

Preterminal: Decision-making		
	Visual Source	Audio
1	Intro (00:00:00)	<p>MAUREEN SPEAKING</p> <p>In this career you will make some extremely important decisions that may literally mean the difference between life and death. That sounds super dramatic but it's true. Sometimes, you won't even realize your mistake until later.</p> <p>It's scary, if you think about it too much: when a dangerous call comes in, you're the first person to know. Your officers are out there, unaware of what they're about to be dispatched to. Your decisions in those first moments help determine the outcome of the incident.</p> <p>You will not always make the right choice - but you can get it right more often if you are trained well and can keep a cool head.</p>
	Text: You are the first of the first responders.	
	https://youtu.be/PLSWi4997QM	
2	<p>Slide: module contents</p> <p>Slide: video slides and images of the protocols in the written guide questions, and the graphics.</p> <p>Slide for "Protocols to follow" - show a scrolling video of the protocols.</p>	<p>[serious]</p> <p>Since your ability to make Sound decisions is so crucial, it's likely that a decision-making module will be on your CritiCall test.</p> <p>In this module, we mimic that test environment by giving you protocols to follow for several sets of questions.</p>

	<p>"Grow more complex" - show the sets of increasingly complex protocols.</p>	<p>These scenarios and protocols grow more complex as you move through the module.</p>
3		<p>MAUREEN SPEAKING</p> <p>As in all modules, carefully read the written guide.</p> <p>Pay attention to anything that you can use before the timed portion begins.</p>
4		<p>1 2 3 4 5</p> <p>Study these protocols and practice scenarios in the guide before jumping into our test.</p> <p>In this module as well as in the map module, it's important to examine the information provided to you before the timed part of the test. Take advantage of any practice questions or pre-quiz information by studying it well.</p>
4b		<p>Preterminal's practice questions are usually found all in one place - the written guides at the start of each module.</p> <p>On the CritiCall test, you</p>

		<p>will likely have an opportunity to look over maps and special rules that apply to the questions in order to be able to answer the questions quickly. DO NOT RUSH through this part.</p>
<p>5</p>	<p>Scrolling view of the written guide.</p> <p>Slide of protocols</p> <p>Slide of maps??</p> <p>Slide: Screenshot of the test portion just before the timed part - the "vestibule," where you prepare yourself before entering.</p> <p>Video and images of practice/information/protocols. (00:00:00)</p>	<p>We give you opportunities to practice this test set-up in this course. For example, when you click on the first quiz for this module, "Decision Making Questions 1," you're given everything that you need to know to answer the Assigning Field Units - Basic questions.</p> <p>[pause and pull up the question]</p> <p>You see how the area is broken up into different regions, or districts. A quick note - agencies call the place where units are assigned by lots of different names: sector, district, area, region, and lots of others. I am used to districts, the term that my department used. Here, you can see that we use "regions" - and I promise to try very hard to use that term instead of</p>

		<p>the one I'm used to!</p> <p>You can view the map, and you can see the assigned units along with their availability.</p> <p>This is a timed quiz. Taking the time to familiarize yourself with the map and assignments before beginning the quiz is integral to finishing the quiz on time.</p>
6		<p>You don't want to have unanswered questions in this quiz. You will lose those points without any chance of going back and answering the questions again if you run out of time or if you skip questions.</p> <p>So, the best way to approach these quizzes is to take full advantage of the instances where you're not timed. Make sure that you look over this information for a few minutes - this pre-quiz information.</p> <p>Familiarize yourself with it so that you can answer the quiz questions better and faster. If you're allowed to take notes, take them.</p> <p>If you're allowed to take notes, take them.</p> <p>We have written scenarios for you - let's practice one now.</p>
7	<p>Screen and Camera: The first example off of the written guide.</p>	<p>Here we see the first example in the written guide: "Assigning Field Units - Easy"</p>

		<p>We see a description of the type of question that this is, including the list of information we'll be getting to help us answer the questions.</p> <p>You will have everything that you need to answer the questions - they're designed so that anyone can answer them regardless of prior dispatching experience.</p>
8	<p>Map and units for the first question.</p>	<p>Let's take a look at the map and unit assignments:</p> <p>Unit 1: Foster City</p> <p>Unit 2: Highlands-Baywood Park</p> <p>Unit 3: Belmont</p> <p>Unit 4: San Carlos</p> <p>And we also see that there is one <i>unavailable</i> unit, unit 2. Unit 2 is in Region 2: the Highlands-Baywood Park Region.</p>
9	<p>Protocol slide with animation (each protocol appears or is highlighted as it is read)</p>	<p>Our protocol here states that:</p> <ul style="list-style-type: none"> ● Each unit should be dispatched to its own region only, <i>unless</i> there is an emergency situation ● Every call received should

<p>Before we look at an example, there are two other rules to follow should two incidents fall within the same level of priority:</p> <ul style="list-style-type: none">▪ If the incident has already occurred, then prioritize the incident which includes an unknown suspect over a known suspect.▪ Always prioritise an incident that can be prevented over one that has already happened.	<p>be treated as a non-emergency call unless lives are in danger</p> <ul style="list-style-type: none">● Unavailable units are not available to respond to any incidents (“any” includes emergency calls, too)● Emergency scenarios must be assigned to all <u>available</u> units in the region <p>Before we look at an example, there are two other rules to follow should two incidents fall within the same level of priority:</p> <ul style="list-style-type: none">▪ If the incident has already occurred, then prioritize the incident which includes an unknown suspect over a known suspect.▪ Always prioritise an incident that can be prevented
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		<p>over one that has already happened.</p>
10	<p>Slide of the unavailable unit part of the protocol.</p>	<p>Take a look at the item in the list that states that unavailable units cannot respond to ANY incidents at all. That includes emergencies.</p> <p>Also, remember that in an emergency, ALL AVAILABLE UNITS must respond, regardless of their region.</p> <p>So, you can't pull anyone off of a call if they're marked as unavailable in this protocol - even if the emergency is in their region, and even if it's an emergency. Think of them as not there at all.</p>
11	<p>Question slide image</p>	<p>Now, here is the incident:</p> <p>"A dispatcher has just received a call from Belmont about a man who has fallen off a bicycle and broken his leg. Which unit(s)</p>

should be dispatched to the scene?"

Before we go further, we have here a helpful graphic of a four-step process.

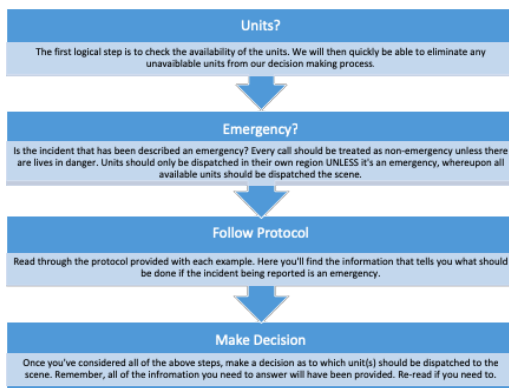
[read through the steps]

Now, bearing all of that in mind, looking over the protocols and unit assignments, and re-reading the question, we can answer correctly.

[go through the worked-out steps]

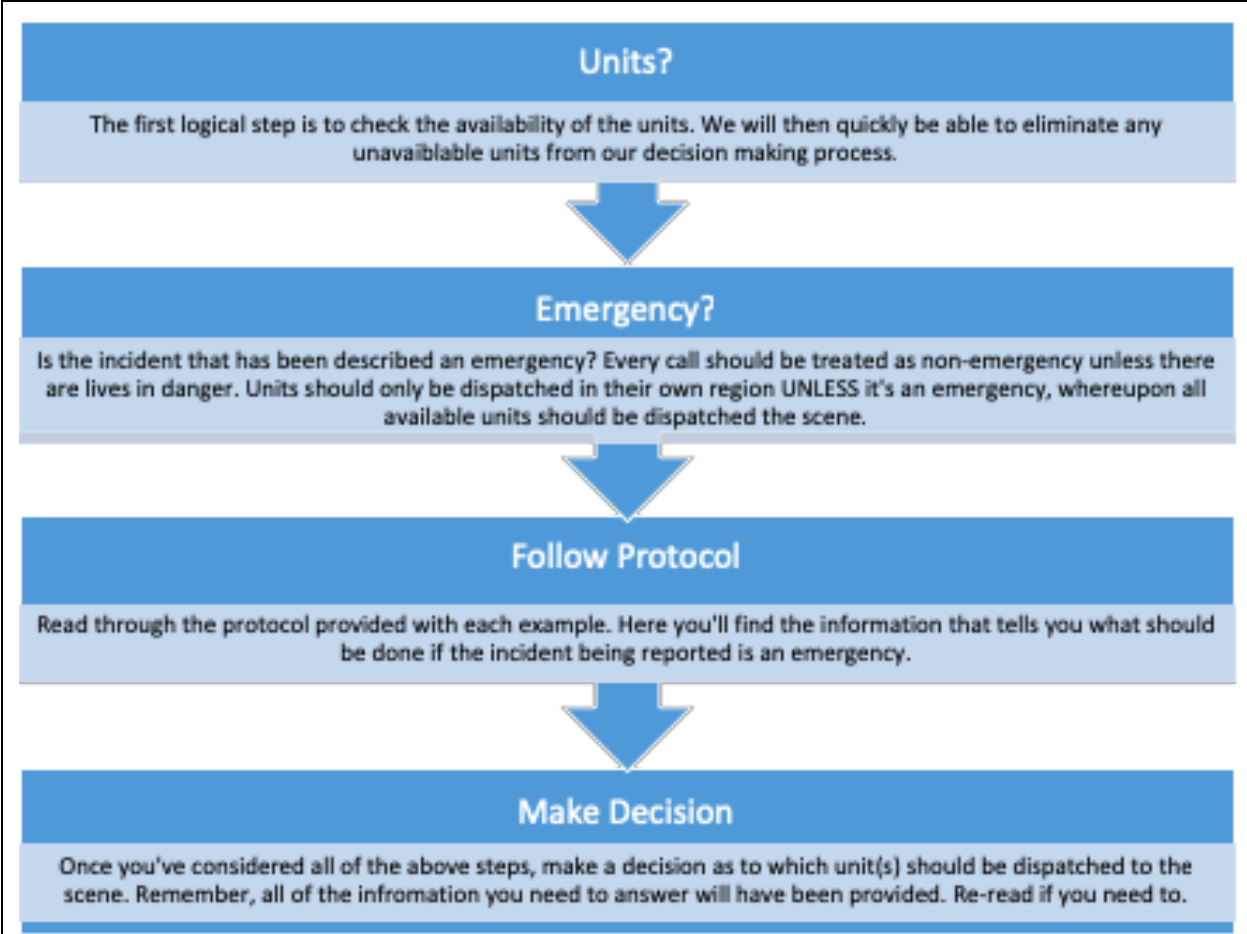
Easy! It's not an emergency, so only the unit assigned to that region should respond. Luckily, that unit is available.

Arrow steps image



Enlarged version in next row.

Slide of the work-through of that process.



12	Slide: Setting Priorities - Determining Urgency & Ranking(00:00:00)	There will be times that multiple urgent calls come in at once. In order to save more lives and prevent further loss of life or limb, these calls must be prioritized. It's just like a triage in an emergency room. Of course, everyone sitting in that waiting room believes that they have an emergency - but some patients will be seen ahead of others - regardless of when they arrived.
13	Slide: second scenario with complex protocol.	MAUREEN SPEAKING:

<p>Slide with the most important and least important incident types.</p> <p>The two additional rules.</p> <p>(00:00:00)</p>	<p>Let's scroll down a bit to the priority questions.</p> <p>Here we have a 7-item protocol of decreasing importance with two additional points to remember. So the first bullet point is the highest priority type of call - Incidents which involve serious injuries or loss of life, and the seventh, non-emergency calls with no report of criminal activity, is the lowest.</p> <p>And finally, there are a couple of additional rules .Before we look at an example, there are two other rules to follow should two incidents fall within the same level of priority:</p> <ul style="list-style-type: none">▪ If the incident has already occurred, then prioritize the incident which includes an unknown suspect over a known suspect. ▪ Always prioritise an incident that can be prevented over one that has already happened.
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14	<p>slide: Two different formats</p> <p>Slide of first format</p> <p>Slide of second format</p> <p>Slide of priority levels.</p> <p>Slide: practice makes you familiar with the test formats.</p>	<p>The guide gives us two different formats that you might run into when presented with this question: multiple choice, where you answer a question based on the protocol and rules; and a ranking list that requires that you put the incidents in order by priority level.</p> <p>This really highlights how helpful it is to practice this stuff before you actually take the timed test.</p>
15	<p>slide : Step graphic with simplified verbiage pulled out/highlighted.</p>	<p>Always make sure you have reliable information and that you understand it. Also, be clear on what the question is asking you to do. It can be helpful to re-word it in your head or re-write it in your notes, if you're allowed to have them.</p> <p>Double-check everything, answer the question, and quickly make sure that's what you meant to choose.</p>
16	<p>Slide: Follow the protocols!</p> <p>Slides: images of the incidents.</p>	<p>MAUREEN SPEAKING</p> <p>A quick note about protocols....</p> <p>Protocols are there for a reason. Best practice, experience, and legal matters help determine your policies and procedures plus SOP.</p>
17	<p>Slide: Follow the protocols!</p>	<p>All this is to say that you may not agree with a protocol. You may not understand why it's protocol. The rules might not make sense to you - so</p>

	<p>Slides: images of the incidents.</p>	<p>you'll have to just commit them to memory, but they're the rules. Since they may contradict what you've learned before, or seem illogical to you, you'll have to work harder to remember stuff like this.</p> <p>Pay attention to anything that throws you off when you first read through it. For example, you may be surprised that a fight in a street where no one is hurt but a weapon has been brandished should be dispatched ahead of an unconscious, unresponsive accident victim who still has vital signs.</p>
<p>17b</p>	<p>Slide: Follow the protocols!</p> <p>Slides: images of the incidents.</p> <p>(00:00:45)</p>	<p>Well, the protocol here dictates preventing bodily harm or death.</p> <p>The accident victim, unfortunately, has already suffered great bodily harm. Of course, he should be transported to a hospital as soon as possible, but if you wait on the street fight, you may have two or more seriously or gravely-wounded citizens at the same time, with a potential fleeing suspect as well. That's much harder to respond to in such a way as to being about the best possible outcome.</p>
<p>18a</p>	<p>[go through the example]</p>	<p>While we're talking about that set of questions, let's use it</p>

		<p>run-through in Setting Priorities - Determining Urgency & Ranking</p>
<p>18a 1</p>	<p>You should prioritize responses according to the following protocol (1 being the highest priority and 7 lowest priority)</p> <ol style="list-style-type: none"> 1. Incidents which involve serious injuries or loss of life 2. Incidents which involve sexual assault 3. Incidents which involve loss of property 4. Injuries which don't risk instant life loss 5. Incidents involving minor property loss 6. Non-emergency calls 	<p>You should prioritize responses according to the following protocol labeled one through 7 - (1 being the highest priority and 7 lowest priority)</p> <ol style="list-style-type: none"> 1. Incidents which involve serious injuries or loss of life 2. Incidents which involve sexual assault 3. Incidents which involve loss of property 4. Injuries which don't risk instant life loss 5. Incidents involving minor property loss 6. Non-emergency calls referring to petty crime 7. Non-emergency calls that

	<p>referring to petty crime</p> <p>7. Non-emergency calls that don't refer to any crime</p>	<p>don't refer to any crime</p> <p>Let's take a look at assigning urgency, which is the second question under the "Setting Priorities" section of the written guide.</p>
<p>18a 2</p>	<p><i>Question 2(a): Using the protocol above, rank these incidents in order of urgency (1 being most urgent and 4 being least urgent)</i></p> <p>A) A call has been received from a supermarket reporting the theft of food items.</p> <p>B) A call has been received reporting that a man is threatening another man with a knife in the street.</p> <p>C) A call has been received from an elderly woman who can smell gas in her house.</p> <p>D) A call has been received from a woman reporting a car accident in which her husband has been injured. The husband is responding but is feared to be seriously injured.</p> <p><i>Question 2: Using the protocol above, <u>which of the following incidents is most urgent?</u></i></p>	<p>Remember, focus on the bare facts and the stated protocol. Find the answers that are most likely to bring about the best results.</p> <p><i>Question 2: Using the protocol above, <u>which of the following incidents is most urgent?</u></i></p> <p>Make sure you understand what's being asked of you. You are to figure out which ONE of these incidents is most urgent. So, focus on finding that ONE incident.</p> <p>A) A call has been received from a supermarket reporting the theft of food items.</p> <p>B) A call has been received reporting that a man is threatening another man with a knife in the street.</p> <p><i>Now - right away after reading B, I know that A is NOT the most urgent.</i></p> <p>C) A call has been received from an elderly woman who can smell gas in her house.</p>

Don't let this throw you off. A gas leak can be turned over to another type of responder. It's not a crime, not an emergency. It will not be dispatched at all. So, it is out of the running, too.

D) A call has been received from a woman reporting a car accident in which her husband has been injured and is unresponsive.

Yikes! Sounds bad. This guy could die. It's extremely serious and a quick response will mean life or death.

Focus on B, the knife fight, and D, the MVA with serious injury.

A quick note about C, though - look at the priority list. Sometimes things that are somewhat urgent are not police matters. If, however, the elderly woman said that her carbon monoxide alarm was sounding and she felt really weak and sick, if her speech was slurred, if she also smelled gas in this instance, THAT would be a level one priority. Focus on the information you are given. Do not infer anything else. They are not trying to trick you.

Now, Let's determine priority for the two scary incidents:

Do they qualify as level one?

B - a standoff between two men, one of whom [which?] is threatening the other with a knife. A weapon is being brandished, an argument is about to jump in severity.

Could someone be seriously injured or killed? Yes. Definitely. Level one.

Let's look at D as in David.

A car accident resulting in the injury of a man who is not responsive. Is there danger to life or danger of serious injury here?

Yes. Not only is this man likely already seriously injured, delaying long could lead to his death or worsened injury.

So, letter D is also a level one priority.

How do we distinguish between them?

Let's look at those rules again:

However, we're now in a situation which involves two incidents, B and D, falling within the same level—they both involve serious injuries or loss of life. Therefore, to decide which of these should be considered more urgent, we must refer to the two deciding

factors that were provided with the protocol:

- Prioritize the incident which includes an unknown suspect over a known suspect.
- Prioritize the incident which can potentially be stopped or prevented (as opposed to one that has already happened)

Ask yourself, do either of these factors help influence our decision? From the information provided on the two incidents we know the following to be true:

- Both incidents could involve serious injuries or loss of life.

- One incident, D, has already occurred.

- The other incident, B, is happening as we speak.

For this reason, we should prioritize B as being more urgent because our dispatch could result in preventing or stopping the incident before it happens.

Answer: B

Now, using these same scenarios, let's answer a ranking question by assigning priority and urgency to each rather than focusing on the top priority.

At the end of this priority ranking, we'll know the order in which these incidents should be dispatched [by which

these incidents should be dispatched?]

Notice how the wording is different from question #2.

Question 2(a): Using the protocol above, rank these incidents in order of urgency (1 being most urgent and 4 being least urgent)

Skim through these. Note that D is slightly altered. Will his change our ranking of it?

[Hold ten seconds]

A) A call has been received from a supermarket reporting the theft of food items.

This supermarket has had theft of individual food items, not someone hijacking an entire shipment of food in some strange

low-stakes Steven Seagal movie.

I'm calling Letter "A" a level 5: Incidents involving minor property loss.

B) A call has been received reporting that a man is threatening another man with a knife in the street.

We determined this in the last question - it's a level 1
Priority: Incidents which involve serious injuries or loss of life.

C) A call has been received from an elderly woman who can smell gas in her house.

Let's look at the protocol on this one. It could be Level one or level 7, right? Or even level 3 or 5, if there's an explosion. Gas leaks sound pretty scary; however, I reiterate that at

face value, this is NOT an emergency and NOT a crime. We can transfer her to the gas company or something but would not dispatch officers to her, or would dispatch them later if we had resources. It is a level 7 call: Non-emergency calls that don't refer to any crime.

D) A call has been received from a woman reporting a car accident in which her husband has been injured. The husband is responding but is feared to be seriously injured.

We had a slightly different version of this call in the previous question, where the husband was not responsive. Now he is responding but feared to have serious injuries.

Let's take this again at face value. He's not doing so hot, and whatever that wife told the call taker gave us reason to

believe this man may have serious injuries. Priority One Call:

Unless the guy was moving around and just saying he hurt his knee, we could not confidently claim that the injuries were minor., Looking at the protocols, we can't rank it any differently, since injury or loss of life outrank property loss, we're ignoring the car for now, too.

Priority 1: Incidents which involve serious injuries or loss of life.

Further, our rules that helped us to determine that the MVA injury was less urgent than the Man in the street threatening another with a knife still hold true here: D will come after B in order of

dispatch.

We've assigned these incidents priority levels now:

A is a We've assigned each of the incidents with a priority level:

A), the food theft from a supermarket, is an Incident involving minor property loss (Level 5)

B), where one man is threatening another with a knife, is an Incident which [could] involve serious injuries or loss of life, (Level 1)

C), the elderly woman who smells gas in her home, is a Non-emergency call that doesn't refer to any crime - a (Level 7 incident).

D) - the Motor Vehicle Accident with a man who is thought to be seriously injured is another Level one priority incident.

Incidents which involve serious

		<p>injuries or loss of life (Level 1)</p> <p>Now let's answer the question.</p> <p>We simply need to rank them from most urgent to least urgent.</p> <p>Answer:</p> <ol style="list-style-type: none"> 1. B - knife fight 2. D - MVA with serious injury 3. A - the food theft 4. C - the elderly woman reporting a smell of gas in her home. <p>1 - b 2 - d 3 - a 4 - c</p>
	<p>Scenario Simulations??</p>	<p>I don't know if we are doing this or not...</p>
<p>18b</p>	<p>Slide: Make sound decisions by...</p> <p>Having good information</p> <p>Be aware of the clock</p> <p>Know who needs to know</p> <p>Follow protocol</p> <p>Think about who needs to know this information.</p> <p>Not all emergencies are created equal.</p>	<p>Let's re-cap the lesson: Remember that MOST of it is common sense. If something doesn't make immediate sense to you, focus on memorizing where that item lands in priority.</p> <p>Slide: Make sound decisions by...</p> <p>Having good information</p> <p>Be aware of the clock</p> <p>Know who needs to know</p>

	(00:00:00)	<p>Follow protocol Think about who needs to know this information.</p> <p>Not all emergencies are created equal.</p>
18c		<p>Before you begin the timed test, STUDY THAT INFORMATION! Be familiar with the protocols and available units, etc. Be familiar with the prioritization criteria.</p>
19		<p>MAUREEN</p> <p>Your decisions matter. Make sure they're:</p> <p>Well-informed Timely Relayed appropriately Following protocol.</p>
20	Relax and breathe	<p>Lastly, whenever you feel panic rising - take a deep breath, Oxygen helps your brain think better!</p>
21	Standard good-bye slides	<p>Thanks for checking out this tutorial. Now, go practice!</p>