

# Tarrant County 9-1-1 District



## Tarrant County 9-1-1 District Student Handbook

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## **About Us...**

Thank you for choosing us for your training needs. This handbook is intended to help orient you with our facility, training requirements, and code of conduct. The Tarrant County 9-1-1 District (TC911) became a Texas Commission on Law Enforcement (TCOLE) Contract Training Provider in 2016, giving TC911 the ability to submit training courses directly to TCOLE for student credit. Courses must be submitted to TCOLE within 30 days of the completion of any reportable course, except for the Basic Telecommunicator Licensing Course is submitted on the same day as the course end date to prepare for the licensing exam. Students should contact TC911 only after those 30 days if courses are not reflected on their TCOLE transcripts. In April 2021, the Commission approved TC911 to be an exam site. This allows the agency to proctor the Basic Telecommunicator Licensing Course at our testing facility.

Our contract with TCOLE excludes us from providing any training related to canine and equine operations, chemical, ordnance, biological and radiological, defensive tactics, physical fitness, fire suppression, firearms, motor vehicle operations, motorcycle and bicycle operations, tactical operations, and aquatic and marine operations. Individuals seeking these types of training would need to go to a law enforcement academy.

In addition to supplying quality courses required for telecommunicator licensure, TC911 has adopted a Mission and Vision Statement supporting the primary goal of providing various educational opportunities annually to assist agencies in developing leaders and promoting professionalism. Professionalism advances the careers of Public Safety Professionals.

## **MISSION**

The MISSION of the Tarrant County 9-1-1 Training Team is to provide quality, innovative, professional, and timely training opportunities, at no cost to the Tarrant County 9-1-1 Operators, Call-Takers, Dispatchers, or the agencies they serve, through the provision of qualified instructors, wholly dedicated to the delivery of curriculum that meets national standards and best practices and provides necessary continuing education.



## **VISION**

The VISION of the Tarrant County 9-1-1 Training Team is to create a training center that is innovative, professional and seeks to impart not only a skill base but pride and passion for the important work we do for all of Texas.

## **Class Schedule and Attendance**

Due to our contract with TCOLE, the District does not offer courses that would require an overnight stay. Unless otherwise noted, all classes are held from 8:00 am to 5:00 pm with a one-hour lunch break. Students must enter the training room via the patio entrance through the black, wrought-iron gate on the west side of the building (facing the parking lot). This gate is marked by course designation signage. Unless coordinated with the Training Coordinator, access to the building is unavailable before 7:30 am.

Due to TCOLE rules, students must be in attendance for 100% of the class to receive TCOLE credit. Students must contact the Training Coordinator if they will be absent or tardy from class at [Training@tc911.org](mailto:Training@tc911.org). Tardiness will be subject to the make-up of missed material based on instructor availability and the student's arrival time. Supervisors will be notified when tardiness is repetitive or excessive.

If students become ill during a course, they must notify the instructor. It is then incumbent upon the instructor to inform the Training Coordinator. The student's supervisor will be notified if the student must leave before class completion.

The District fully complies with the Americans with Disabilities Act (ADA) provisions. It will make reasonable accommodations to individuals with disabilities so they can have an equal opportunity to participate or benefit unless an undue burden results. The Training Coordinator needs to be notified of any necessary accommodations no less than two weeks before the start of class. The District will adhere to State and Federal laws regarding Service Animals on the premises.

## **No Call, No Shows**

Agencies and departments with a registered student(s) who are a No Call, No Show could incur a charge for their agency/department. The first occurrence will be \$50 per student; the agency will be charged in \$25 increments each time after that. The Training Team will send out an email reminder to each registered student and their supervisor before the start of class. If a student does not show up for class, the student's supervisor will be notified by the TC.

## **Student Training Information**

Student course registrations are taken online through Learning Stream LMS. Course offerings are listed on the TC9-1-1 website. Students must create an account and register for the appropriate course. Classroom entry will not be allowed without registration.

At the beginning of each course, the instructor will inform the students of the following information:

- Training goals and objectives
- Training Schedule
- Proficiency or skill requirements
- Testing or evaluation system (students must score 80% or higher on course tests).

\*\* Students are **required** to submit a completed evaluation form at the end of each course to receive TCOLE credit.

## Admission Standards and Required Documentation for Basic Telecommunications Licensing Course

Each student attending the Basic Telecommunications licensing course must meet all the following requirements:

1. Meets the minimum educational requirements by possessing a high school diploma or a high school equivalency certificate;
2. Has not ever been or is not on court-ordered supervision or probation for any criminal offense above the grade of Class B misdemeanor or a Class B misdemeanor within the last ten years;
3. Is not currently under indictment for any criminal offense;
4. Has not ever been convicted of an offense above the grade of class B misdemeanor or a Class B misdemeanor within the last ten years;
5. Has never been convicted of any family violence offense;
6. Is a US citizen;
7. Be CPR certified;
8. Meets all other criteria covered in §Section 217.2

Students attending the Basic Telecommunicator Licensing Course (#1080) will be required to submit the following documents before the start of class:

- Students must have a current, nationally recognized Cardiopulmonary Resuscitation (CPR) certification.
  - This includes, but is not limited to, courses from the American Heart Association and the American Red Cross. The course must be taken in person, and the student must complete practical scenarios to be certified for adult/infant/ AED.
  - The student must present a current and valid certificate to the training provider to attend the class.
- Before attending the class, students must also provide a copy of their agency's CPR policy.
- A DOLCEE form is also required to attend the course
- Students can obtain an ADA waiver to bypass the CPR requirement by contacting TCOLE's Credentialing Department at TCOLE – 512-036-7700, press 4, then 1

Note: Each agency sending students to TC9-1-1's Basic Telecommunicator Licensing Course (#1080, or any future revision of this course) must be prepared to show evidence that all documents attested to on the DOLCEE are on file at their agency for TCOLE auditing purposes.

Students attending the standalone Cardiac Emergency Communications (T-CPR) Course (#786) will be required to submit the following documents before the start of class:

- Students must have a current, nationally recognized Cardiopulmonary Resuscitation (CPR) certification.

- This includes, but is not limited to, courses from the American Heart Association and the American Red Cross. The course must be taken in person, and the student must complete practical scenarios to be certified for adult/infant/ AED.
- The student must present a current and valid certificate to the training provider to attend the class.
- Students can obtain an ADA waiver to bypass the CPR requirement by contacting TCOLE's Credentialing Department at TCOLE – 512-036-7700, press 4, then 1

## **TC911 Issued Tablets**

TC911 may issue a tablet device before the beginning of courses offered at the District to deliver course materials and content to the student. The student will be required to sign an acknowledgment and user policy upon the device being issued.

## **Dress Code**

### **Dress for Success**

Tarrant County 9-1-1 (TC911) District requires that all students wear professional and well-maintained business casual clothing. Appropriate attire is required, and a policy is enforced. As students, you are representatives of both your agency and the District. It is important to dress according to the guidelines outlined in this handbook. Below is the acceptable (and prohibited) clothing for our students:

Personal hygiene and grooming are expected. The use of cologne and perfume should not be used in excess.

### **Prohibited:**

Sweatpants, shorts, bib overalls, spandex, form-fitting fabric pants, yoga pants/gym attire

Tank tops, halter tops, crop tops, midriff, shirts with offensive wording/graphics, tops with bare shoulders (unless worn under another blouse or jacket), and sheer garments that can be seen.

Flip-flops, slippers (house shoes), Crocs, or similar style

**All articles of clothing are expected to be reasonably fit and clean and not contain holes, tears, rips, stains, or need obvious pressing or laundering. Undergarments must always be worn during training.**

**\*\*There are special provisions when this policy is not effective. The Training Coordinator will advise in an email.**

## **Classroom Safety**

### **Student Welfare and Responsibility**

It is the goal of the District to provide a safe, positive, and fun learning experience. Students engaged in public safety training must comply with the academy's rules and regulations. This section aims to establish guidelines for adequate consideration of student welfare.

## **Code of Conduct**

The Code of Conduct applies to all students taking courses hosted by Tarrant County 9-1-1 District (TC911). The Student Code of Conduct aims to provide guidelines for appropriate student behavior to TC911 and its educational mission. To receive TCOLE credit for a course, student attentiveness is required. TC911 expects students to display honesty, integrity, and professionalism in every aspect of their behavior while at TC911.

The Training Coordinator(s) is responsible for the welfare of the students. Before the start of class, the Training Coordinator(s) will go over orientation information with the students. This information includes the following:

- Facility-related information (breakroom, restrooms, emergency exits, smoking area)
- Conduct requirements (listed in this handbook)
- Personal responsibilities
- Prohibited items (listed in this handbook)
- Supervision
- Emergencies (listed in this handbook)

The course instructor will contact the Training Coordinator for any of the above issues.

All student complaints and concerns must be addressed appropriately, beginning with the class instructor, before escalating to the Training Coordinator. The student's supervisor will be notified of the student's inattentive or disruptive behavior.

## **Prohibited Conduct**

Unacceptable conduct includes but is not limited to:

- Conduct that threatens the health and safety of students, instructors, and TC911 staff or substantially disrupts the functions or operations of TC911.
- Engaging in academic misconduct, including cheating on examinations, plagiarism, and providing or receiving unauthorized assistance on individual assignments and exercises.
- Physical or verbal abuse or harassment, including but not limited to sexual harassment or any threat of force or violence, including physical altercation, hazing, bashing, bullying, intimidation, harassment, or abusive, threatening, coercive, or hostile behavior directed towards TC911 staff, instructors, students, or visitors, or any harassing or discriminatory behavior based on race, sex, sexual orientation, religion, age, national origin, disability, or any other status protected by law.
- Throwing objects toward or at TC911 staff, instructors, students, or visitors.
- Obscene, lewd, or indecent behavior on TC911 property.
- The use of tobacco products, including electronic cigarettes, is prohibited within the building. A designated area for the use of these products is supplied.
- Possession, distributing, manufacturing, using illegal drugs, or misusing legal pharmaceutical drugs on TC911 property.

- Possessing, distributing, manufacturing, or using alcohol on TC911 property.
- Possession, use, or sale of any weapons, including but not limited to firearms, knives, explosives, dangerous chemicals, or other potentially harmful implements, substances, or objects which could be classified as a weapon, or any imitation or replica weapons, which may cause alarm to TC911 staff, instructors, students, or visitors. (\*\*Note: Licensed peace officers are exempt) □  
Defacement, vandalism, tagging, or using graffiti on TC911 property.
- Engaging in arson or blocking emergency exits.
- Theft of property or assisting in storing or knowingly using stolen TC911 property.
- Using a computer or the internet for any unprofessional, illegal, or inappropriate activity.
- Except during an emergency, cell phones should not be answered during class time. Text messaging and internet use (unless class-related) are prohibited except during breaks.
- Entering unauthorized areas of TC911.
- Any distractions that interfere and are not conducive to the learning environment.
- Deliberate damage to TC911 equipment; subject to repair or replacement fees.

### **Student Removal Procedures**

Students are expected to comply with the rules and regulations outlined in this section. Students are expected to refrain from conduct that injures persons or property or impedes the orderly operations of TC911, including classroom instruction and during investigations of incidents. Students are expected to refrain from prohibited conduct (listed above). If a student violates the code of conduct at the direction of the TC, an instructor may remove the student from the class. Make-up working during the "removal" of a student is at the instructor's discretion, following TCOLE Rules and Statutes.

If a student refuses to leave, the Director of Support Services or designee will be notified. Law enforcement will be asked to come to the location if the student refuses to leave after speaking to the Director of Support Services or designee.

\*\*A student or instructor can report violations of the code of conduct to the Training Coordinator.

\*\*Any harassment-related incidents will be reported to the Executive Director.

All complaints, including anonymous ones against TC911 staff, instructors, students, or visitors, will be reported to the Director of Support Services or designee and investigated. The Training Coordinator must report all incidents to the Support Services Manager and Director of Support Services.

Incident reports will be reviewed annually by the Executive Director.

### **Security Protocols**

To ensure the safety and security of the students and instructors attending training at Tarrant County 91-1 District, the following safety protocols have been put into place and shall be enforced:

- Only individuals with prior authorization or registered for a training class will be allowed admittance into the training room.



- Access to the training room will not be available until 07:30.
- All in attendance can be issued a door security badge to access the training room, restrooms, and break room.
  - All students will list the door security badge number alongside their name when signing in for the course.
  - All students must return the door security badge at the end of each training day.
  - Failure to return a door security badge may result in replacement fees and will be the student and/or agency's responsibility.
  - If a security badge becomes lost or stolen at any time, students should notify the instructor immediately. Instructors will need to notify a Training Coordinator to have the badge deactivated.
- Access to the entirety of the Tarrant County 9-1-1 District office is limited to Tarrant County 9-1-1 staff only.
- Instructors will have special access to the Training Team Members, AED, and First Aid Kit in cases of emergencies.

### **Medical Emergencies and Injuries**

Most accidents/incidents can be prevented by practicing good safety rules and procedures. The Contract Instructor's primary responsibility is to ensure the safety of students involved with activities. For any medical emergencies or injuries to a student, do not move the student if they have a head, neck, or back injury or are having trouble breathing. It is also the instructor's responsibility to know where the first aid kit is located. The first aid kit should be used for minor injuries. Instructors are not permitted to administer any medications to class participants.

If trained and, if necessary, institute CPR. In an emergency, Instructors shall immediately contact 911 and then inform the TC or available TC911 Staff. The TC will contact the student's supervisor.

\*\*An Automated External Defibrillator (AED) is on the premise and is available if needed.

### **Emergency Procedures**

The need for an emergency evacuation can be for many reasons. These may include fire alarms, smoke detectors, earthquakes, weather, or other hazardous conditions. During an evacuation, students must follow the instructions of the instructor. At the beginning of the class, the following information will be provided:

- Unless the emergency blocks the path, the prescribed evacuation route is through the nearest door.
- Assigned evacuation location

Remember to run, hide, or fight if there is an active shooter incident.

### **Safety Tips**

- Be aware of your surroundings

- Report suspicious persons to the TC

**Inclement Weather**

TC911 will remain open during most periods of inclement weather. However, when bad weather is predicted, TC911 administrators will pay close attention to forecasts and make the best decision for the safety and security of students and staff. The decision to cancel a class a day before the course will be made as early as possible and will be communicated by the Training Coordinator by email and followed up with a phone call to the student's supervisor. The Training Coordinator will email the student's supervisor if a significant weather event occurs during class and needs to be canceled.

**Dissemination of Student Information**

The District strives to provide optimal development courses at our training center. Since the District is subject to an audit every three years by the Commission, it is a requirement that we maintain specific characteristics, activities, and accomplishments of each student trained at our facility. Students and supervisors can access most of the information via our Learning Management System. The District will ensure that student information is not improperly disclosed or used for other authorized purposes without the student's consent unless required by law. District staff who are custodians of sensitive data files shall take reasonable precautions to ensure that data is reliable and not misused. Retention and dissemination will comply with state and federal law.

## District Contacts

- Training Coordinator – Sofia Brabham [SBrabham@tc911.org](mailto:SBrabham@tc911.org) (o) 817-529-2844
- Training Coordinator – Alena Brown [CBrown@tc911.org](mailto:CBrown@tc911.org) (o) 817-529-2843
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