

Liability Issues in the 9-1-1 Center

Course Description

9-1-1 center personnel face exposure to legal liability both inside and outside the workplace. While some of this is unavoidable due to the nature of the job, training and illustration of potential pitfalls can serve to minimize potential risk. Drawn from real-world experiences, this course provides practical suggestions on limiting PSAP personnel and 9-1-1 center liability.

Attendees will hear about the concepts underlying legal terms like "liability," "damages," and "immunity." Lessons learned from court cases will be used to provide examples of procedural violations that formed the basis of lawsuits against PSAPs. Finally, the concept of privacy in the dispatch center will be evaluated from a constitutional perspective and in light of the many rules governing the confidentiality of medical information.

Course Objectives

1. Describe and discuss various legal issues:
 - a. Liability.
 - b. Privacy rights.
 - c. Computer privacy.
 - d. HIPAA.
 - e. Americans with Disabilities Act (ADA)
 - f. Family Medical Leave Act (FMLA)
2. Discuss various types of insurances for PSAPs.
3. Understanding contracts and collective bargaining agreements.

Course Audience

This course is ideal for all Emergency Communications Employees.

Course Prerequisites

None

Course Materials

- NENA provided course manual.
- PowerPoint

Student Expectations

All electronic devices are to be turned off or set to silent before the start of class. Students are expected to act in a professional manner, participating in the course, be courteous to the instructor(s) and your fellow participants. When applicable, students are expected to pass the final exam with a score of 73% or above.

Classroom Etiquette

The classroom is a forum for the exchange of ideas. During the course of the term, questions and/or statements may be made that can and will stimulate different points of view. Everyone has the right to express himself or herself and to be heard. Responses to varying opinions will be respectful and responsible. Class participants will treat their classmates with dignity and respect, both inside and outside the classroom.

Attendance Policy

NENA offers all participants certificates of completion for our courses. Attendance is critical. Therefore, no more than 10% of class time may be missed. It is strongly suggested that participants missing any time contact the instructor and make suitable arrangements to pick-up missed materials.

Academic Integrity

The National Emergency Number Association (NENA) supports a strict policy on academic integrity. Participants are responsible for their own work, including preparation of papers, presentations, and taking any examinations that might be part of the course work. Cheating and plagiarism will not be tolerated and a certificate will not be issued.

Course Schedule

#	Unit of Instruction	Hours
1	Orientation and Introductions	1
2	Liability	1
3	Privacy Rights	1
4	Computer Privacy	1
5	HIPAA	.5
6	Americans With Disabilities Act (ADA)	.5
7	Family Medical Leave Act (FMLA)	.5
8	Discuss various types of insurances for PSAPs.	.5
9	Understanding contracts and collective bargaining agreements.	.5
10	Course Review & Testing	.5
	Total	7