

August 12, 2011

9-1-1 Emergency Call Takers receive training

The majority of people who call 9-1-1 in Natchitoches parish who are seeking emergency help are ordinary individuals experiencing unordinary events, usually under very stressful conditions. In many instances, these emergency calls come from children, the elderly, or an individual with impairments, all of which requires special skills during call processing, says Natchitoches Parish 9-1-1 Director Willis Carter. To better prepare emergency 9-1-1 call takers, and provide them with more tools to use during 9-1-1 call processing, Natchitoches Parish 9-1-1 recently sponsored a three-week on-line training course for public safety call takers.

Michelle King and Sabrina Williams, both employees of the Natchitoches Police Department Communications Division, along with Sybil Holland and Candie Shelton-White who are employees of the Natchitoches Parish Sheriff's Office Communications Division each successfully completed a dynamic 3-week on-line training course entitled Challenging Callers: Communicating with Children, the Elderly, and the Mentally Impaired. The course was developed by Profile Evaluations, Inc. who has been a leader in public safety communications employee selection, training and development for over 20-years.

"The people who answer Natchitoches parish's 9-1-1 calls serve as our gateway to public safety services. We believe that quality training is a critical element of helping them to do their jobs more effectively," said Carter.