



HS Intro to Public Services

Wednesday, May 20, 2020



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Overall Lesson: **Public Safety Pathway**

Sub lesson for Wednesday, May 20, 2020 : Interview with police and fire 911 dispatcher

Learning Target:

Students will identify and explain the duties of a local dispatcher and implemented changes for the department during the COVID-19 pandemic.



Opening Exercise

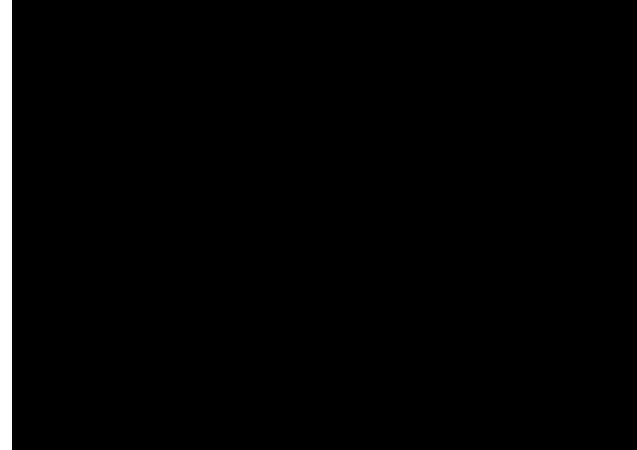
- Review [yesterday's lesson](#) about Sugar Creek, MO 911 police and fire dispatchers.
- Review [other general information](#) for dispatchers, including how much they can earn.



Activity #1

Watch the video of the interview with a Sugar Creek Dispatcher from 0:00 - 2:12. Then, answer the questions below on paper or a Google Doc.

- 1) What is the name of the dispatcher who was interviewed?
- 2) What were her primary duties each day prior to the COVID-19 pandemic?
- 3) When entering the Sugar Creek public safety facility how does the public now communicate with dispatchers?
- 4) What precautions have police, fire, and dispatch taken to protect one another?





Activity #1 - ANSWERS

- 1) What is the name of the dispatcher who was interviewed?
Krystal Thompson
- 2) What were her primary duties each day prior to the COVID-19 pandemic?
Administrative, communication with public, communication with police and fire department. Serves as go-between.
- 3) When entering the Sugar Creek public safety facility how does the public now communicate with dispatchers?
Intercom system, allowed in foyer, and no one allowed in lobby.
- 4) What precautions have police, fire, and dispatch taken to protect one another?
Dispatchers only ones in their area, police officers stay in their office and fire department stays in their area.

Activity #2

Watch the video of the interview with a Sugar Creek Dispatcher from 2:12 - 3:53. Then, answer the questions below on paper or a Google Doc.

- 1) What precautions are the police officers and fire department taking when going on a call?
- 2) What are the questions asked when a dispatcher is dispatching police or fire on a call?
- 3) What has been the community's reaction to the additional questions that are now part of protocol to protect police and fire personnel?





Activity #2 - ANSWERS

- 1) What precautions are the police officers and fire department taking when going on a call?
Police officers have masks and are making sure vehicles are sanitized thoroughly. Firefighters are wearing full protective gear to protect them from potential exposure to the coronavirus.
- 2) What are the questions asked of a 911 caller when a dispatcher is dispatching police or fire on a call?
Have you traveled to any of these locations in the last 14 days?
Have you had contact with anyone with confirmed COVID-19 in the last 14 days?
Have you had any of these symptoms in the last 14 days? Fever of 100 or greater, difficulty breathing or cough.
Are you currently experiencing fever over 100, difficulty breathing or cough?
- 3) What has been the community's reaction to the additional questions that are now part of protocol to protect police and fire personnel?
In general, people understand. Some frustration, because it is not relevant to why they called, and others escalating the issues on social media. The public needs to remember it's for the protection of our first responders.

Activity #3

Watch the video of the interview with a Sugar Creek Dispatcher from 5:00 - 5:52. Then, answer the questions below on paper or a Google Doc.

- 1) What precautions are the dispatchers taking to protect fellow dispatchers at shift change?
- 2) What items are they cleaning before fellow dispatchers come on duty?
- 3) How much time does it take to perform this task?





Activity #3 - ANSWERS

- 1) What precautions are the dispatchers taking to protect fellow dispatchers at shift change?
Sanitizing and cleaning items that are shared.
- 2) What items are they cleaning before fellow dispatchers come on duty?
Desktop, computer, keyboard, pens, headset, and other miscellaneous objects.
- 3) How much time does it take to perform this task?
5 minutes - for the safety for all involved.

Activity #4

Watch the video of the interview with a Sugar Creek Dispatcher from 8:32 - 10:00. Then, answer the questions below on paper or a Google Doc.

- 1) On the day this interview took place, how many calls had they dispatched an officer to, and what happened with the call?
- 2) What type of calls is the department receiving during the pandemic?





Activity #4 - ANSWERS

- 1) On the day this interview took place, how many calls had they dispatched an officer to, and what happened with the call?

One call. The suspect saw police coming and took off the wrong way down the highway.

- 2) What type of calls is the department receiving during the pandemic?

Calls are for issues that truly need attention. The little complaints are not being shared right now. Seeing more calls for domestic violence, alcohol related incidents and burglaries.

Activity #5

Watch the video of the interview with a Sugar Creek Dispatcher from 12:12 - 15:48. Then, answer the questions below on paper or a Google Doc.

- 1) What are some special things the Sugar Creek public safety departments are doing for people in the community?
- 2) What are some of the events that have been canceled or postponed due to the pandemic?





Activity #5 - ANSWERS

- 1) What are some special things the Sugar Creek public safety departments are doing for people in the community?

Drive by birthday celebrations, where police cars and firetrucks go by and recognize kids for their birthday.

- 2) What are some of the events that have been canceled or postponed due to the pandemic?

Monthly potlucks for seniors, bands, Slavic Fest, and Smokin in the Creek.