



# 911 CALL-TAKER LEGAL ISSUES



***LIVE AND ALSO AVAILBLE ON-LINE/ON-DEMAND!***

The information received by the 911 call-taker often has a major impact on the legal outcome of a case yet most 911 Call-Takers receive NO training in these areas. **This course is a must for all 911 Call-Takers.**

**This course will cover the following topics:**

### How the call-taker effects Criminal Cases

- Establishing probable cause
- The two-pronged *Aguillar-Spinelli* test
- Sufficient descriptions
- Jurisdictional Issues
- Admissibility of statements
- The First Complaint Rule

### Criminal Statutes & Laws that Call-Takers should be familiar with:

- False calls to 911
- Public Record & CORI issues
- Missing Person requirements
- ID fraud – can reported in any county associated with victim/money
- Other relevant laws

### Civil Liability Issues:

- 911 Calls
- Medical Emergencies
- Missing Children
- Properly obtaining and confirming addresses
- Rudeness and un-professionalism
- Review and discussion of actual 911 calls

**911  
GRANT  
APPROVED!**

**\*Get Fully Reimbursed for Course fees and overtime costs**

An 8 hour course that will actually improve everyday performance!

- November 18, 2024 – Lynn Police Department @ 9:00 AM – 5:00 PM**
- November 19, 2024 – Lynn Police Department @ 9:00 AM – 5:00 PM**
- December 3, 2024 – Lynn Police Department @ 9:00 AM – 5:00 PM**

**Fee: \$225 per attendee**

\*Reimbursement is for State 911 training grant recipients. Contact the State 911 for details & approval.

## REGISTRATION

1. Name:		Rank/Position:	
2. Name:		Rank/Position:	
3. Name:		Rank/Position:	
4. Name:		Rank/Position:	
5. Name:		Rank/Position:	
6. Name:		Rank/Position:	
7. Name:		Rank/Position:	
Agency:		Street address:	
City	State	zip	
Agency Contact:		Contact email:	Phone #:
METHOD OF PAYMENT: DEPT. BILLING <input type="checkbox"/> MASTERCARD <input type="checkbox"/> VISA <input type="checkbox"/> OTHER <input type="checkbox"/> _____			
ACCOUNT or PO #		EXPIRATION DATE	

**Fax registration to: (978) 467-4257  
www.HanrahanConsulting.com**