Protocols & Procedures

This course provides an in-depth exploration of the seven primary Total Response call-handling protocols and four essential procedures used by telecommunicators to collect caller information accurately, prioritize response, and deliver lifesaving pre-arrival instructions. Building on foundational skills acquired in the Call Handler course, learners gain a deeper understanding of how Total Response standardizes questioning, enhances responder safety, and supports fast, informed dispatching. Through guided videos, demonstrations, and practice exercises, learners are prepared to confidently apply these protocols and procedures during real-world emergency calls.

Course Learning Objectives

By the end of this course, learners will be able to:

1. Explain the purpose and structure of Total Response protocols.
2. Apply protocol-specific questioning to gather accurate and relevant caller information.
3. Provide pre-arrival instructions that protect callers, victims, and responders.
4. Utilize procedures to guide callers through lifesaving interventions when required.
5. Demonstrate familiarity with alerts, advisory statements, and dynamic window information within Total Response.

Modules

Module 1: Introduction to Total Response

This module introduces the scope of the course, the seven protocols and four procedures covered, and provides foundational guidance on navigating video lessons, using interactive elements, and understanding how Total Response supports efficient, safe call handling. Learners also receive instructions for maximizing the learning experience and for completing knowledge checks and quizzes.

Module Objectives

Upon completion of this module, learners will be able to:

1. Identify the protocols and procedures included in the course.
2. Explain how Total Response organizes caller information systematically.
3. Describe how video lessons and interactive components support learning in this course.
4. Recognize how Total Response enhances caller and responder safety.

Content/Activities

- Video: *Introduction*
- Knowledge checks after lesson videos
- End-of-module quiz

Module 2: Protocols

This module provides detailed instruction on seven frequently used protocols: Assault, Bleeding & Lacerations, Chest Pain, Domestic Disturbance, Mental Health, Stroke/CVA, and Structure Fire. Learners explore primary and secondary question sets, critical alerts, advisory statements, pre-arrival instructions, and call-closure guidance for each protocol.

Module Objectives

Upon completion of this module, learners will be able to:

1. Identify the purpose and use of each Total Response protocol.
2. Apply primary and secondary questions to gather essential caller information.
3. Interpret alerts and advisory statements to guide safe and accurate call handling.
4. Deliver protocol-specific pre-arrival instructions to callers.
5. Recognize when to bridge to alternate protocols based on caller responses.

Content/Activities

- Video: *Assault protocol*
- Video: *Bleeding & lacerations protocol*
- Video: *Chest pain protocol*
- Video: *Domestic disturbance protocol*
- Video: *Mental health protocol*
- Video: *Stroke/CVA protocol*
- Video: *Structure fire protocol*
- Knowledge checks for each protocol
- Scenario-based brainteasers

Module 3: Procedures

This module covers four essential procedures used during emergency calls: Choking (infant, child, adult variations), Infectious Diseases, Naloxone, and Submerged Vehicle. Learners will understand how and when procedures are launched, how to guide callers through technical tasks, and how procedures integrate with protocols.

Module Objectives

Upon completion of this module, learners will be able to:

1. Identify when a procedure must be launched based on caller information.
2. Deliver age-appropriate choking procedure instructions confidently.
3. Guide callers through the safe administration of naloxone.
4. Apply infectious disease precautions and scripted guidance.
5. Provide high-urgency instructions during submerged-vehicle emergencies using the SCWO sequence.

Content/Activities

- Video: *Choking procedure video (infant, child, adult)*
- Video: *Infectious diseases procedure*
- Video: *Naloxone procedure*
- Video: *Submerged vehicle procedure*
- Knowledge checks for each procedure

Course Completion Criteria

To successfully complete this course and earn continuing education hours, learners must achieve a minimum score of 75%. The quiz must be completed within one hour.

- CE hours awarded: 3
- Certificate duration: 12 Months

Technical Requirements

- Desktop, laptop, or mobile device
- Speakers or headphones
- High-speed Internet access
- A current web browser