

March 11, 2019

911 Authorities and PSAP Contacts -

I am pleased to announce the release of the course Telecommunicators Trauma-Informed Response to Sexual Assault/Abuse. The on-line course was made possible as a result of a collaborative effort with the Attorney General's Office, the ILETSB Executive Institute and my Office.

This 6-hour course reviews the role of the Telecommunicator in responding to sexual assault/abuse calls, while considering the trauma/impact the crime has on the victim. This course gives the Telecommunicator an evidence-based, trauma-informed, victim-centered training on handling emergency calls involving sexual assault and sexual abuse. Several videos are included in the course to help Telecommunicators understand the trauma often associated with sexual assault and, how this trauma influences investigations.

Use the course to train your new hires as legislatively required and to provide periodic refresher training for your Telecommunications staff.

How to Enroll in the Course

1. Telecommunicators, dispatchers, and call-takers are eligible to take this course in the Online Learning Network.
2. Visit www.ptblearning.org to create an account if not already a user. When completing the account registration use the last 4 of the SSN in the field PTBID and for the field Title/Rank use Telecommunicator, Dispatch or Call-Taker. Accounts are approved during normal business hours Monday-Friday.
3. Once approved an email will arrive in your inbox from OLNSupport@cait.org with a username and temporary password.
4. After logging in you may request the course. No other courses are eligible for non-sworn law enforcement other than Telecommunicator Emergency Response Training.
5. Questions? Contact the ILETSB Executive Institute at (309) 298-2646.