

Disaster Planning for the PSAP

Course Description

This course is a primer in disaster planning to help 9-1-1 professionals prepare for and survive calamities that can cause disruptions to PSAP systems and failures in overall PSAP operations. The class focuses on what employees of a 9-1-1 center can do before, during, and after catastrophic events to ensure they are able to provide continuous service.

Attendees will examine the three primary concerns in PSAP Operations, facilities, personnel, and equipment. Additionally, the class will address the backup procedures that PSAPs can implement and utilize in their effort to mitigate the impact of system failures. This offering employs a straightforward, non-technical approach, and provides both supervisory and non-supervisory PSAP personnel with the tools they need to help their PSAP withstand disasters.

Course Objectives

1. Identify PSAP Hazards
2. Understand PSAP Hazard Analysis
3. Identify ways to Mitigate, Prepare, Respond, and Recover from PSAP disasters.
4. Identify tools for preparation

Course Audience

This course is designed primarily for 9-1-1 Center Directors, Managers, Supervisors, and Technical personnel who are involved in the overall maintenance of PSAP Operations.

Course Prerequisites

None

Course Materials

- NENA provided course manual.
- Handouts
- NENA Standard forms

Student Expectations

All electronic devices are to be turned off or set to silent before the start of class. Students are expected to act in a professional manner, participating in the course, be courteous to the instructor(s) and your fellow participants. When applicable, students are expected to pass the final exam with a score of 73% or above.

Classroom Etiquette

The classroom is a forum for the exchange of ideas. During the course of the term, questions and/or statements may be made that can and will stimulate different points of view. Everyone has the right to express himself or herself and to be heard. Responses to varying opinions will be respectful and responsible. Class participants will treat their classmates with dignity and respect, both inside and outside the classroom.

Attendance Policy

NENA offers all participants certificates of completion for our courses. Attendance is critical. Therefore, no more than 10% of class time may be missed. It is strongly suggested that participants missing any time contact the instructor and make suitable arrangements to pick-up missed materials.

Academic Integrity

The National Emergency Number Association (NENA) supports a strict policy on academic integrity. Participants are responsible for their own work, including preparation of papers, presentations, and taking any examinations that might be part of the course work. Cheating and plagiarism will not be tolerated and a certificate will not be issued.

Course Schedule

#	Unit of Instruction	Hours
1	Course Introductions	.5
2	PSAP Hazard Analysis	1.0
3	Steps for Disaster Planning	1.0
4	Continuity of Operations Plan	.5
5	PSAP Infrastructure (facility & equipment)	1.5
6	PSAP Personnel	1.0
7	TERT	.5
8	PSAP Evacuation	.5
8	COURSE REVIEW & TESTING	.5
	Total	7 hours