New Hire Packet (Rev. 01/24)



**Notice of Employment Form**

Notice of Employment must be sent to the ESCB **within 30** **days** of hire or termination.

**Non-Disclosure of Confidential 9-1-1 Information Form**

Employee must sign this form pursuant to MRSA 25 § 2929

65 - 625 CMR Chapter 1: Standards for Establishing a Statewide Enhanced 911 System

**Course Profile Registration**

Registration is required by the class applicant before the ESCB can enroll them into Vendor specific courses (ETC/EMD/EFD). **Enrollment must be done at least 2 weeks from the start of the session, No Exceptions.**

**Training Request Form**

All required training must be completed within 12 months of hire date, with the exception of NG911, which must be done within 90 days of hire. If several people are taking classes on the same dates, then multiple courses can be checked on a single form.

**NG911 Logon Credentials (PSAPs Only)**

Supervisors requesting NG911 logon credentials for their employee(s) may use this form or submit a request by email to 911Training.PUC@Maine.Gov . **A middle initial is required for NG911** (If there is no middle name/initial then indicate so by writing N/A in that field). Please list any other agencies an employee works for to ensure calls go to the proper PSAP (Agents will be given multiple logons if they work for more than one agency).

**Student Instructions**

Student Expectations, Dress Code/Attire, Class Times, Directions, Parking and Contact Information. *Retain these instructions and issue to each student attending class.*

STATE OF MAINE

PUBLIC UTILITIES COMMISSION

 Philip L. Bartlett, II Harry Lanphear

 CHAIRMAN ADMINISTRATIVE DIRECTOR

 Patrick J. Scully

 Carolyn C. Gilbert

 COMMISSIONERS

**Public Safety Dispatcher**

**NOTICE OF EMPLOYMENT / TERMINATION (rev. 12/19)**

Forward to the ESCB **within 30** days of employment or termination.

Please fill out either the EMPLOYMENT or the TERMINATION information, as applicable.

Name (Applicant) Maiden/previous Name(s):

 (Last) (First) (Middle)

Department: Title:

Date of Birth: Sex: SS #:

 (mm/dd/yyyy) (required by statute)

Official Agency E-mail Address for this Employee:

**EMPLOYMENT DATE:**   ***or* TERMINATION DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**EMPLOYMENT / TERMINATION LEVEL:**

Has this employee had basic training for full-time public safety dispatching OUT OF STATE?

If the agency is requesting a waiver of the basic school for this individual, please forward the Waiver Application Packet to the Emergency Services Communication Bureau (ESCB)

Has this employee had training in Emergency Medical Dispatch (EMD)?

If Yes, what program? Contact Maine EMS Office for license application process.

\*\*Is the applicant otherwise employed w/your agency? If so, what position? (i.e. also full-time law enforcement, part-time corrections, other):

TERMINATION: (If termination due to Conviction or Professional Misconduct, please note in comments) Type of

Termination (Please check): ☐Resigned ☐ Discharged ☐ Retired ☐ Deceased ☐ Other

Comments:

**This form MUST be signed by the DEPARTMENT HEAD and submitted to the**

**ESCB, 18 SHS, Augusta, ME 04333 or faxed to 207-512-5950**

Name (please print): Title:

Signature:(phone) Date:

***Phone: (207) 592-4254 or 207-287-1598 or Fax: 207-512-5950 (training office)***

STATE OF MAINE

PUBLIC UTILITIES COMMISSION

 Philip L. Bartlett, II Harry Lanphear

 CHAIRMAN ADMINISTRATIVE DIRECTOR

 Patrick J. Scully

 Carolyn C. Gilbert

 COMMISSIONERS

**NONDISCLOSURE OF CONFIDENTIAL 9-1-1 INFORMATION (rev.12/19)**

I, understand that all information

 (print name)

contained in any database, report, audio recording or other record of the Emergency Services Communication Bureau (hereafter referred to as the Bureau) or a Public Safety Answering Point (hereafter referred to as PSAP) is considered "confidential information" to include:

A. The names, addresses and telephone numbers of persons listed in E-9-1-1 databases;

B. Names, addresses and telephone numbers that are omitted from a telephone utility directory list at the request of a customer;

C. Personally identifying information of a caller to a public safety answering point;

D. Personally identifying information of and any medical information about a person receiving emergency services through the E-9-1-1 system; or

E. Personally identifying information of any 3rd party, including, but not limited to, a minor, given during a telephone call to a public safety answering point.

I further understand that confidential information may not be utilized for commercial purposes and may not be disclosed in any manner except as follows, and in accordance with agency policy:

A. to public or private safety agencies for processing emergency calls and providing emergency services;

B. to a criminal justice agency, as defined in Title 16, section 803, subsection 4, for the purposes of the administration of criminal justice, as defined in Title 16, section 803, subsection 2, and the administration of juvenile justice, as defined in Title 15, section 3308- A, subsection 1, paragraph A, related to an E-9-1-1 call; and

C. to designees of the Bureau Director for the purpose of system maintenance and quality control.

I further understand that knowingly disclosing confidential information or disclosing audio recordings of emergency calls to the E9-1-1 system in violation MRSA Title 25 § 2929, is a Class E crime and may also result in disqualification for public safety answering point employment as found in Bureau personnel security clearance and data security standards for PSAPs. (65-625 CMR Chapter 1)

 ------------------------------------------------ ---------------------------------------- ----------------

 (signature of employee) (employing agency) (date)

REFERENCE: MRSA 25 § 2929

65 - 625 CMR Chapter 1: Standards for Establishing a Statewide Enhanced 911 System

***Registration Instructions for IAED Courses***

Users must register and create a profile before being allowed into a course

Video instructions are available at this link: <https://vimeo.com/366521684>

Users must be registered into a course no later than 2 weeks from the start of the session. **NO EXCEPTIONS**.

1. Go to the following website to start registration and profile creation: <https://courses.prioritydispatch.net/>
2. Fill out fields for First Name, Last Name, Email, Password, Confirm Password, and Member Number (if you have never been certified through IAED/Priority Dispatch then leave Member Number blank)
3. Click Create Account
4. Check the email you listed in registration form
5. Click on the link in your email to verify address
6. Log in to account
7. Click on Member Info
8. Verify information is accurate
9. Enter Agency ID Number (provided by supervisor)

\*\*\*It is important to add Agency ID number because it affects billing and ability to be enrolled in a class\*\*\*

ANDROSCOGGIN: 8975 OXFORD: 1408

BIDDEFORD: 1699 PENOBSCOT: 4401

BRUNSWICK: 361 PISCATAQUIS: 8193

CUMBERLAND: 8978 PORTLAND: 1419

DPS-BANGOR: 6956 SAGADAHOC: 2686

DPS-CMRCC: 2954 SANFORD: 6985

DPS-HOULTON: 3857 SCARBOROUGH: 8972

FRANKLIN: 370 SOMERSET: 1728

HANCOCK: 8154 WALDO: 4440

KNOX: 4375 WASHINGTON: 8202

L/A: 1539 WATERVILLE:

LINCOLN: 5407 WESTBROOK: 8693

 YORK: 8977

*Sign up for an account through mimeo (for digital materials) by visiting* [*https://prioritydispatch.mimeo.digital*](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fprioritydispatch.mimeo.digital%2F&data=04%7C01%7CCory.M.Golob%40maine.gov%7C16866af3fdf448ec0dde08d88ff67c69%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C1%7C637417651907109485%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=hI5rgyIt%2FR7MJOhCPjsW6Ldw3PL1LydyruJVXXAVKl8%3D&reserved=0) *. I recommend using the same email and password used to create your courses.prioritydispatch.net account.*

\*\*\*Students only create an account, the training coordinator will register them into classes. When hosting a

class we ask that PDC not post them publicly so as not to fill up with students who do not work at a dispatch

center in Maine\*\*\*

**Emergency Services Communication Bureau**

**SHS 18 – Augusta, ME 04330**

**APPLICATION FOR IN-SERVICE TRAINING (REV. 12/19)**

 Fax Completed Form to 207-512-5950

*Recommended: Double Click online and type information - Clicking Box will apply a check mark*

Classes Requested:

***\*Ensure new hires have been at their center before enrolling in classes, especially NG911***

**\*Have students review MCJA Rules, e.g.: Dress Code, before arriving for class**

First Name:

Last Name:

Meals (Y/N):

Lodging (Y/N):

 Allergies?:

Special Accommodations?:

Agency Supervisor Name: Date:

 

**NG911 USER ACTIVATION/DEACTIVATION FORM**

*(Form Fillable – Please type info after fields)*

Today’s Date:

PSAP Name:

Requestor Name:

Requestor Title:

Requestor Email:

Status Request:

User: First Name:

 Middle Initial:

 Last Name:

Email Address (for ERC alerts):

Role Requested:

Action Requested:

Date to Perform Request:

**ESCB USE ONLY**:

☐ APPROVED

☐ DENIED

ESCB NAME: ESCB TITLE:

**STUDENT INSTRUCTIONS**

***(PLEASE ISSUE THESE INSTRUCTIONS TO EVERY STUDENT*)**

**What to Expect**:  Be sure that your agency has submitted your name on a signed Request for In-Service Training Form and that lodging has been requested, if desired and eligible. Each student will be provided a textbook and reference materials. Please **avoid working the late shift before your first training day** as the materials are challenging and you must be alert in class.

**What to Bring**: If your agency issues you a personal copy of the SOP manual for dispatch, bring it as a reference. Be sure to bring a writing utensil, a highlighter and some note paper.

**Security:** Please,no weapons, chemical agents or contraband on-site. Lock vehicles and keep valuables out of plain view.

**Study Assignments & Certification Exam**: Some courses require *Self-Assessment Questions* and *Case Studies* at the end of each chapter. Students will be expected to complete these assignments during the week, which will also serve as a great review in preparation for the written *Certification Exam* on the last day. Passing the exam will earn you certification from the sponsoring agency.

**Attire & Conduct**: Per the Maine Criminal Justice Academy: ‘Students shall be properly dressed in uniform or appropriate attire while enrolled in training programs.  No shorts, cutoffs, jeans, T-shirts, clothing with inappropriate language, ripped or torn clothing is allowed without the express approval of the training supervisor.’

**Delays, Absences & Emergencies**: Try to arrive at least 15 minutes early to find your classroom & settle in. Classes typically end at approx. 1700 hours, half day morning sessions go until 1200. If you are running late or will be absent, call the training coordinator @ 207-592-4254. If inclement weather becomes a travel issue, a cancellation message will be left on the voice-mail greeting by 0600 hours. Every attempt will be made to stay on schedule. If the Executive Branch of State Government is closed, Class is canceled. Students must always report to their center/supervisor for assignments or to make up for hours (ProQA is half a day, some students may need to report to their centers to make up additional hours for the pay period).

**Class Times:**

ETC 0800-1700, EMD 0800-1700, EFD 0800-1700, PROQA 0800-1200 or 1200-1600, NG911 0800-1700.

**Class locations:**

ETC, EMD, EFD and ProQA classes will be held at the ESCB Office located at 45 Commerce Drive, Suite 8, Augusta

The Maine Criminal Justice Academy is where our NG911 classes are held. The academy is located approximately 12 miles from Augusta or 7 miles from Winslow. The address for the MCJA is 15 Oak Grove Rd, Vassalboro.

**Parking:** Parking at the MCJA is occasionally limited, so arrive early. There is a main parking area on your left as you arrive. Also, additional parking is allowed along the access driveway loop, on the side away from the buildings. There is also a parking lot at the rear of the facility, follow the access road around and enter through the back entrance. There are handicapped spaces clearly marked near the entrances of each building. **Contact us if you need any special assistance.**  Please do not use the slots around the turnaround loop near the main walkway.

**Lodging:** Students who have long commutes (i.e. over 1 hour), and require overnight lodging, must receive permission of their agency and apply directly with the 9-1-1 Bureau in advance. Cost of overnight lodging may be covered by the Bureau **if** requested in advance by the agency through the Bureau. *(Students with commutes of 2 hours or more who would like Sunday evening lodging in the Waterville area may request so from the Bureau, if done in advance)*

The Fireside Inn & Suites, located at 376 Main St, Waterville is the preferred location of lodging for students during NG911 (207-873-3335). All other classes lodging will be at Comfort Inn, 281 Civic Center Dr, Augusta (207-623-1000). Students who are lodging overnight must check out of their room prior to coming to class on the last day.

**Meals & Breaks**: Lunch will be provided each weekday, funded by the Bureau. Students who are residing in a hotel will have the continental breakfast at their hotel.. We will have breaks in the morning and afternoon. **No open top liquid containers in the** **classroom please!** Bring a personal spill resistant mug or drinking bottle. Lunch break will be 45 minutes long depending upon student consensus and progress in meeting learning objectives**.  Please notify us if you have special dietary needs or limitations.** Please smoke only in designated outside areas.

**Questions:** Questions concerning the training sessions may be directed to:

***Kyle Ellis*** 9-1-1 Operations/Training Manager

*Work Cell: (207) 592-4254*

*Office: (207) 287-1598*