

State of Florida Department of Health
Public Safety Telecommunicator
WORKSHEET 1

The below worksheet is based off the DOH study guide dated 07/01/2017. This worksheet should be used as a guide to help learn the material within it in preparation for the state exam. This worksheet does not cover all elements of **Chapter 8**. When preparing for the state exam, the state study guide is the primary resource.

Chapter 8: Understand the basic principles of law enforcement and dispatch processes

1. List and define ten (10) commonly used terms in law enforcement.

2. List five (5) duties required of law enforcement officers.

3. What are the three (3) reasons citizens may request police assistance under protection?

State of Florida Department of Health
Public Safety Telecommunicator
WORKSHEET 1

4. Explain civil complaints.

5. What do the acronyms APCO, NENA, and CALEA represent?

6. List and explain the five (5) phases of an active shooter incident.

7. What is the difference between a suicide attempt and a suicide threat?

8. In a barricaded incident, what are the two (2) specific situation to consider when trying to find out if the caller is in a safe location?

State of Florida Department of Health
Public Safety Telecommunicator
WORKSHEET 1

9. What information needs to be gathered, regardless of the nature of the incident, when dealing with officer safety issues?

10. List and explain the Amber, Silver, Blue, and Missing Child Alerts.

State of Florida Department of Health
Public Safety Telecommunicator
WORKSHEET 1 – Answer Key

The below worksheet answer key is based off the DOH study guide dated 07/01/2017. This worksheet does not cover all elements of **Chapter 8**.

Chapter 8: Understand the basic principles of law enforcement and dispatch processes

1. List and define ten (10) commonly used terms in law enforcement. (8.01)

Assault: The threat of bodily harm by a person with the apparent, present ability to carry out the threat – **Back-up:** Sending additional field resources to assist - **Battery:** The intentional touching or striking of another person in a harmful or offensive manner, without that person's consent – **Be on the lookout (BOLO) / Attempt to locate (ATL):** Establish, maintain, and/or broadcast a description of persons or property of interest – **Criminal Justice Information Services (CJIS):** A division of the FBI – **Criminal Mischief:** Vandalism; destroying or damaging public or private property Maliciously – **Domestic Dispute:** A quarrel within a family or between members of the same household, which may or may not include violence – **Driving Under the Influence (DUI):** Operating a vehicle while under the influence of drugs and/or alcohol – **Felony:** A serious crime punishable by death or imprisonment in a state penitentiary or in correctional facilities for a year or more – **Field information reports (FIR):** A short narrative completed by field units after contact with citizens – **Florida Crime related Information Center (FCIC):** Florida's central database for tracking crime-data – **Gone on Arrival (GOA):** No longer on scene when responder Arrived – **Homicide:** Unlawful killing of a human being – **Internal Affairs (IA):** A division of a law enforcement agency that investigates citizen complaints of police misconduct, and handles internal disciplinary matters – **Misdemeanor:** A criminal offense that is punishable by a term of imprisonment in a county correctional facility for up to a year – **National Crime Information Center (NCIC):** The Nation's central database for tracking crime-related data – **Pursuit:** The act of chasing in the attempt to apprehend whether on foot or by vehicle – **Resisting Arrest:** Knowingly and willfully resisting, obstructing, or opposing a law enforcement officer engaged in the execution of legal process, or lawful execution of a legal duty – **Sexual Battery:** Any non-consensual touching of the intimate parts of another. This could include union with the sexual organ of another; or oral, anal, or vaginal penetration by someone or some object – **Stalking:** A person who maliciously and repeatedly follows, harasses, or cyber stalks another person – **Cyber-Stalking** is to communicate words, images, or

State of Florida Department of Health
Public Safety Telecommunicator
WORKSHEET 1 – Answer Key

language by or through the use of electronic mail or electronic distress to communications, directed at a specific person, causing substantial emotional that person and serving no legitimate purpose – **Special Weapons and Tactics (SWAT)**: A group of responders trained to deal with unusually dangerous or violent situations and having special, or superior, weapons more powerful than standard issue – **Trespass**: Willfully remaining on a property without authorization – **Warrant**: A written order issued by authority of the state and commanding the seizure of the person named – **Writ of bodily attachment**: A warrant issued as a result of civil contempt

2. List five (5) duties required of law enforcement officers. (8.02)

Enforce the law by responding to crimes – Provide safety to the public and protection of property – Stabilize dangerous situations – Investigate and document incidents and crime – Keep the peace – Maintain a positive public image – Provide community policing, education, and crime prevention – Enforce court orders – Crime prevention – Short term detention – Dignitary assignments

3. What are the three (3) reasons citizens may request police assistance under protection? (8.03)

Crowd control – Protecting citizens from another or themselves – Preventing citizens from harm or injury

4. Explain civil complaints. (8.04)

Involve disputes between private individuals or disputes involving contractual matters and are penalized by fines, forfeitures, or some other non-criminal sanction

5. What do the acronyms APCO, NENA, and CALEA represent? (1.08 & 8.05)

Association of Public-Safety Communications Officials – National Emergency Number Association – Commission on Accreditation for Law Enforcement Agencies

State of Florida Department of Health
Public Safety Telecommunicator
WORKSHEET 1 – Answer Key

6. List and explain the five (5) phases of an active shooter incident. (8.07)

Fantasy Phase: the perpetrator dreams of carrying out an act. – **Planning Phase:** the perpetrator researches and determines logistics and planning. – **Preparation Phase:** the perpetrator gathers equipment needed to carry out event. – **Approach Phase:** the suspect has made plans and has committed to carrying out the act. – **Implementation Phase:** this is the actual incident occurring.

7. What is the difference between a suicide attempt and a suicide threat? (8.07)

Suicide Attempt: deliberately doing harm to oneself that results in injury or the potential for injury or death.

Suicidal Threat: a threat to take one's own life whether or not they have the means or ability to carry out the threat.

8. In a barricaded incident, what are the two (2) specific questions to ask the caller in reference to being in a safe location? (8.08)

If not, can they get to a safe location and take the phone with them?

Is the caller able to verbally respond? If not, tap once for yes and twice for no.

9. What information needs to be gathered, regardless of the nature of the incident, when dealing with officer safety issues? (8.09)

Nature of the incident/threat (mental health, violence, etc.) – Scene hazards (weapons, number of people involved, environmental concerns, etc.)

– Suspect's description – Suspect's current location – History (premise history, history of violence, homeland security issues, presence of hazardous materials, and other responder safety issues) – Universal precautions

State of Florida Department of Health
Public Safety Telecommunicator
WORKSHEET 1 – Answer Key

10. List and explain the Amber, Silver, Blue, and Missing Child Alerts. (8.11)

The **AMBER Alert Program** is a voluntary partnership between law enforcement agencies, broadcasters, transportation agencies, and the wireless industry, to activate an urgent bulletin in the most serious child abduction cases. – **Silver Alerts** provide a standardized system to aid local law enforcement in the rescue of an elderly person with a cognitive impairment who is lost or missing. – A **Blue Alert** contains a subject and/or vehicle description of persons that may pose a serious threat to the public after an officer has been seriously injured, killed, or goes missing in the line of duty. – A **Missing Child Alert** is issued when a child is believed to be in life-threatening danger but there is no indication that they have been abducted.