



## **First Contact 9-1-1, LLC**

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### **9-1-1 Ethics and Liability**

One of our newest 9-1-1 related classes will explore the worlds of Best Practices, Ethics and Dispatch Liability. We'll help you answer these questions:

- What are the two main reasons that 9-1-1 is exposed to potential Liability actions?
- Why are Ethics important in our line of work?
- What are considered examples of *Best Practices* in the Dispatch Center?
- What's the difference between a procedure and policy?
- What elements are necessary in writing a successful departmental policy?
- What are the four elements of a claim of Negligence?
- What are Administrative and Ministerial duties?
- How does potential Liability affect our Dispatch operations?
- What is Vicarious Liability, and how does it affect me as a Trainer or Supervisor?
- Why is proper documentation so important? How can we improve?

If you've wondered if your actions were doing was ethical or not, you need this course. We'll have examples of those events you'll have in the Center when you'll wonder about 'doing the right thing'...

We'll examine what constitutes an outstanding Dispatch Center, and show you Case Histories of those Centers who 'took their eyes off the ball' and regretted it later.

Whether you're new to the dispatch field, or an experienced veteran, you'll get a lot out of our "what you need to know" approach to 9-1-1 ethics and liability!

Contact our FC911 Customer Care Line at (866) 613-1911 for more information.