Chapter 5: Guidelines and operational standards of incident classification and prioritization

1. What are the three (3) important factors which help the dispatcher identify an incident as an emergency versus routine? (5.01)

   Incident types, incident classification & incident prioritization

2. Explain the differences between the following police incident types:
   - Assault vs Battery
   - Robbery vs Burglary
   - Abduction vs Missing Person (5.03)

   **Assault** is a threat of bodily harm that reasonably causes fear. A **battery** infers that some type of physical contact has occurred.
   An **robbery** is an intentional and unlawful taking of property from a person through the use of force, violence, assault, or threat. A **burglary** is unlawfully entering a dwelling, structure, or conveyance with intent to commit an offense inside.
   An **abduction** indicates that a missing person is in danger or was forcibly taken against their will. A **missing person** is not necessarily believed to be in physical danger at the time of their disappearance.

3. Give two (2) examples of an incident requiring both police and ems. (5.02)

   Shooting and stabbings

4. What are some reasons to consider when deciding the response mode for fire units being dispatched to vehicle accidents? (5.03)

   The response may vary depending on whether there are injuries, if extrication is needed, if a fire is involved, or if the vehicle is overturned.
5. Define fire alarms. (5.03)

Audible and visual notifications tell occupants that emergency conditions and exist. Fire alarms can be detected through smoke detectors, heat sensors, water flow systems.

6. Who provides medical care for non-invasive procedures? (5.03)

Emergency medical technicians (EMT)

7. Define a trauma incident. (5.03)

A physical wound or injury caused by an external force whether accidental or intentional.

8. The safety of the ________ takes priority over the protection of __________. (5.04)

public
property

9. List three (3) ways agencies may use to prioritize incidents. (5.04)

Numerical scale
Through codes
Other verbiage

10. Define an emergency for EMS/fire when dealing with incident prioritization. (5.04)

A serious, unexpected, and often dangerous development or situation which may cause injury, loss of life, or damage to or loss of property. Emergencies require immediate action.