



DISPATCH 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

**Every 911
Operator
should
take this
course!**

An 8 hour course
that will actually
improve everyday
performance!

- December 3, 2024 – Lynn Police Department @ 9:00 AM – 5:00 PM**
- January 15, 2025 – Chelmsford Police Department @ 4:00 PM – Midnight**
- February 7, 2025 – Middleborough Police Department @ 8AM to 4PM**
- February 14, 2025 – Middleborough Police Department @ 8AM to 4PM**
- February 28, 2025 – Middleborough Police Department @ 8AM to 4PM**

Fee: \$225 per attendee

This class is currently on the State 911 Approved list at the time of this posting. Contact the State 911 for details & approval.

REGISTRATION

1. Name:		Rank/Position:	
2. Name:		Rank/Position:	
3. Name:		Rank/Position:	
4. 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**