

DISPATCHING UNDER PRESSURE WORKING DURING SOCIAL UNREST

Preparedness and Situational Awareness – Supporting Call-Takers and Communities in Crisis

1,2,4 HOUR SESSION, KEYNOTE ADDRESS OR CAN BE INTEGRATED INTO 8-HOUR CLASS

Over the years there has been varying degrees of social unrest, some have even targeted police stations, and other public safety facilities, including Communications Centers. If you've never prepared for an incident at or near your center, you should add it to your Emergency Operations Plan. This course will provide evacuation and preparation guidance to ensure the safety and security of your center and personnel. Critical communication throughout a difficult or challenging event takes some preplanning. The sense of safety your crew may be experiencing is essential to maintaining operational integrity along with a peace of mind.

We approach this unusual topic from three important aspects: personal, professional, and emotional preparedness, and readiness, including improving situational awareness techniques. Understanding the concept of risk avoidance vs risk reduction while leaving or traveling to work is essential to the safety of your employees. This specially designed class offers many suggestions for personal security and safety measures before you even leave your home. Simple techniques and tactics to ensure your vehicle is prepared before leaving home, such as a first aid kit and other supplies. We also examine professional preparedness such as evacuation plans, equipment failures, along with basic security measures for the communications center.

Although structural and security of your building and operational equipment, including backup systems, remains critical, much more important is the overall feeling of safety experienced by your employees. All employees must have faith in the security of your office because the fear and anxiety they may be experiencing during social unrest situations can and will have an impact on their performance and operational functionality. Planning for these types of emergencies should be included in a well-rounded emergency operation plan which covers all the facets for providing safety and security to your employees. It is about time we all prepared for these difficult events that can impact on the feeling of safety for your employees.

Learning Objectives

1. Enhance Personal Safety & Security - Identify practical steps to increase personal safety before leaving home, including vehicle readiness, situational awareness, and risk avoidance vs. risk reduction strategies.
2. Strengthen Professional Preparedness - Develop and implement evacuation plans, address potential equipment failures, and apply basic security measures to protect the communications center during high-risk events.
3. Improve Emotional Readiness & Operational Resilience - Recognize and address the psychological impact of social unrest on staff, ensuring team confidence, focus, and performance under challenging conditions.
4. Mindset Matters – A team's sense of safety directly affects their ability to perform during crises; preparation reduces fear and maintains operational integrity.
5. Preparedness is a Shared Responsibility – Every member of the team plays a role in creating and sustaining a safe, secure work environment.