



# 9-1-1 EMERGENCY COMMUNICATIONS MANUAL

*\* Fourth Edition \**

Police - Fire - Medical Communications  
Call Receiving • Dispatch • Crisis Intervention  
Stress • Liability • Enhanced 9-1-1 • Crisis

BY SUE PIVETTA

Version 5.0

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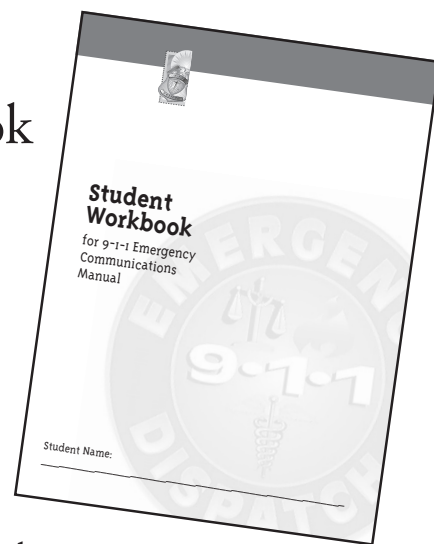
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✿ DEDICATION ✿

*This book is dedicated to my industry  
— Emergency Communications.  
I have been fortunate enough to  
experience several rewarding careers  
because years ago a Police Chief had a  
gut feeling I could handle it. Since  
then, I have realized a calling that has  
led me down many interesting paths,  
and introduced me to incredible people.*

This book has a companion workbook that should be used to link the information in the 9-1-1 Manual to learning about Emergency Communications. Adult learners like to interact with facts, figures and information sources to make learning a personal journey — simply reading does not accomplish true learning. Get the workbook! This text is the foundation for “9-1-1 Core Curriculum” for 9-1-1 college training. Core Curriculum provides Trainers with Instructor’s Manuals, Power Point presentation, actual 9-1-1 calls and student worksheets for each of the 10 units covered here. A complete college course! To order, go to [www.911trainer.com](http://www.911trainer.com) or call 1.800.830.8228.



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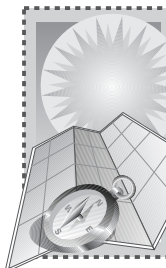
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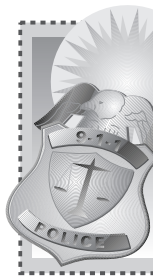
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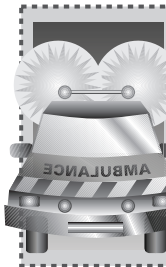


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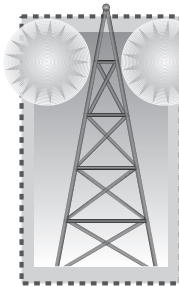
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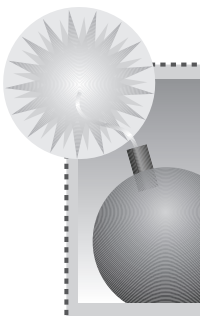
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