

## STATE OF FL DOH PST 6<sup>th</sup> EDITION WORKBOOK SECTION 2 QUIZ-KEY

The below is intended to compliment or be used in conjunction with the FL DOH PST 6th Edition Workbook dated 2024. FL APCO Training Committee recommends the workbook be thoroughly read in preparation for the state examination. The below is meant to aid, not to substitute or supersede the information found in the workbook.

1. PSTs must avoid situations where personal interests could influence their professional judgement. **Workbook Pg. 31**

True or False

2. A PST will receive a deposition which is a legal document ordering their appearance in court to testify. The deposition will specify the date, time, and location of the hearing, as well as the subject matter of the testimony. **Workbook Pg. 41**

True or False

3. Reasons the PST should practice active listening: To provide a factual account of an emergency call or incidents, clarify information or answer questions about their actions or observations and to corroborate or refute other testimony. **Workbook Pg. 41**

True or False

4. The PST is **not** responsible/expected to report any instances of unethical or illegal behavior observed within the workplace. **Workbook Pg. 31**

True or False

5. The **FAA** regulates the use of telecommunications equipment and services. PSTs must comply with these regulations when handling emergency calls. **Workbook Pg. 38**

True or False

6. Failure to meet the legal standard of care owed to another person is known as **Workbook Pg. 36**

**Breach of duty**

7. Define the Telecommunications Act. **Workbook Pg. 37**

**This law regulates the use of telecommunications networks and services, including the obligation to provide assistance to persons with disabilities.**

PROFESSIONALISM, ETHICS AND LEGAL CONCEPTS



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8. This agency regulates the handling of accidents, transportation of hazardous materials and calls related to hazardous material spills. **Workbook Pg. 38**

### Department of Transportation

9. List 3 challenges that might hinder communication and information sharing (dissemination).

**Information Overload, Communication Barriers, Misinformation and Disinformation.**

**Workbook Pg. 40**

10. Failure to follow established procedures and protocols to ensure the proper handling of emergency calls and dispatching of responders could result in **Workbook Pg. 35**

### Civil Liability

11. The actions and decisions of a PST have a profound impact on the public **Workbook Pg. 33**

A. Cost of living

**B. Safety and Well-being**

C. Mental health

D. A and C

12. This law deals with offenses against society, where the government prosecutes individuals who violate established laws. **Workbook Pg. 35**

A. HIPPA

B. Confidentiality Law

**C. Criminal Law**

D. None of the above

13. The PST must not disclose any sensitive information when testifying in court. They should only disclose information that is relevant to the case and authorized by the court. This practice protects which of the following? **Workbook Pg. 42**

A. Kari's Law

B. The Telecommunications Act

C. Alyssa's Law

**D. Confidentiality**

14. The outward appearance, behavior and attitudes that reflect a commitment to excellence and a dedication to serving others is the definition of **Workbook Pg.31**

A. Values

B. Integrity

**C. Professionalism**

D. Ethics

15. PSTs should exercise caution to ensure their posts and interactions align with professional standards when using **Workbook Pg. 32**

A. CAD

**B. Social media and online platforms**

C. Codes and regulations

D. Sunshine Law