The below worksheet is based off the DOH study guide dated 07/01/2017. This worksheet should be used as a guide to help learn the material within it in preparation for the state exam. This worksheet does not cover all elements of Chapter 8. When preparing for the state exam, the state study guide is the primary resource.

**Chapter 8: Understand the basic principles of law enforcement and dispatch processes**

1. List and define ten (10) commonly used terms in law enforcement.

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2. List five (5) duties required of law enforcement officers.

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3. What are the three (3) reasons citizens may request police assistance under protection?

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4. Explain civil complaints.

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5. What do the acronyms APCO, NENA, and CALEA represent?

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6. List and explain the five (5) phases of an active shooter incident.

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7. What is the difference between a suicide attempt and a suicide threat?

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8. In a barricaded incident, what are the two (2) specific situation to consider when trying to find out if the caller is in a safe location?

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9. What information needs to be gathered, regardless of the nature of the incident, when dealing with officer safety issues?

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10. List and explain the Amber, Silver, Blue, and Missing Child Alerts.

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Chapter 8 Worksheet 1 – APCO Florida Training Committee – For use with July 1, 2017
911 Public Safety Telecommunicator Program Study Guide