Police and added a HazMat Card to give you a full compliment of 9-1-1 calls in categories on beautifully designed Power Point Presentations. Your training will be professionally designed at a great price. **Each CC# sold separately. Only \$149 each**

EMD 9-1-1 Call Cards

CC101 Medical Callers (14 Calls)

CC102 Time Critical Callers (16 Calls)

CC103 Trauma Callers Part One (16 Calls)

CC104 Trauma Callers Part Two (16 Calls)

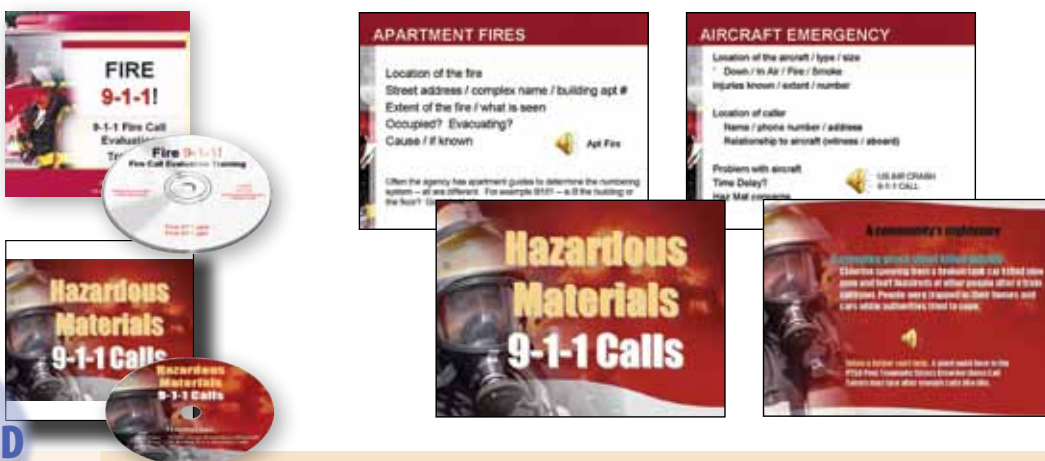


FIRE 9-1-1 Call Cards

CC105 Fire Callers (14 Calls)

HAZMAT Training

CC106 HazMat Training (8 Calls)



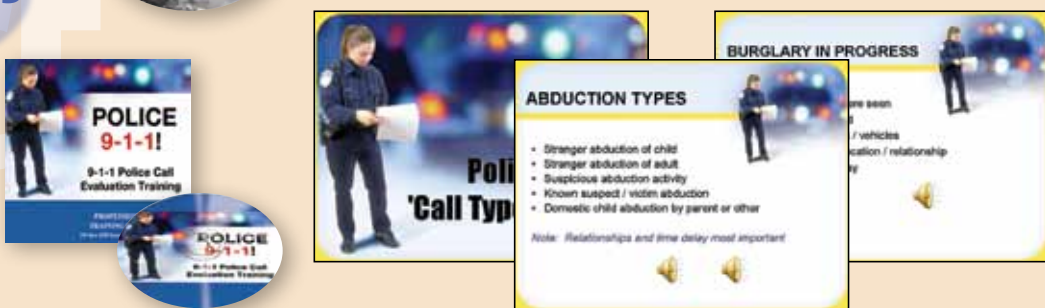
**HIGHLY
RECOMMENDED**

POLICE 9-1-1 Call Cards

CC107 A-H (10 Calls)

CC108 I-M (15 Calls)

CC1-0 N-Z (15 Calls)



DVD Screen Shots

Great New Training Tools! Each a Full 8-Hour Course of Study!

NEW Interactive DVDs Critical Thinking Tool

About This Product

One Hour Self Directed Learning each call.

Learners are required to submit 5 questions.

One -Two Hour group learning.

Most effective use as trainees learn from one another's analysis (correct and incorrect).

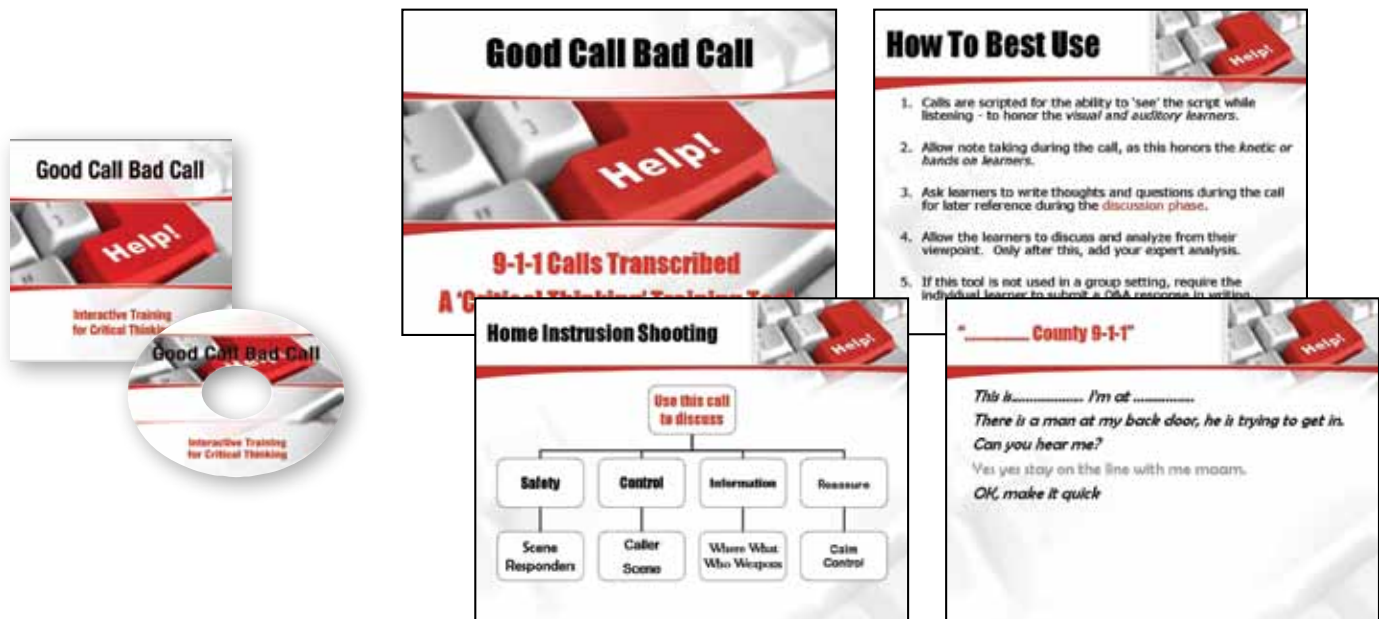
Learning Is: Most useful for beginners as calls are scripted and best practices are basic. Questions provoke the learners, so a good mix of experience is dynamic.

Unskilled / Skilled Refresher / Expert Facilitated

**EXCLUSIVELY
HERE!**

INTRODUCING A 'CRITICAL THINKING' LEARNING TOOL. 2 HOURS OF TRAINING EACH!

This Interactive Training allows the trainer to facilitate 'thinking' on a larger scale than simply 'listening' or 'telling'.
Only \$129 Each Title.



DVD Screen Shots

Listening isn't learning! Telling isn't teaching!

This new DVD is interactive and will allow Trainers to work with one high profile call at a time to promote 'critical thinking'. Each DVD works with one 'high risk / low occurrence 9-1-1 call. Modeling, analyzing — it's easy to train with "Good Call, Bad Call."

- Fire ICS Training
- Elderly Choking
- Mother & Child At Home Burglary
- Customer Service Abusive
- (3) Calls Fire Trapped
- Man Down Ignored
- Hi-Rise Active Shooter
- 11 Year Old CPR Mom
- Mom Armed With Shotgun
- Rape Victim Fake Call
- Husband With A Gun
- Unconscious Wife Profanity
- Brother Found Buried
- Violent Family Member

View More Titles on the Website. More Added Monthly!

Power Point Workshops Full Training Packages

About This Product

Best Use: In House, In Service, Academy, College or High School.

Two-Four Hour Classroom each set.

Learning Is: Completing the workbook adds to an excellent foundation of topic knowledge on subjects that are vital to safety. The Power Points are best facilitated by an expert as the calls need a high level of dialogue around safety practices.

Unskilled / Skilled Refresher / Expert Facilitated

Workshops "You Own" for In Service Training

NEW Training Workbooks pdf for unlimited copies! By popular demand!

Instead of sending learners to workshops, OWN all the materials we use to present these important topics.

The package includes a Train the Trainer, audio files, Power Points and handouts on PDF. **Each Full Training Package \$249**

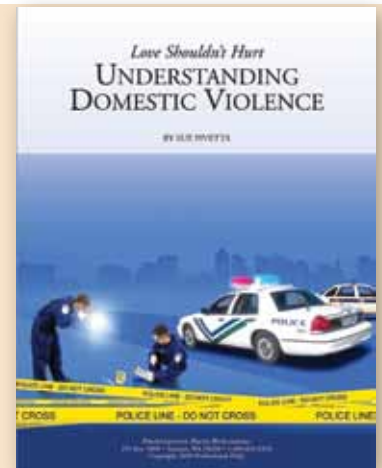
Understanding Domestic Violence \$249

Your agency will own the DV workshop that was presented to Kansas Telecommunicators.

- Narrated Power Point by Sue Pivetta
- DV 9-1-1 Calls, CD #2
- 9-1-1 Call Reviews with Best Practices
- Unlimited Training Workbooks pdf
 - *Fact or Myth – Domestic Violence Handout*
 - *Survivors Sheet For Getting Out Handout*
 - *What You Can Say Handout*
 - *Power Point Slide Handout Certificate of Learning for your trainees*



CD + Power Points



Unlimited Training
Workbooks pdf

Emergency Radio – Lifeline to Responders \$249

The ONLY Emergency Radio Training Workshop you will find Anywhere!

- NEW Unlimited pdf Training Workbooks
- DVD Emergency Radio
- 9-1-1 Police, Fire & EMS Radio Assessment Calls Common to Police, Fire and EMS
 - *Are You 10-12.mp3*
 - *Call Shots Fired.mp3*
 - *Call Taker Dispatch Alone.mp2*
 - *Fire Radio.mp3*
 - *Radio Lawsuit.mp3*
 - *Radio Officer Down.mp3*
 - *Two Officers Shot.mp3*



DVD + Power Point



Unlimited Training
Workbooks pdf

Put on Your Own In Service Workshop!

DVDs WITH WORKBOOKS

- ✓ DVDs professionally updated yearly
- ✓ All promote professionalism and safety
- ✓ View segments on YouTube online
- ✓ Workbook companions keep accountability
- ✓ Scripted calls accelerate learner's progress

Dramatic Quick Learning
Topics of Great Importance

DVD with Workbook Master on CD

About This Product

Best Use: In House, In Service, Academy, College or High School.

One - Two Hours Self Directed Learning. Crisis 2 DVD set 40 minutes with workbook.

Call Receiver — 30 minutes with workbook.

Learning Is: Foundation knowledge for beginners on professionalism and best practices.

Unskilled for Call Receiver / Unskilled and Skilled Refresher for Crisis

DVDs provide a dramatic learning opportunity.

These DVDs confirm the important basics of professionalism and best practices, customer service and personal responsibility. Workbooks on PDF files allow the learner to continue learning.

Dangerous Opportunity \$169

Crisis Intervention, Part 1

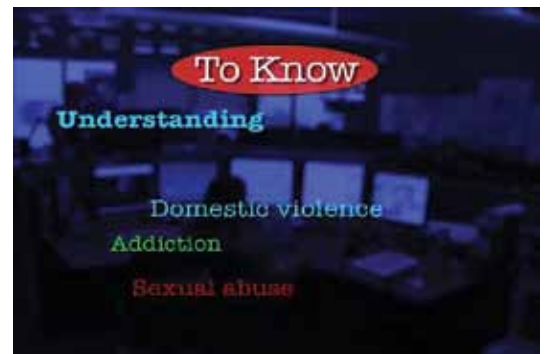
Workbook Master on CD

What is Crisis, how does it look and what is intervention. What skills do you need to handle a person in crisis in order to come between the crisis and the possible deadly actions of homicide or suicide. Two part DVD with workbook master.

Suicidal Caller, Part 2

Workbook Master on CD

No call taker should be asked to pick up a 9-1-1 line without training on what to say to a suicidal caller. The tried and true methods are taught by the Crisis Clinic and all helper agencies. And that information is here in a way that makes sense for the unique setting of answering Emergency lines and working with a suicidal person. Excellent.



DVD Screen Shots

DVD with Workbook Master on CD

About This Product

Best Use: In House, In Service, Academy, College or High School.

One - Two Hours Self Directed Learning. Radio DVD 30 minutes with workbook.

Learning Is: Foundation knowledge for beginners on professionalism and best practices. Great for learning tools for beginners.

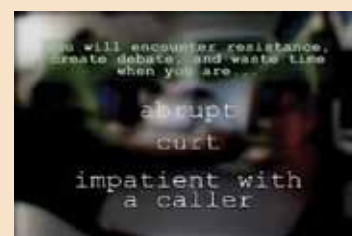
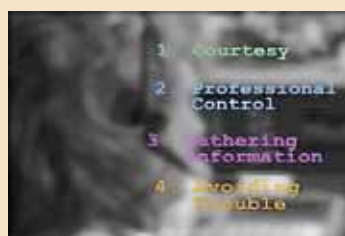
Unskilled

Call Receiver \$149

Heart Of Emergency Communications

Workbook
Master on CD

This training promotes professionalism, courtesy and many of the tools of the trade of the Emergency Call Receiver. A must have for the beginner. DVD and workbook master.



DVD Screen Shots

Emergency Radio DVD \$149

Lifeline to the Responders

Workbook
Master on CD

The only training you will find on the importance of our common needs on the emergency radio for police, fire and EMS radio operations. Includes Workbook master.



DVD Screen Shots

DVD with Workbook Master on CD

About This Product

Best Use: In House, In Service, Academy, College or High School.

No workbooks – 30 minutes.

Learning Is: Foundation knowledge for beginners on professionalism and best practices. Great for learning tools for beginners and refresher for skilled.

Unskilled and Skilled Refresher

Way To Go 9-1-1 (3) DVDs

These calls were the worst with the best. We go through each call and pull out the 'tools of the trade' that demonstrate to the learner how they made it all work so well! No workbooks with this set.

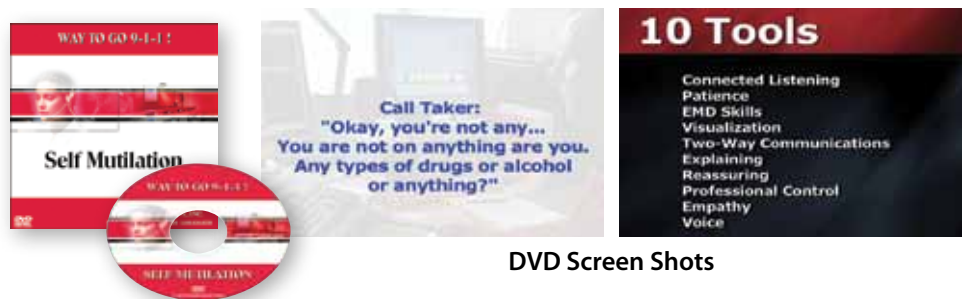
Sold separately, only \$89 each Save on ALL 3 \$259

Sister Shot — A trainee handles this call with calm persistence. The young man shot his sister while in crisis and called almost hysterical. The Call Taker had him at hello and kept him close with compassion and control.



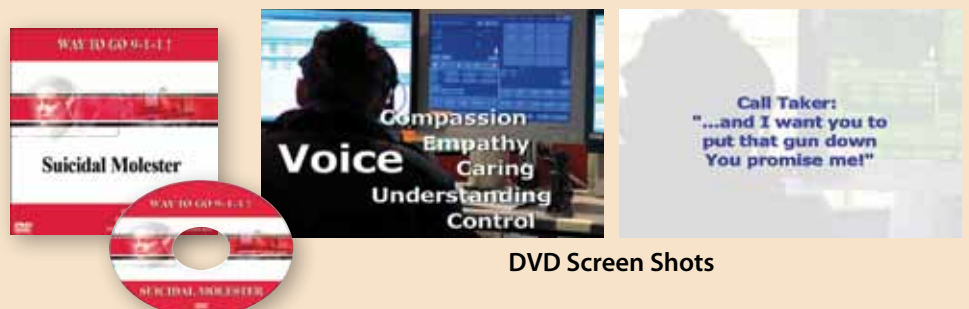
DVD Screen Shots

Self Mutilation – A most professional EMD takes control of a man who has gender issues and injured himself. The EMD used pre-arrival here and helped the patient stay calm and handle the bleeding and shock. Great job explaining, describing and using EMD.



DVD Screen Shots

Suicidal Molester — Without a doubt the best call we have heard in 30 years. When previewing training calls we came across this call and it was just amazing! We had to make it into a Way To Go call so we could share with the world the amazing work of Pam. During this call, Pam talks a man out of suicide as he sits in his bedroom with a gun, wanting to die.



DVD Screen Shots

9-1-1 BOOKS AND CD SETS

- ✓ Complete your 9-1-1 learning library here
- ✓ Stress management and inspiration
- ✓ Written by a 9-1-1 Professional Trainer
- ✓ Unlimited workbooks on pdf
- ✓ Training Trainers Power Points

Learn, Inspire, Train, Motivate

Quick Study HOT Topics In 9-1-1

About This Product

One - Two Hours Learning.

Liability excellent study for administrators, supervisors, trainers and expert learners.

Crisis and Call Taking for Unskilled and Skilled Refresher.

Learning Is: Liability offers a realistic look at liability issues in the book and actual 9-1-1 call lawsuits and documentation for discussion.

Trainers / Supervisor / Manager

These concise booklets are accompanied by a Power Point and 9-1-1 calls all on one CD. Each contains a Power Point Quiz Template (see pic) so Trainers can create quizzes for the information they want the trainee to recall.

Each Topic Only \$99

Here Comes the Judge! 9-1-1 Liability \$99

When you want to study lawsuits against 911 and hear the actual calls too. Includes call and news items or lawsuit pages.

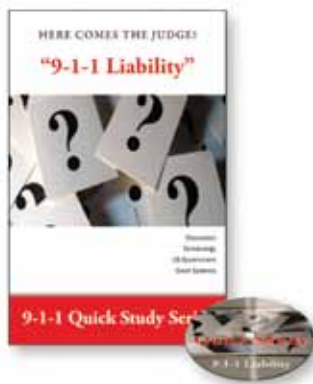


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**Comes with
Liability Terms
Jeopardy
Gameshow!**

Dangerous Opportunity Crisis Intervention Suicidal Callers \$99

When you need crisis intervention training for suicide. (4) 9-1-1 suicidal callers within the Power Point for analysis and discussion.

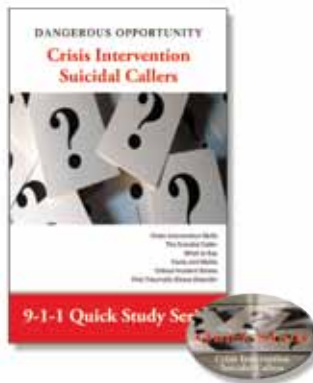


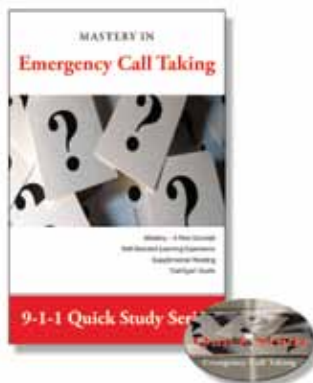
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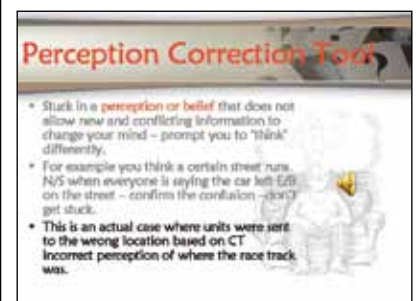
Power Point Slide Sample

Mastery in Emergency Call Taking \$99

Call Receiving Mastery is the first and only training to offer a 'TOOL BOX' full of practical best practices matched by 9-1-1 study calls in a Power Point CD to bring the information alive.



Mastery IN EMERGENCY CALL TAKING	
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Power Point Slide Sample

Best Selling Books Must Have

About This Product

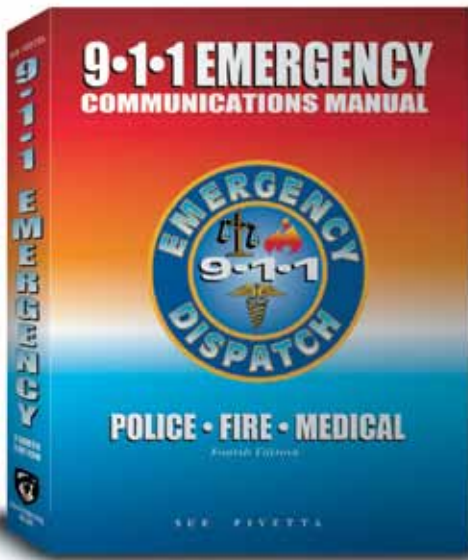
Best Use: Beginners individual textbook, academy, college or high school course textbook or library, classroom sets.

Full 10 Unit Academy Course Reading and Self Directed Workbook – 8 hours

Learning Is: Foundation knowledge for beginners. Expanded and generic study of the entire profession of Emergency Communications.

Unskilled Learners / Skilled Learners who might have gaps

**OVER 10,000
COPIES SOLD
TO DATE.**



9-1-1 Emergency Communications Manual \$64.95 with Workbook \$74.95

When you need a full textbook with every aspect of Emergency Communications covered in a practical in depth manner. **9-1-1 Emergency Communications Manual** Comprehensive college text — over 10,000 sold. **OUR BEST SELLER!**

The 9-1-1 Manual and workbook are the student text in High School, College and Academy Telecommunicator training programs. The text is the foundation for CORE Curriculum (see page 27).

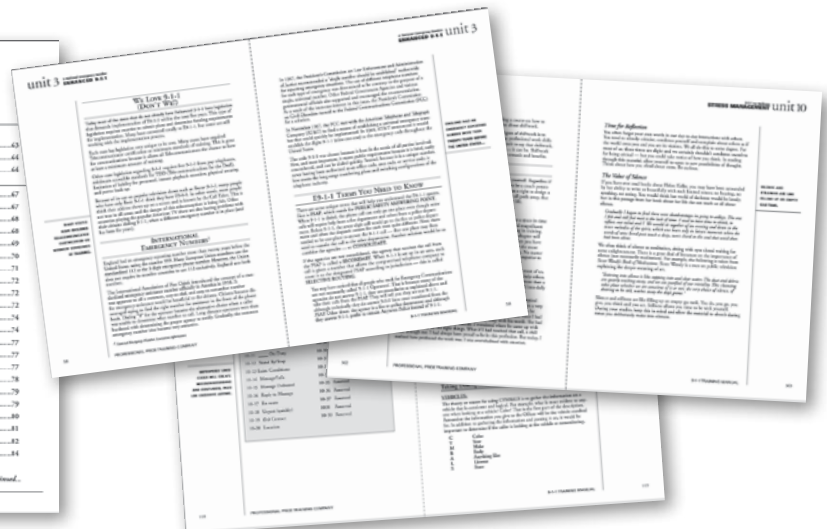


10 Units Of Study

- Exploring Emergency Communications
- Emergency Call Taking
- Emergency Radio
- Police Communications
- Fire Communications
- EMD Communications
- Liability and Accountability
- Crisis Communications
- Stress Management
- E911 Technology

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Wellness for Comm Centers

About These Books

Best Use: In-House Library.

911 Wellness and Journal are self directed with 10 chapters and surveys. Full stress management course for and by 9-1-1 professional insider.

Winging It for Supervisors on emotional and social situations. **911 Hiring** and **ICK** both are practical expert level learning.

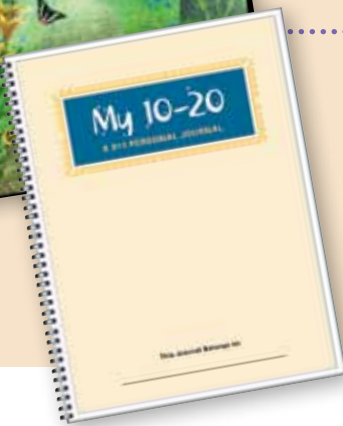
Experienced / Trainer / Supervisor / New Hires for Stress book



9-1-1 Wellness \$49.95

Stress Less Workbook

10 Chapters of personal exercises. For less than a 'one day' stress workshop you can allow your staff, or yourself, to explore stress from an internal and very personal viewpoint — at the console!



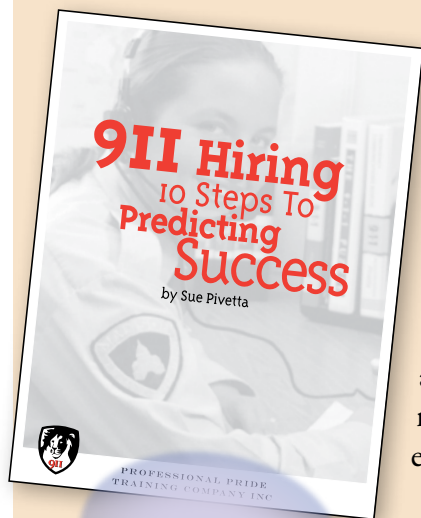
9-1-1 Journal \$25

Serious Stress Console Relief

“Within each of us is a silent exchange of images, thoughts and recollections — our quiet interior life. Where am I and where do I want to be? Take the time to know yourself by journaling.”



Console Yoga FREE with Journal and Wellness package \$74.95



Now an E-Book

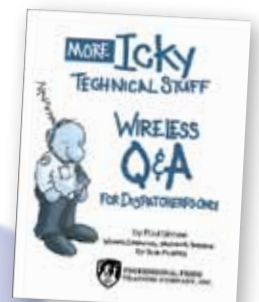
911 HIRING - 10 Steps to Predicting Success \$11.95

There is no magic employment test but there are 10 non-magical, but very practical steps you can take to implement a well rounded, sensible, reliable and comprehensive employment PROCESS.



ICK I Hate Technical Stuff \$47

This book is basic by design and it's a bit wacky by design, but it does go down the technical path only as far as is absolutely necessary so people don't get lost.



More ICKY Wireless Stuff FREE with above book.

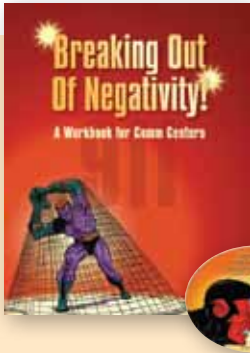
Book and CD Sets That Help 'People'

About These Books

Best Use: In-House Library for skilled and experts on topics rarely offered in a self directed learning format. All offer a positive outlook on vital topics that deal with the social aspects of the work of Emergency Communications. These topics are vital to the health of the social atmosphere.

Skilled / Highly Competent / Supervisors / Trainer and Administrators

By popular demand...Training Workbooks now pdf for unlimited copies!



Power Point Slide Sample

Breaking Out of Negativity \$249

Unlimited Training Workbooks pdf on CD

82-page workbook with 12 Exercises — personally narrated by Sue, slide show CD “Dealing With Negative People”! Honor your employees with this positive message. We all want to be happy with our workplace. No person wants to be negative but sometimes, we all get sucked in. This book is revolutionary.



Power Point Slide Sample

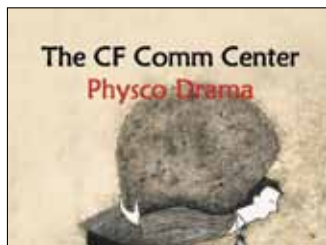
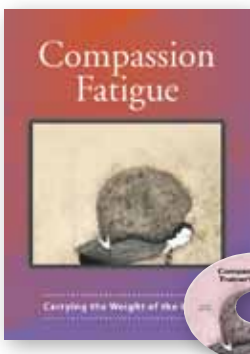
Customer Service for 9-1-1 \$249

Unlimited Training Workbooks pdf on CD

FINALLY a way to train Call Takers on Customer Service using actual 9-1-1 calls! And great information on Dealing With Difficult People.

(3) Actual 9-1-1 Calls: “*YOU ARE A MORON*”, “*YOU calm down MF*” and “*Please open my beer.*”

All calls are analyzed for Customer Service tools.



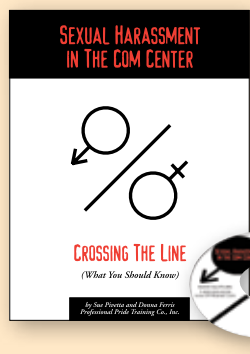
Power Point Slide Sample

Compassion Fatigue \$249

Unlimited Training Workbook Surveys on CD

What a great way to provide full agency training. Order this CD and we provide you with:

- (1) Narrated Power Point
- (1) Trainer Power Point
- (2) 9-1-1 Calls
- (1) PTSD Power Point



Power Point Slide Sample

Sexual Harassment in the Comm Center \$99

"1" Workbook & 1 CD

Don't wait until it's a problem. Supervisors can use the handouts and Power Point to complete this mandated training.

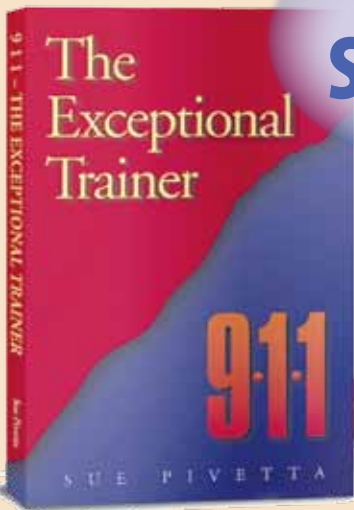
Book and CD Sets That Help 'People'

About These Books

Best Use: Inspiration for our hard working trainers and supervisors. All books offer the best advice in a positive way of working with others and providing excellence in leadership.

Skilled / Highly Competent / Supervisors / Trainer and Administrators

**BEST
SELLER!**



The Exceptional Trainer \$25.95

by Sue Pivetta

Excellent! Purchased in quantity by and for Comm Centers Trainers!
Motivational and inspiring. Our favorite book to recommend.



Workbook \$15.95

SAVE on Both \$38.95

"I keep coming back to this book [The Exceptional Trainer] to keep my motivation and morale UP."

— Trainer



Winging It \$25.95

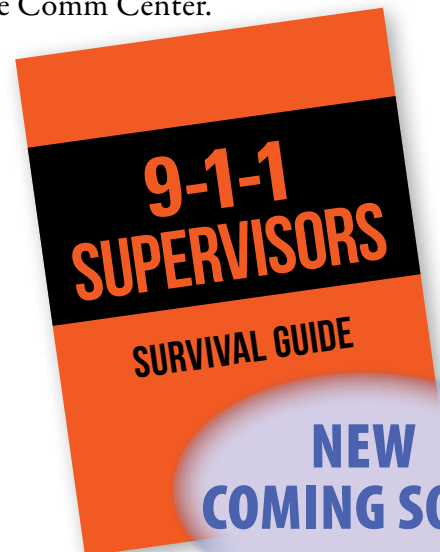
Comm Center Supervisor QnA

By Sue Pivetta

This easy to read QnA contains 50 questions supervisors ask to help them in their in-between position at the Center. For new and experienced supervisors. Great gift!

9-1-1 Supervisors Survival Guide

Another easy to read series of discussions of interest to Supervisors on the most challenging part of working with people in the Comm Center.



**NEW
COMING SOON**

TRAINING GAMES AND EXERCISES

- ✓ Skills training for call taking and dispatching
- ✓ Games add a new dimension to learning
- ✓ All come with instructions and answer keys
- ✓ Great for evaluating skills learning growth
- ✓ Increase energy and fun in the classroom

**BEST
SELLING
ITEMS**

Immediate Application of Knowledge and Skill

Fun with a Learning Objective

About This Product

Best Use: In-House, Library, In-Service, Academy, College or High School for beginners.

One Hour Self Directed Learning. One - Two Hour Classroom fun in learning.

Learning Is: Foundation knowledge for beginners on professionalism and best practices by modeling and lighthearted approach. Included is audio and a workbook for each. Popular!

Unskilled for Call Receiver / Unskilled and Skilled Refresher for Crisis



Chill Out Stress Kit \$79

Trainer Workshop & Unlimited pdf Workbooks

A narrated stress game, can be done individually or in a group. Great stress training that makes sense!

"I got more from Chill Out than a recent 8-hour stress workshop!"

In Pursuit \$79
Training Game & Unlimited pdf Workbooks
Several pursuits to follow on a map. Each one has a 'mistake' that must be caught by the dispatch trainee. Also great modeling for how to handle a pursuit with echoing.



Say What?? \$79

9-1-1 Call Taking Game & Unlimited pdf Workbooks

Many 9-1-1 non emergency police calls. Learners are asked to evaluate the call for things missing or not. Not actual calls, interaction between a dispatcher and a comedian using different voices. Fun. Again, modeling how to sound connected but professional.

"Boy, this tape was a challenge, they really learned a lot!"

*P. Body, College Instructor
Clover Park Tech, WA*

SAVE ON ALL 3—\$230

Teaching Games Are Dramatic

About This Product

Best Use: In House, In Service, Academy, College or High School learning with fun and high activity.

Unlimited workbooks.

Train the Trainer component on each skill set exercise

One hour each set in a classroom setting, not appropriate but can be used for self directed learning.

Unskilled or Skilled refresher for Jeopardy – fun



Gameshow Delux \$99 Jeopardy Power Points

Include:

- Police
- EMS
- The Job
- Fire
- Liability
- Terrorism
- TDD
- Hollywood Squares, Millionaire, Weakest Link

"Jeopardy was so fun, I wish I had them years ago! It was really clear who knew what and who didn't in the class!"

The most popular of all our games ALL in one CD!!!

I want it all! Purchase all 5 CDs and SAVE.
FULL SET ALL GAMES ON THIS PAGE
\$395

Got Games?

POLICE GAMES – \$88

Kick Butt, Descriptions, Controlled Chaos, Prepare to Copy

CALL TAKING GAMES – \$88

Manual Dexterity, Speedwriting, Phonetic Practice, Multi Task Split Ear

EMD GAMES – \$88

EMD ABC, EMD Short RPT, Pair-O Medics

FIRE GAMES – \$88

On Fire, Fire Away, ICS Tag, Warning Warning

Unlimited pdf workbooks for all of the above.



The Zone Trains Trainers to Train Skills

About This Product – BEST SELLER

Best Use: Skills Training for Beginners / Skills refresher.

Excellent for courses that have no simulation component as this is skills training developed in the college course setting.

Part 3 for laterals and in house promotions, a complete in basket assessment.

Unskilled / Skilled Refresher

*A beautiful product.
"We use appropriate parts
of the Zone during our hiring
process and it has made
a great difference."
– Seminole County 911,
Bob Hodges*



*"The wonderful thing
about the Zone is that it
taught my trainers how to
teach skills using games and
exercises ...and provided the
games and exercises!"*

9-1-1 Zone \$795 3-Part Set

PART 1 Skills Training

12 full training exercises that explain and guide your trainers into understanding why and how to use games to teach skills and evaluate them. Comes with templates for answer sheets and game cards.



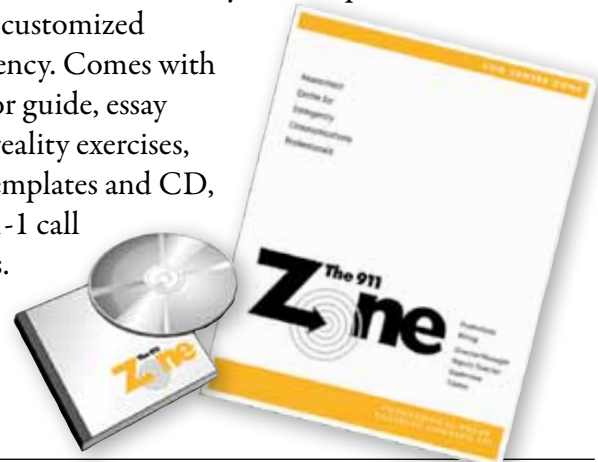
PART 2 Skills Evaluations

CD with guidance and candidate answer books to test their ability to handle calls of multi tasking, listening, information recall, audio visual coordination, keyboarding and addressing. Used as a skills hiring exam.



PART 3 Promotional Test (\$285 Value Sold Separate)

If you are hiring or promoting for Trainer, Supervisor or Director this is your complete in-basket that can be customized for your agency. Comes with files, proctor guide, essay questions, reality exercises, CD with templates and CD, 5 actual 9-1-1 call assessments.



SIMULATION TRAINING TOOLS

- ✓ **Simulation is now emerging in Comm Centers**
- ✓ **Easy set up and use for High Schools**
- ✓ **College labs include simulation and tools**
- ✓ **Many ways to learn with a loaded station**
- ✓ **Full support and running start available**

**Experience is what
your trainees need the most!**

NEW

9-1-1 Reality Trainer

NEW!

Introducing 9-1-1 multi tasking call taking and radio dispatch simulator loaded with products.

View YouTube Demo Online

Add CORE Curriculum (pg 28) and Save \$1,500!

911 Reality is a 'Training Station' because there are many ways to train with this system. See below a description of all the products 'loaded' onto this Training Station. And YES 9-1-1 Reality is also a multi-tasking call taking and radio dispatch simulator too.



Instructor Tools
Notes from Simulation Sessions, Recording Logs, Sound Effects, Reality Manuals, Quiz Template, Ring Ring Simulation Books, Assessments Typing Test, 9-1-1 Instructor — Simulator Start Up, 9-1-1 Trainee — Trainee Start Up

9-1-1 Reality is a Training Station!

Built-In Modeling Exclusive feature actual 9-1-1 calls as models of best practices, voice and demeanor of actual working call takers and dispatchers.

Built-In Realism ALI/ANI, Wireless, VOIP, TTY calls come in as they are in your area — because they are programmed by you. Call Types and Units programmable.

Built-In Recording Studio and Sound Effects Pre-recorded actor scenarios (domestics, bar fights, gunshots) heighten emotional aspect on phone calls.

4 Phone Lines 2 Radio Channels for "Multi Tasking"
Instructor or Trainer calls the learner on phone or radio. Learner enters the call into the generic CAD Card. The Instructor watches the Trainee while they enter the call on the viewing screen. Instructor records notes on the call.

Jeopardy Millionaire (9) Power Point Exercises; Liability, Police, Fire EMS etc.	Customer Service Power Point Workshop with eBook
DVDs & Workbooks (6) 20 minutes DVDs; Call Taking, Radio, Crisis, Suicide, More	E Radio Workshop Emergency Radio Power Point Workshop with eBook
9-1-1 Call Cards (3) Call Guides (50) 9-1-1 Actual Calls Embedded, Police, Fire, EMD	Call Taking Mastery Power Point Workshop with eBook
911 Scripted Calls (3) Intense 9-1-1 Calls Scripted, Police, Fire, EMD	Stress Training Negativity eBook, Stressful Job eBook, Chill Out eGame
Domestic Violence Power Point Workshop with eBook	See more information on each included product at www.911trainer.com!

Additional product downloads available for purchase

INTRO PRICE

9-1-1 Reality is Priced for Reality Complete Loaded Training Station \$9,895 FREE Shipping

1 Complete 9-1-1 Reality Training Station Includes: (1) Desktop All In One 20" Instructor Station (1) Desktop All In One 20" Student Station (1) Instructor View Screen, (1) Wireless Printer, (1) Router, (2) Headsets — LOADED with Training DVDs, Power Points and more.

(Adding learners' stations and on-site training, to be quoted per configuration.)

NEW

9-1-1 Reality Trainer

JUST RELEASED!

Introducing 9-1-1 multi tasking call taking and radio dispatch simulator loaded with products.

View YouTube Demo Online

Add CORE Curriculum (pg 28) and Save \$1,500!

9-1-1 Reality is User Friendly

Flexible Configurations Small agency? Excellent one-on-one and training station for your new hire. College, Academy, Large Lab? Instructor to Trainee ratios can be 1/20, 2/4, 2/10. Role players can sign on at any Trainee Station.

Easy Set Up NO hassle set-up and minimal learning curve. Our designers know that time is a premium and cannot be spent 'learning' the learning tool.

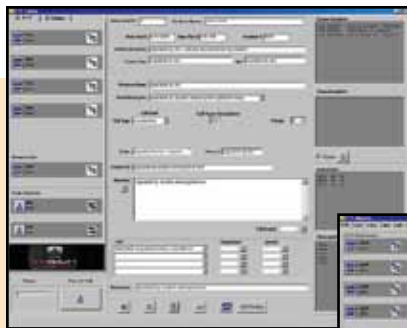
Multiple configurations from large lab to one station training with Instructor to Trainee set up.

Totally Portable Wireless, all-in-one desktop means one person can pick the system up and move it to another room anytime — no wires, no bulky CPU.

Flexible configurations; one-to-one, one-to-three on 20 Workgroups, one trainer and multiple learning stations. Multiple trainers with learning pods — you decide, you configure.



EASY SETUP



Trainee Screen

View enlarged images of these screens at www.911Trainer.com



Instructor Screen

Instructor can view trainee entry in real time.

9-1-1 Reality Simulation Software User-Friendly Features

- Login screens
- Call types/codes programmable
- Unlimited programmable ALI/ANI
- Traffic Stop/OnView popup
- Trainee Outcome Report
- Session recording logs
- Instructor Notes screen
- Background sounds for radio or calls
- Multiple phone lines
- Multiple radio frequencies
- Trainee can handle call and answer the radio at the same time

911 STARZ Simulation Training And Response Zone

About This Product – MOST POPULAR

StarZ has supported 9-1-1 Multi Tasking Call Taking and Radio Dispatch at both an economic and practical level for agencies and academic for many years. Learning curve minimal for a non-computer electronic simulator that lasts for years for your training program. The design is durable and entirely practical for hands on learning and lots of uses.

30 Minutes To Start Up Your Multi Tasking Training – PRICELESS!



**#1
BEST SELLING
SIMULATOR!**

'Complex' Learning Needs 'Simple Solutions' Not More Complexity!

NEWS FLASH!! Your trainers are busy enough, your students are already confused. Don't burden your training with complexity. StarZ can be set up and used in 30 minutes. The amount of time spent on simulation is 'entry level' and does not justify a huge investment in complex computers or equipment. Practice calls or practice radio or both. Simulation training gives learners the 'experience' they need.

Keep it Simple!

Keep it with the best selling simulator from real Comm Center Trainers who face real world time restraints and budgets. Full 1-Year warranty and extended warranty available. Full phone support and 'always available' online setup manuals for Trainers and How To Guide for learners.

**Running Start On-Site
Training Available**

**911 StarZ III Call Taking and
Radio Dispatch Simulator \$5,895**

Add \$100 shipping, handling, insurance

PURCHASE BOTH STARZ & CORE – SAVE \$1,000!

See CORE, page 28

911 STARZ Simulation Training And Response Zone

About This Product

There is no better reference than our customers comments as StarZ Owners. Unpack and use in 30 minutes. Many of our current StarZ Owners are looking forward to adding training stations to their labs.

Add CORE Curriculum and SAVE \$1000.

Check out the NECC Certification for Instructors and Students online.

StarZ System Description

☒ Multi Tasking Phones

Provides 4 multi directional phone lines for learning to multi-task and prioritize with hold and call-back.

☒ Recording Studio

Record all the calls and radio traffic and upload mp3 files to your PC for documentation and evaluation.

☒ Hands Free

The system utilizes a foot operated switch for radio dispatching at the student console to allow students to talk and type.

☒ ALI / ANI

Use our addressing databases or create your own.

☒ Sound Effects

Input audio on both radio and phone lines to permit taped exercises and realism.

☒ Practical and Durable

30 minute set up, self contained, no extras to purchase. Easy to learn and use. Excellent support.

What StarZ Owner Say:

*"I can't believe it! This has to be the best training device I have ever seen. It wasn't out of the box more than 20 minutes before we tried our very first scenario. It was a breeze to set up and the possibilities are endless. StarZ should be mandatory in all 911 centers, you did an outstanding job."
— Greg Bowles Weston 911, Weston CT*

"We have had excellent success with our StarZ Simulator. We are a small department, with a single dispatcher on duty at all times. At times, as you may know, it's a ZOO! With the StarZ Simulator, I could tell in a short amount of time whether a subject was a good candidate to be a dispatcher. Thank you for your excellent product!" — Jan Cain, Gridley PD

*"I was able to identify a specific "trouble" area with an employee using your unique StarZ system. By having the ability to use "hot" phones and radios without using actual dispatch equipment, we may have salvaged a career. I believe one demo with StarZ will sell the hard-cores. Send 'em here!!"
— Tom Reese Jr. Admin. Supervisor WFJCC Warrenton VA*

*"I have five StarZ and EZ CAD in my college lab and I love them."
— Nycole Harding, Seneca College, Ontario Canada*

"Please — tell all agencies how I feel about StarZ! I was hesitant to purchase StarZ because of the price, but I finally decided we needed something to help with training. I could not be happier! My turn over has gone down (rescuing the budget). And I use the simulator for public education (solving ...they don't understand us). StarZ can be used in so many ways." — Susan Newell, Jefferson County 911 KS

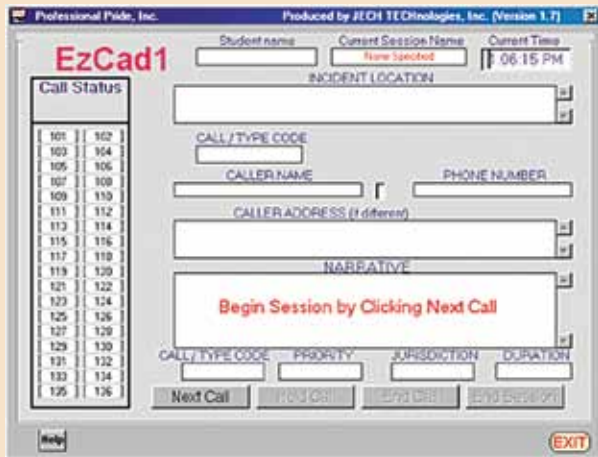
More Simulation Tools For Skills Practice

About This Product

EZ CAD a beginners tool pre CAD to learn how to talk and type. Excellent for colleges and high schools as it allows a learner to take 36 calls learning to multi task while talking to a caller or listening to an actual 911 call.

Ring Ring is a beginner tool scenario book for all kinds of calls.

9-1-1 Select is a typing program that allows the trainer to program what the learner is typing and more realistic test for new hires in that there are numbers, addressing and abbreviations.



EZ CAD is a Pre CAD Training Tool \$249

Remember when you had to say, "Just talk AND type!" Easier said than done when you're a trainee. This exe training tool is simple for beginning understanding of CAD and learning Call Taking entry format made 'simple'. Invaluable.

Put EZ CAD on as many PCs as you like at your site. Send EZ CAD home for trainees to practice on. It's an amazing preCAD training tool that allows for Call Taking several calls at once, practicing narratives, many uses for a low price. Use along side 911 StarZ for a full practice training simulation for entry level skill building.

Ring Ring! \$55

Our very popular scenario books are now on CD Word docs so you can add your own addressing, print out for student simulation manuals. All three on one CD.



911 Select Typing Test / Practice \$149

No more typing tests that don't look like the work. YOU create the test, the test gives you a score. Can be used for a hiring test or to improve skills.

Here is an example of a typing test you could generate with 911 Select:

Call #1 is a possible residential burglary, address 11403 SE 99th Apt B202, 835-0295. Caller is Ramon Layota. Suspect is a WMA 35, 510, 150, blk pony tail, brn leather coat, jeans.....and so forth.

COLLEGE ACADEMY TRAINING CURRICULUM

- ✓ Both hard copy and eBooks included
- ✓ DVDs, Power Points, games and exercises
- ✓ Learning objectives and outlines
- ✓ Developed from a 630 hour 9-1-1 course
- ✓ Vocational course fully documented here

A Fully Packaged 10 Unit
Emergency Communications Curriculum

9-1-1 Desktop Academy!

NEW!

About This Product

'10' Units of study for a full Emergency Communications Academy. Each unit of study is loaded with DVDs, 9-1-1 Call Cards, games, quizzes, scripted 9-1-1 calls, articles, web links and projects. An extensive study of the amazing work of 9-1-1.

Absolutely Everything You Need For 911 Training **Loaded Up**

The Academy is our CORE Curriculum — a complete 630 hour college course written by 9-1-1 professional college educators over a period of 10 years. Developed through a DACUM to include Core Competencies and Instructor Guides and Unit Tests. You can customize your training to fit your needs.

What you will receive is an All In One Desktop computer loaded and packaged for you digitally. Organized into ten vital folders, just open each unit of study to find an amazing assortment of training materials and links for web research topics.

Load up your SOP, Policies, Training Manual or use our loaded Training Manual Template. Open up our Kindle and read your 9-1-1 eBooks or click and view your DVDs, games, exercises and 9-1-1 Scripted Calls.

HERE ARE JUST A FEW OF THE PRODUCTS LOADED UP:

10) Unit folders with Instructor Guides / Objectives / Unit Quizzes

Training Manual Template / (7) Jeopardy Games / EMD Police Fire Skill Building Exercises / Quiz Making Template / Domestic Violence Workshop / Customer Service Workshop / Call Taking Mastery / 9-1-1 Liability / (5) DVDs / (3) 9-1-1 Call Cards / (5) Scripted 9-1-1 Calls / (10) Web Research Projects / (10) Unit Quizzes / Full Academy Tutorials....Kindle eBook Reader and 9-1-1 eBooks from our library...

\$5,895 FREE SHIPPING

*Desktop Academy ships in one week from date of order.
Call or email for a quote to add 9-1-1 Reality Simulation Software.*



A Training Academy Station — LOADED!

- ★ **UNIT 1:** About the 9-1-1 Profession
- ★ **UNIT 2:** Emergency Call Receiving
- ★ **UNIT 3:** Enhanced 9-1-1 - Technology
- ★ **UNIT 4:** Police Communications
- ★ **UNIT 5:** Fire Communications
- ★ **UNIT 6:** Emergency Medical Dispatch
- ★ **UNIT 7:** Emergency Radio
- ★ **UNIT 8:** 9-1-1 Liability
- ★ **UNIT 9:** Crisis Intervention, Suicide
- ★ **UNIT 10:** Stress and Wellness 9-1-1

See Online Demos Today
www.911Trainer.com

What Is CORE Curriculum?

About This Product

Training and education for 9-1-1 professionals has come a long way. College programs, academies, high school vocational courses are now requiring a higher standard for training materials. This curriculum was tested, tried and true in an eleven year vocational college program. Developed with a professional team and Advisory Board.

Save \$1,500 if you order 9-1-1 Reality (pg 21) and CORE!

Save \$1,000 if you order StarZ (pg 23) and CORE!

10 Units of Training Material

The Profession, Police Communications, Fire Communications, EMD, 911 Call Taking, Emergency Radio, E911, Crisis Intervention, Stress Management, Liability Concerns

Q. *What Is a CORE 9-1-1 Curriculum?*

A. A complete 10 Unit vocational college course beautifully organized and packaged for you.

Q. *Who developed this curriculum? What Is CORE Curriculum?*

A. The course was designed by an Advisory Board of 911 Professionals using a DACUM Develop a Curriculum facilitated by a College Dean. CORE follows the 911 Manual (page 12)

Q. *APCO Project 33 recommends a Job Task Analysis, is this the same?*

A. A DACUM goes further as it defines the KSA or Knowledge, Skill and Attitude needed for success and the competency levels or how well. CORE covers KS and A learning.

Q. *Will CORE fit, don't we all do it different?*

A. CORE is a foundation of knowledge such as Best Practices. Many colleges, High Schools, academies and Comm Centers use CORE exclusively for their training.

Q. *Can I use CORE with my current training material?*

A. Absolutely, you should use your material. The Power Points were designed to be customized. The games, 9-1-1 calls, tours are used as you decide.

Q. *What comes with CORE, it is just material, objectives?*

A. Each unit has a Power Point. Games, DVDs, Call Cards — there are many training aids that we offer that are included in the price of CORE.

I purchased the full CORE curriculum when it was released last school year. As the creator of a high school level 9-1-1 Dispatch class, it was imperative to have materials that could withstand District and State requirements, while being flexible enough to adapt to an entry level class. CORE does!! The contents, from the articles to the activities, get to the heart of dispatching with a depth and breadth that sustains our two semester course. And the proof is in the job offers extended to those students who met the standards set by our city dispatch center — after completing my course — designed around CORE. Now that's professional pride! Thanks, Sue Pivetta, for developing a useful product, and thanks to Terri, my service rep for all the follow up support.

Sincerely, Ragan E. Volk, Broadcast/Dispatch Instructor, Career Center Billings MT

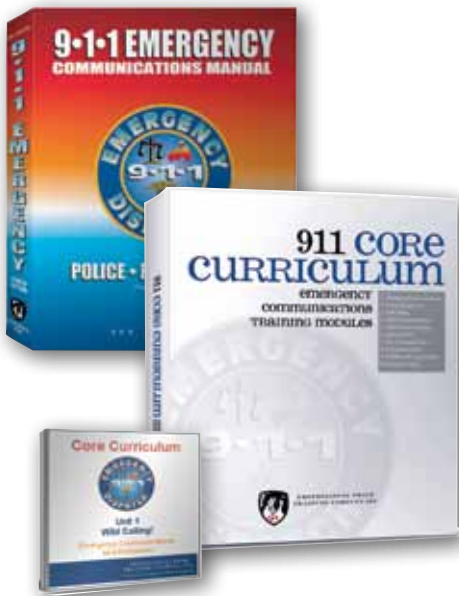
What Comes With CORE?

About This Product

This course recognizes knowledge, skills and attitude. Where other courses may approach knowledge or theory, CORE is hands-on and highly concentrated on the most important practical learning — to not only survive, but thrive in this profession.

Save \$1,500 if you order 9-1-1 Reality (pg 21) and CORE!

Save \$1,000 if you order StarZ (pg 23) and CORE!

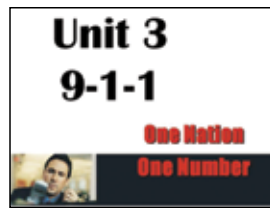


10 binders and CDs

CORE Package Contains:

- 11 beautiful binders – 1 for each Unit and a Master Set +
- 10 Unit CDs designer Power Points and actual 911 calls +
- 4th Edition 911 Emergency Communications Manual (page 12) +
- Ring Ring call scenario books CD (page 25) +
- Master copy 911 Self Directed Workbooks +
- Gameshow Delux CD (page 18) +
- Student Forms, Tour Guides & Games +
- Student quizzes for each Unit +
- Full Set of 5 DVDs (pages 7-9) +
- 30 REAL 9-1-1 Calls on CD +
- 2010 Bonus NEW Fire 911 Calls (page 3)

Complete CORE, 10 Subjects \$4,850



Unit Power Points

Purchase both the 911 StarZ II Simulator and Core Curriculum and

SAVE \$1,000!

911 StarZ II	\$5,895
+ Core Curriculum	\$4,850
	\$10,745
	- \$1,000
	= \$9,745

I Don't Need a Full CORE

About This Product

Your agency or academy may be concentrated specifically on police, fire or EMD and you may not need the full compliment of training products and outlines offered in the full CORE. Here you have a choice and can put into place an amazing 40 hour course specific to your needs.

ATTENTION TRAINERS & EDUCATORS

U pick 4 \$1795

You have the option to select any of the FOUR "areas of study" and customize your 40 hour training with great topic-specific products. All U Pick 4 includes the 9-1-1 Emergency Communications Manual and workbook.

THE 10 AREAS OF STUDY:

About the 9-1-1 Profession includes:

- Wild Calling Lesson Plans
- The Profession Power Point & 9-1-1 Calls
- 20 Question Unit Quiz
- Sister Shot DVD
- Self Mutilation DVD,
- Suicidal Molester DVD

The Call Receiver includes:

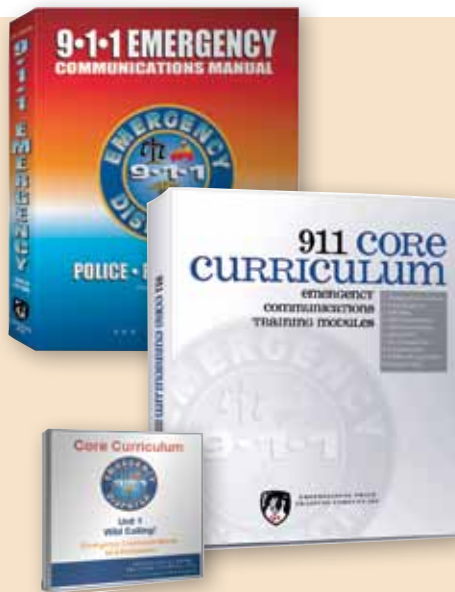
- Call Receiving Lesson Plans
- Call Taker Topic Power Point & 9-1-1 Calls
- 20 Question Unit Quiz
- Call Taking Learning Games and Exercises
- Call Receiver DVD

About the 9-1-1 System includes:

- One Nation Lesson Plans
- 9-1-1 Power Point & 9-1-1 Calls
- 20 Question Unit Quiz
- Ick I Hate Technical Stuff Book
- 30 Real Calls CD

Police Communications includes:

- Badge 9-1-1 Lesson Plans
- 9-1-1 Power Point & 9-1-1 Calls
- 20 Question Unit Quiz
- Police Games and Exercises
- (3) Sets of Police Call Cards (pg 3)



Fire Communications includes:

- Fire Lesson Plans
- Fire Power Point & 9-1-1 Calls
- 20 Question Unit Quiz
- Fire Games and Exercises
- Fire Call Cards (pg 3)
- Hazmat 9-1-1 Call Cards with 9-1-1 Calls MCI

EMD Communications includes:

- EMD Lesson Plans
- EMD Topic Power Point & 9-1-1 Calls
- 20 Question Unit Quiz
- EMD Games and Exercises (pg 3)
- (3) EMD Call Cards, Medical, Critical, Trauma

Emergency Radio includes:

- Emergency Radio Lesson Plans
- Radio Topic Power Point & 9-1-1 Calls
- 20 Question Unit Quiz
- Emergency Radio DVD
- Emergency Radio Book & Power Point with calls

Liability 9-1-1 includes:

- Liability Lesson Plans
- Liability Topic Power Point & 9-1-1 Calls
- 20 Question Unit Quiz
- Liability Jeopardy
- Quick Study Liability with 9-1-1 Lawsuit Calls

Crisis Intervention & Suicidal Caller includes:

- Crisis Lesson Plans
- Crisis Topic Power Point & 9-1-1 Calls
- 20 Question Unit Quiz
- Crisis Intervention DVD
- Suicidal Callers DVD
- Crisis Workbook

9-1-1 Wellness includes:

- Wellness Lesson Plans
- Wellness Topic Power Point
- 20 Question Unit Quiz
- 9-1-1 Stress Workbook
- Console Yoga
- 10-20 Journal
- Neutralizing Negativity Workshop on CD

TRAINING TRAINERS

- ✓ Know more about adult learning concepts
- ✓ Concepts applied ONLY to 9-1-1 learning
- ✓ Narrated Power Points for trainers
- ✓ Ten provocative subjects for trainers
- ✓ One FREE lesson online to download

Invest in Your Most Important Resource

Train the Trainer Narrated Power Points

Visit online to view or download one FREE copy Adult Learning Part One so that you can see the value of understanding adult learning concepts as applied to this profession.

www.911Trainer.com

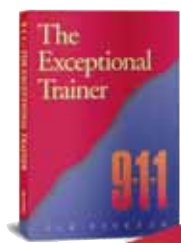
**In-house Training
for Years to Come!**

The Exceptional Trainer Training on CD **NEW** 10 Workshops on CD

Sue Pivetta narrated Power Points as well as 'Creative' projects for trainers. Trainers can practice self directed learning and explore many vital issues specific to Comm Center challenges in training.

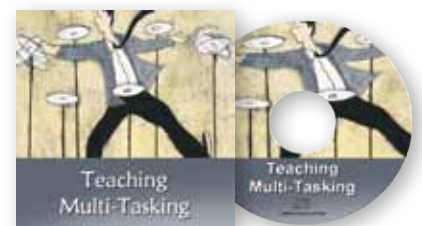
Costs less than sending Trainers to one workshop! Unlimited use of training on adult learning concepts and other areas of great interest to trainers. Great for group discussions and to enhance trainer training whenever and wherever.

Packaged Individually
Own all '10' Only \$895
SAVE \$100



Order all 10 and receive both The Exceptional Trainer book and workbook!

Individual Titles
Only \$100



MANAGEMENT SUPERVISOR HELPERS

- ✓ Time saving templates for your team
- ✓ Inspiration and motivation for supervisors
- ✓ Full Community Education practical package
- ✓ End Sexual Harassment worries today
- ✓ Get a true professional added to your team

Leadership Support Saving TIME

Helping Others to Understand

About This Product

This fun course includes Power Points, 9-1-1 Calls, a simulator and great information that you can customize to fit the needs of your public.



“THE PUBLIC DOESN’T UNDERSTAND US”

C.A.R.E. Community Awareness In Reporting Emergencies

C.A.R.E. Public Educator's Kit plus a 9-1-1 call simulator! 9-1-1 Citizens Academy includes (12) relevant 9-1-1 calls for the public's awareness for all groups.

\$785 (Without Simulator \$425)

LESSON PLANS, 9-1-1 CALLS AND POWER POINTS FOR:

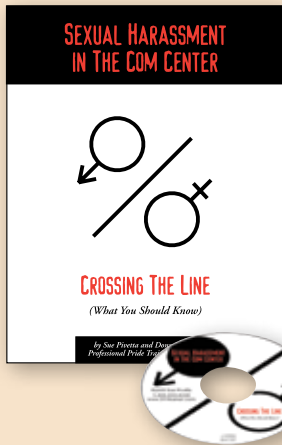
- Responders
- Disabled Population
- High School
- Elementary Students
- Government Officials
- ESL Groups
- Jr. High School
- Preschoolers



Kid's C.A.R.E.
Power Point Slide Sample



Teen's C.A.R.E.
Power Point Slide Sample



STAFF DOESN'T UNDERSTAND THE LAWS Sexual Harassment in the Com Center \$99

Got sexual jokes or horseplay?
Federal Mandates to train this vital topic before you end up in court!

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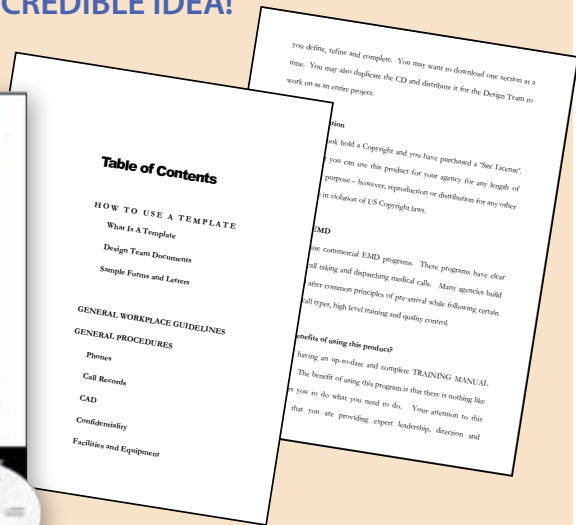
- 1.0 Acknowledging Units
 - 1.1 Dispatch shall acknowledge units by (echoing company numbers)
 - 1.2 Dispatch shall acknowledge requests by repeating the request followed by the time.
 - 1.3 Dispatch shall acknowledge two units calling at once by acknowledging the company recognized and asking them to stand by while answering the other, or if both units are recognized, by answering the one believed to have priority information.
- 2.0 Alarms, Firefighter Safety Responders' personal safety alarm devices provide an audible alarm for personnel that may be down. It is the responsibility of dispatch to acknowledge any report of such a device sounding and ensure that all personnel are aware of the alarm.
- 3.0 Call Check Dispatch shall use the playback equipment when needed to listen to the last radio transmission but shall not
- 4.0 Confidentiality Records Procedure All and any records that Telecommunicators have access to are confidential and shall not be copied, distributed or exposed to any source unless directed by a supervisor.
- 5.0 Accuracy Every attempt must be made to ensure complete accuracy and thorough documentation of all records.
- 6.0 Police Records Any request for police checks must be followed with no exceptions.

Confidentiality Records Procedure

- 1.0 Confidentiality All and any records that Telecommunicators have access to are confidential and shall not be copied, distributed or exposed to any source unless directed by a supervisor.
- 2.0 Accuracy Every attempt must be made to ensure complete accuracy and thorough documentation of all records.
- 3.0 Police Records Any request for police checks must be followed with no exceptions.
- 5.0 911 Records / Calls 911 Print outs must be held for one year and then may be destroyed by shredding. 911 Calls must not be released on tape to any entity without permission of the direct supervisor of communications. Telecommunicators will not release any information regarding any 911 or other call into the Com Center to any media organization or citizen without the permission of the supervisor.
- 6.0 EMS Calls for service are retained for EMS calls. No record of calls for service or responder activity will be released to any entity not affiliated with EMS unless directed by a supervisor.

ANYTOWN

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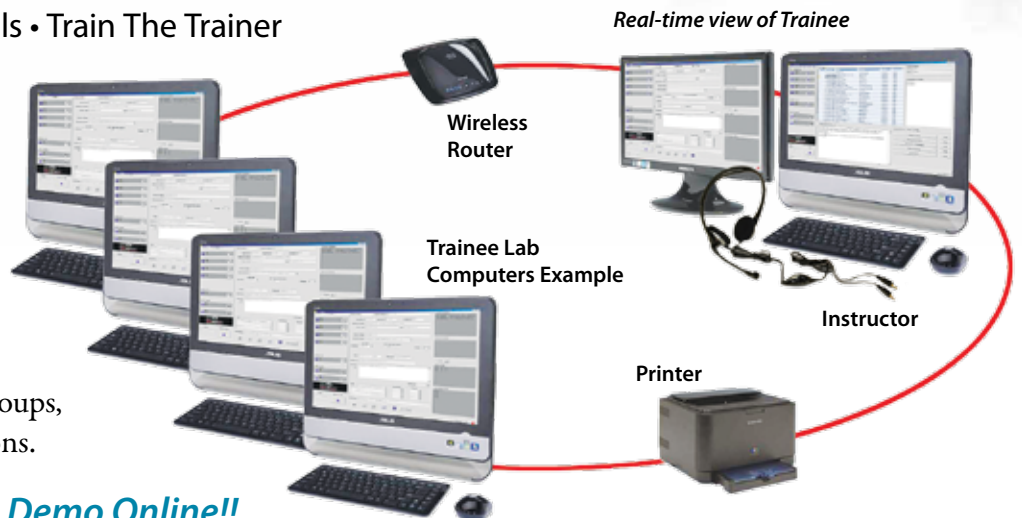
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