

NENA Resource List for Human Resources Information



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This document provides a resource for PSAP managers and administrators to use in locating information related to various Human Resources issues.

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NENA Resource List for Human Resources Information

1 Executive Overview

This document is provided as a resource for PSAP managers and administrators to use in locating information related to various Human Resources issues.

Resources are available concerning the following issues:

- Legal Issues and Informational Sources
- Employee Selection
- Employee Training
- Scheduling and Staffing
- PSAP Operations
- Employee Assistance
- General Issues

The listing covers operational issues as well as matters that may affect the human resources of 9-1-1 Communications Centers.

This reference material is a tool for PSAP managers and administrators to use as a resource for locating information on various Human Resources related information. This list is not intended to be comprehensive or all-inclusive and there may be other products and services available that are not listed in this document. NENA is not endorsing any particular product or service whether listed here or not.

This document is issued as a reference document to assist PSAP managers and administrators in locating information on Human Resources related issues.

1.1 Legal Issues and Information Resources

The sources listed here are primarily based on Federal laws and Regulations or Federal Doctrine. Due to the complexities and sheer number of resources there has not been any attempt to identify similar or additional State or Local Laws or Ordinances.

The Society for Human Resource Management website (www.shrm.org) contains links to numerous human resource-related websites and is a comprehensive site for Human Resources, including applicable Federal law and regulations.

1.1.1 Equal Employment Opportunity Commission (EEOC)

The EEOC Home Page (www.eeoc.gov) contains links to various employment laws concerning harassment and discrimination.

Laws enforced by the EEOC include Title VII of the Civil Rights Act, Equal Pay Act of 1963, Age Discrimination in Employment Act of 1967 (ADEA), Rehabilitation Act of 1973 Sections 501 and 505, Title I and V of the ADA, and the Civil Rights Act of 1991.



1.1.2 Department of Justice (DOJ)

The DOJ is the Department charged with Americans with Disability Act (ADA) enforcement. www.justice.gov

1.1.2.1 Freedom of Information Act

Freedom of Information Act resources can be found at www.foia.gov

1.1.2.2 Title I of the Americans with Disability Act (ADA)

Title I concerns pre-employment medical screening (e.g. hearing and vision), employment of citizens with disabilities and reasonable accommodations.

Comment: reasonable accommodation is very much dependent on each agency's specific functions, equipment and job descriptions. Therefore, it is imperative that an agency seek local legal counsel with any specific questions related to Title I including pre-employment medical screening and reasonable accommodations. Agencies should maintain an accurate up to date job description and ask each applicant if they are able to perform the essential functions of the job prompting applicants to acknowledge any accommodations needed.

ADA Title I information https://www.ada.gov/ada_title_I.htm

Questions and answers concerning ADA Title I including pre-employment medical screening <https://adata.org/guide/americans-disabilities-act-questions-and-answers>

Articles concerning reasonable accommodations for employees with disabilities:

<https://www.youtube.com/watch?v=VVMfHhH326g>

<https://katv.com/news/local/blind-watson-chapel-911-dispatcher-defeats-the-oddshtt>

<http://www.tmcnet.com/channels/911-services/articles/111393-blind-dispatcher-recognized-long-time-contributions-emergency-services.htm>

1.1.2.3 Title II of the Americans with Disability Act (ADA)

Title II concerns State and Local Government equal access to services for disabled citizens.

https://www.ada.gov/ada_title_II.htm

The document "Access for 9-1-1 and Telephone Emergency Services"

<https://www.ada.gov/911ta.htm> covers the requirements for TTY/TDD access,

equipment and training for PSAPs.
Department of Labor (DOL)

The Department of Labor is responsible for enforcement of the Fair Labor Standards Act (FLSA), Family and Medical Leave Act (FMLA), and OSHA
www.dol.gov.

1.1.2.4 **Fair Labor Standards Act (FLSA) and Regulations**

FLSA provisions covering work schedules and overtime compensation for employees:

- <https://www.bls.gov/ooh/office-and-administrative-support/police-fire-and-ambulance-dispatchers.htm>
- <https://www.dol.gov/agencies/whd/fact-sheets/8-flsa-police-firefighters>

FLSA provisions covering compensatory time and FLSA compensatory time off:
<https://www.dol.gov/sites/dolgov/files/WHD/legacy/files/whdfs7.pdf>

1.1.2.5 **Family and Medical Leave Act (FMLA)**

FMLA general information and compliance guidance:
<https://www.dol.gov/agencies/whd/fmla>

Interplay between FMLA, ADA, and Workers

Compensation: www.eeoc.gov/policy/docs/fmlaada.html

1.1.5 **Canadian Legal Issues**

Websites with information on Canadian Labor Laws:

- <https://www.canada.ca/en/services/jobs/workplace/federal-labour-standards.html>
- <https://laws-lois.justice.gc.ca/eng/acts/L-2/>

1.1.6 **Other Human Resources Legal Issues Websites**

The following websites contain free access to human resources legal issues:

- www.powerphone.com

1.2 **Employee Selection Resources**

1.2.1 **Pre-Employment Testing**

Commentary: Any pre-employment testing used should have written validity documentation as well as written documentation relating to adverse impact and ADA

compliance. Agencies should request this information prior to use.

Alphabetical listing of commercial selection resources:

- Criticall Personnel Selection Software (Criticall) www.criticall911.com
- Ergometrics (E-Com Video Testing System) www.ergometrics.org
- International Personnel Management Association (PST-80 and PST-100) www.ipma-hr.org
- Profile Evaluations, Inc. (PEI) (Employee Evaluation Program-EEP) www.pei-911.com
- Professional Pride Training Company (Zone 9-1-1) www.911trainer.com
- Typing Test (*free on-line typing test*) www.typingtest.com
- Select Advantage (Employee Behavioral Based Assessments) <https://selectadv.net/>

1.3 Employee Training

1.3.1 NENA Educational Advisory Board (EAB)

The EAB has developed a suite of NENA courses and materials including courses and webinars relating to human resources <https://www.nena.org/Education>.

The mission of the EAB is to provide NENA with the educational opportunities and resources to carry its message to its members and the world and to provide the NENA Executive Board with committee support in defining and developing NENA's educational mission.

1.3.2 Additional Employee Training Resources

The following is an alphabetical list of additional resources.

- APCO Institute (in-house and outside training courses – Telecommunicator, Trainer, Supervisor/Manager and Technical) www.apcointl.org/training-and-certification
- BlueboardIT (low cost online training) www.blueboardit.com
- Equature (free webinars and training incorporating testing and individual progress tracking)
- Federal Emergency Management Agency (FEMA) (variety of independent study guides and web courses - General) training.fema.gov
- Institute for Disabilities Research and Training Inc. (in-house ADA Training)

- Telecommunicator) www.idrt.com
- International Municipal Signal Association (independent study guides - Telecommunicator) www.imsasafety.org
- International Academies of Emergency Dispatch (IAED) (in-house and outside training linkcourses - Telecommunicator, Trainer, and Supervisor/Manager) www.emergencydispatch.org
- PowerPhone, Inc. (outside training courses - Telecommunicator, Trainer and Supervisor/Manager) powerphone.com
- Priority Dispatch (outside training courses - Telecommunicator, Trainer and Supervisor/Manager) prioritydispatch.net
- Professional Pride Training Company (in-house and outside training courses and in-house training simulators -Telecommunicator, Trainer and Supervisor/Manager) www.911trainer.com
- Public Safety Consultants LLC (independent study guides and outside training courses Telecommunicator, Trainer and Supervisor/Manager) www.publicsafetyllc.com

- Public Safety Training Consultants (outside training courses - Telecommunicator, Trainer and Supervisor/Manager) pstc911.com

1.3.3 Online Articles – Training Issues

The websites below offer free articles related to training.

- powerphone.com
- prioritydispatch.net

1.4 Employee Scheduling and Staffing

1.4.1 NENA Resources

In August 2003 the NENA SWAT Operations Team commissioned a PSAP Staffing Guidelines Report. Other NENA resources include:

- National Emergency Number Association (NENA) Comm Center Staffing Workshop. <https://www.nena.org/CommCenterStaffing>
- https://www.nena.org/HR_ResourceList

1.4.2 Staffing Formulas

- National Fire Protection Association (NFPA) document entitled NFPA 1221 Standard for the Installation, Maintenance and Use of Emergency Services Communications Systems, 2002 Edition, Chapter 6.3 www.nfpa.org – This document is available online upon free registration with NFPA.
- Erlang -mathematical theory formula and staffing requirements information www.mitan.co.uk. (Choose "ERLANG" from the main menu)
- APCO project retains – retains.apcointl.org

1.4.3 Scheduling Software

Alphabetical list of commercial resources:

- Aladtec www.aladtec.com
- Informer Systems informersystems.com
- In-Time Solutions, Inc. intime.com
- Schedule Anywhere www.scheduleanywhere.com
- Indeavor www.indeavor.com

1.4.4 On-Line Articles – Scheduling and Staffing

- APCO Project Retains retains.apcointl.org

1.5 Center Operations Resources

1.5.1 Performance Evaluation Resources

- APCO Institute (training) www.apcointl.org/training-and-certification
- Fred Pryor Seminars <http://www.pryor.com/site/webinar-audio/performance-reviews-with-less-stress-and-better-results>

1.5.2 Call Taker/Dispatch Software and Protocol

- APCO Institute www.apcointl.org/training-and-certification
- PowerPhone, Inc. powerphone.com
- Priority Dispatch prioritydispatch.net

1.5.3 Accreditation Programs

- Commission on Accreditation of Law Enforcement Agencies (CALEA) www.calea.org

- Commission on Accreditation of Ambulance Services (CAAS) www.caas.org
- International Academies of Emergency Dispatch (IAED) www.emergencydispatch.org
- National Fire Protection Agency (NFPA) www.nfpa.org

1.5.4 On-Line Articles – Center Operations Issues

The following websites offer free articles pertaining to PSAP operations issues.

- www.nena.org
- www.apcointl.org
- prioritydispatch.net



1.6 Employee Assistance Resources

1.6.1 Employee Wellness

PSAPs encounter various issues of employee wellness and use of sick leave. The websites below offer free articles and information for employers on employee wellness.

- <https://www.nena.org/WellnessContinuum>
- <https://www.nena.org/WellnessCommittee>
- www.mindful.org
- www.911training.net

1.6.2 Stress Management

Resources, links and information concerning stress management:

- The National Institute of Mental Health, www.nimh.nih.gov.

1.6.3 Ergonomics

General information site related to ergonomics: ergoweb.com

1.6.4 Shift Work Awareness Training

- Circadian Technologies, Inc. (Assists shift work operations managers)
www.circadian.com
- Plain Language About Shiftwork <https://www.cdc.gov/niosh/docs/97-145/pdfs/97-145.pdf>

1.6.5 Employee Recognition

The following websites offer employee recognition products such as apparel, pins, etc.

- NENA Online Store <https://nena911.square.site/>
- 9-1-1 Cares pstc911.com

1.6.6 On-line Articles – Employee Assistance

The following websites offer employee assistance articles and information.

- www.911training.net
- 911wellness.com
- www.circadian.com

1.7 General Resources

1.7.1 Membership Associations

- National Emergency Number Association (NENA) www.nena.org
- Association of Public Safety Communications Officials (APCO) www.apcointl.org
- International Academies of Emergency Dispatch (IAED) www.emergencydispatch.org
- National Public Employee Labor Relations Association (NPELRA) npelra.org
- The NG9-1-1 Institute www.ng911institute.org

1.7.2 9-1-1 and Emergency Communications Publications

- NENA's The Call Magazine www.nena.org/TheCallMagazine
- APCO Public Safety Communications PSC psc.apcointl.org
- IAED Journal www.iaedjournal.org
- Public Safety Smartbrief <https://www.smartbrief.com/nena>

1.7.3 Internet Discussion List

- NENA 9-1-1 Talk List www.nena.org/911Talk
- APCO PSConnect www.psconnect.org

1.7.4 Labor Relations

- The National Public Employee Labor Relations Association offers training and information concerning bargaining, investigations and other labor relations issues npelra.org.

1.7.5 Miscellaneous

- Bureau of Labor Statistics - General employment statistics stats.bls.gov
- Occupational Outlook Handbook for Emergency Dispatchers – general information on the profession <https://www.bls.gov/ooh/office-and-administrative-support/police-fire-and-ambulance-dispatchers.htm>
- National Public Safety Telecommunications Council (NPSTC) – resource and advocate for public safety Telecommunications issues www.npstc.org

