

State of Florida Department of Health
Public Safety Telecommunicator
WORKSHEET 1 – Answer Key

The below worksheet answer key is based off the DOH study guide dated 07/01/2017. This worksheet does not cover all elements of **Chapter 5**.

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.

A 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.

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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.