

State of Florida Department of Health  
Public Safety Telecommunicator  
WORKSHEET 1

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.

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

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

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

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

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

State of Florida Department of Health  
Public Safety Telecommunicator  
WORKSHEET 1

4. Explain civil complaints.

---

---

---

---

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

---

---

---

---

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

---

---

---

---

---

---

---

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

---

---

---

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?

---

---

---

State of Florida Department of Health  
Public Safety Telecommunicator  
WORKSHEET 1

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

---

---

---

---

---

---

---

---

---

---

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

---

---

---

---

---

---

---

---

---

---