

SPEAKER AND TRAINING DRAFT

The Conference Committee desired to share our “early” plans for speakers and training for the 2008 Washington APCO Summer Training Conference in order to enhance planning for staff and management attendance from Washington State 911, Dispatch, and other call centers, as well as our own APCO members! The courses described below include those on our “tentative” schedule. Actual dates and times will be posted on the website as soon as the training team has solidified the schedule.

Achieving Your Highest Goal

Instructor: Helen Thayer

POLAR DREAM: ACHIEVING YOUR HIGHEST GOAL -- Imagine trekking hundreds of miles across a perilous, frozen world with all of your life-support, food and shelter on a sled that you must pull over the rugged terrain while making slowly measured steps on skis. Helen made history at age 50 when she became the first woman to travel alone to any of the world's Poles as she walked to the magnetic North Pole. Hear the dramatic and inspiring story of her struggle to reach her goal through ice storms, over unstable sea ice and polar bears and how a dog named Charlie saved her life from these awesome but dangerous animals. It is a story that leaves audiences inspired and motivated to reach for their own goals and push their horizons to the limit. Her powerful slide program shows the beauty of the Polar Ice Cap and the polar bears that live there. Helen wrote the best selling book "Polar Dream" (Simon & Schuster, NewSage Press second edition) about her historical journey.

Critical Incident Stress Management

Instructor: Dr. Tania Glenn and Associates, PA

This workshop is designed to educate participants on the types and effects of stress that confront professionals who serve in stressful occupations. The course employs hands-on, reality based examples that are both useful and enlightening, as well as lessons learned from the experiences of the instructor. Participants will be provided with the necessary tools to recognize and understand the signs and symptoms of stress, to recognize the types of incidents that should be considered critical, and effective ways for managing stress. This fast-paced workshop utilizes lecture with PowerPoint, and videos.

Overcoming Language Barriers When Seconds Count

Instructor: Josh Ehle, Language Line Services

An increasingly diverse population can mean complications when emergency assistance is required. How can you communicate effectively when you face a language barrier and lives or property are at stake? This session will help you better understand best practices nationwide of overcoming language barriers, including ways to effectively work with interpreters, understanding the training, experience and infrastructure supporting you.

Amber Alert – Case Studies

Instructor: [Geoff Pohl – Washington State Patrol](#)

Geoff has 18 years of experience as a Communications Officer with the Washington State Patrol. He started his career in Bellevue Communications in March of 1989. In April of 2004, Geoff transferred to Communications Headquarters in Lacey where he took the CAD Systems Administrator/Trainer position. Geoff was a member of the AMBER Alert implementation team and helped develop and design the current look of the AMBER Alert Web Portal. He was instrumental in the initial training to State Patrol personnel as well as representatives from law enforcement agencies across the state.

Creating a Citizen's Academy

Instructors: [Grace Larson & Scott Castonguay – Valley Communications](#)

Many police and fire agencies conduct Citizen's Academies. But what about comm centers? A lot of information about our procedures and operations can be taught to our local citizens, to help them make better choices about when to call 9-1-1, and what information they need to know when making use of emergency services. This class will give you ideas to think about when creating your own Citizen's Academy.

State Trainers Forum

Facilitator: [Cory Ahrens – Washington State Criminal Justice Training Commission – Telecommunicator Project Manager](#)

Stroke/Seizure/DLOC (continuing medical education)

Instructor: [Don Cloyd – Paramedic – King County Medic One/ Public Health Seattle & King County](#)

This training will provide the participant with the most current medical information available on stroke and seizure. What are some of the symptoms and how they can be quickly identified. What are some common issues that the pre-hospital responders see in these cases and how can we in the dispatch community better identify critical cases. Decreased LOC can be difficult to narrow down. How is decreased LOC different from confusion? We will look at the body systems that affect these medical complaints and cover the physiology and pathophysiology of those systems as they relate to the pre-hospital community which includes dispatch as the primary point of contact and triage.

Excited Delirium

Instructor to be announced

What is excited delirium? Is this a police or EMS issue and how is the dispatch center involved in the identification or dispatch of these kinds of calls? The instructor will present the current findings on Excited delirium and what it means to the police and EMS agencies that deal with it. Has your EMD program added criteria to assist the dispatchers in interviewing these calls?

Mock SWAT call-out

Facilitators to be announced

This presentation is under development and pending some necessary approvals.

Pierce County Emergency Management – WMD HLS – Weapons of Mass Destruction/Homeland security

Instructor to be announced

This presentation is under development

Using Software to Track Training

Instructor: Yvonne Carsley – Valley Communications

Course description is under development

Communication Center Spread

Instructor: Francie Moritz – Yakima Public Safety Communications Center

Communication Center Spread is an overview of the epidemic sweeping through Communication Centers nationwide. It is an honest and humorous look at ourselves, our eating habits and how they affect us. It will offer quick and easy tips to combat our common problems encountered in managing our weight in a hostile environment where chocolate and potato chips lurk in every break room.

EMS Emergency Medical Dispatch Continuing Education Online

Instructor: Mike Helbock – King County EMS Training Manager

Course description under development

Active Shooter

Instructor to be announced

How do police and fire agencies respond to situations of an active shooter and what information is helpful to these teams in their decision-making process?

Cardiac Arrest - New developments in the pre-hospital community

Instructor: Dr. Tom Rea – King County Medic One Medical Program Director

Course description under development

Organ and Tissue Bank

Instructor: to be announced – Northwest Organ and Tissue Center

Working with the Northwest Tissue Center and your county medical examiners office to develop a program that enables and enhances the donation process.

RPL – APCO Registered Public Safety Leader Program

Facilitator to be announced

Learn about the APCO Registered Public Safety Leader Program and how you can be a part of this excellent development program.