Crisis situations differ from the daily emergencies that today's public safety Telecommunicators handle. Hostage situations, barricaded subject incidents and suicidal callers, among others, require an advanced level of training for the Telecommunicator to handle them successfully.

This course will build on the knowledge, skills and abilities inherent in basic Telecommunicator training programs to educate the public safety communications professional on the most effective way to receive and process calls involving crisis situations and to ensure they fulfill their role as a vital component of the overall public safety response.

Topics include:

- Overview of a Crisis Situation;
- Hostage Situations;
- Suicidal Subject Situations;
- Suicide by Cop;
- Crisis Negotiation Tools for the Telecommunicator Skills and Characteristics of a Successful Telecommunicator Negotiator;
- Crisis Related Stress Management

COURSE DESCRIPTION

CO–HOST INFORMATION

Host: Rutgers University Police Department
Contact: Timothy Savage
          Timothy.savage@Rutgers.edu
          Ph. (848) 932-4935

CLASS INFORMATION

Class #  54962
Date:    March 19, 2020
Time:    8:00am –5:00pm
Tuition: $199.00
          * APCO Full, Associate and Commercial Members receive a $20 discount
Location: Rutgers Public Safety Building
          55 Paul Robeson Blvd
          New Brunswick, NJ 089001

LODGING *

Hilton-East Brunswick
3 Tower Center Blvd
East Brunswick, NJ 08816
Ph. (732) 928-2000
1.7 miles from class site

The Heldrich Hotel
10 Livingston Ave
New Brunswick, NJ 08901
Ph. (732) 729-4670
1 mile from class site

* Lodging suggested by host agency

Airport: Newark Liberty International Airport
         20 miles from class site

REGISTRATION

Visit our website at:
http://www.apcointl.org/institute/schedule_registration.html

Registration Policy and Fees:

- Your method of payment MUST accompany your registration.
- Payments received in less than 10 days of the start date of the class will be subject to a late fee of $25.
- Any registration received within ten (10) days of the class start date of the course is subject to a $25.00 late registration fee.
- Registrations cancelled more than 21 days prior to the start of the scheduled course will receive a refund minus a $25.00 administrative fee. Cancellations less than 21 days before the class will receive a 50% tuition refund.
- Only one (1) transfer or substitution is allowed. Transfer fee: $50.00 A late fee of $25 will apply if applicable
- Complete registration Policy is available upon request.