

**A Sample Version of**  
**INTRODUCTION TO EMERGENCY SERVICES**  
**(For Chaplains)**

Written by  
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**The complete course totaling 24 pages can be taken at no charge. After successfully completing a written exam, a course completion certificate will be issued to you from the Assemblies of God Theological Seminary in Springfield, Missouri. It should take approximately 4 hours to complete the course.**

## **I. THE WORLD OF EMERGENCY SERVICES**

### **What is an emergency?**

The word "emergency" comes from the original sense of . . . The conclusion that an emergency exists is often a . . .

### **What is a "true emergency" in the world of emergency services?**

A true emergency is an emergency in which lives or property are at significant risk. When a citizen calls an emergency communications center, a call-taker questions the caller and makes a determination as to the priority of the call. The call-taker attempts to evaluate the circumstances the caller describes against a set of criteria. A true emergency is a "priority one" call.

Once a call is deemed a priority one, it is dispatched immediately and receives priority treatment by responders. Examples of calls that are not true emergencies would include a complaint about a dog barking or a medical call for a nursing home patient who needs to be transported by ambulance to a doctor's office for a routine doctor visit.

## **II. EMERGENCY SERVICES PERSONNEL**

### **What motivates emergency services personnel?**

People applying to work in emergency services are often asked why they want to do this work. Most emergency services applicants . . .

### **What are emergency services workers paid?**

According to the website \_\_\_\_\_, the average emergency services worker earns approximately . . .

**What is the greatest concern of emergency services workers?**

Safety.

**How does stress affect emergency services personnel?**

According to the United States Fire Administration's Stress Management Model Program for Firefighter Well-Being Report, . . .

**What is a circadian rhythm?**

A circadian rhythm is what we commonly call . . .

**What is tunnel vision, and how does it affect emergency services workers?**

In medical terms, "tunnel vision is . . . However, in the world of emergency services, tunnel vision is . . .

**III. EMERGENCY SERVICES OPERATIONS**

**How do emergency services departments know what to do in a variety of predictable situations?**

Emergency services departments develop what are called . . .

**What is meant by "chain of command"?**

Chain of command originated as an element of a management style used by . . . This style of management used in civilian settings has its "pro's" and "con's."

On the pro side, . . . On the con side, . . .

FROM > Managing the 9-1-1 Center, pages 55 -56

**IV. EMERGENCY VEHICLE OPERATIONS**

**Where do most accidents involving emergency vehicles happen?**

At intersections.

**Are operators of emergency vehicles allowed to run red lights and stop signs?**

It is their responsibility to make SURE it is . . .

**What are LED lights?**

LED stands for . . . They are generally more expensive than more traditional lights.

**What is a light bar?**

A light bar is a platform on which lights . . .

### **What are wig-wag lights?**

Wig-wag lights are most often . . . They are considered the most visible of all emergency lighting systems. . .

### **What are strobe lights?**

Strobe lights are best compared to . . . A strobe lighting system comes with bulbs, special wires, a power pack, and a flash pattern generator.

### **What kind of siren do emergency responders use?**

Most modern sirens are electronic. How loud a siren may be is generally specified by state law or by department policy. Sirens of 100- to 200-decibel sound output are common. . .

### **What is Code One?**

Remember, different phrases mean different things depending on the department or area of the country. However, Code One usually means . . .

### **What is Code Three?**

Code Three is operating an emergency vehicle with . . . Even if a person runs a RED light and hits you, you could be found liable because you were "running code in a manner that endangered others." SAFETY! SAFETY! SAFETY!

### **What is an LZ?**

LZ stands for . . .

## **V. THE FIRE SERVICE**

### **What is the purpose of the fire service?**

The stated purpose of the fire service is to . . .

### **What education and training is required to become a firefighter?**

Each fire department has its own initial criteria for becoming a firefighter. Rural, volunteer fire departments usually . . .

### **What are the three basic types of firefighters?**

The three basic types of firefighters are . . .

### **How many firefighters are there in the United States and what percentage are career firefighters?**

There are over a million firefighters nationwide. Approximately 75% of them are paid- on-call and volunteer firefighters, and 25% are career firefighters. As of 2005, 90% of all fire departments in the United States were all volunteer or mostly volunteer. Career fire

departments represent a small percentage of departments, but account for a somewhat larger percentage of all firefighters. This is due to the fact that most career fire departments are larger departments in larger cities with many fire stations.

## **VI. LAW ENFORCEMENT**

### **What is the purpose of law enforcement?**

The stated purpose of law enforcement is . . .

## **VII. EMERGENCY MEDICAL SERVICES**

### **What does "EMS" mean?**

EMS stands for emergency medical services.

### **What is the history of EMS?**

"Prior to the 1970s, ambulance service was largely unregulated. While in some areas ambulances were staffed by advanced first-aid-level responders, in other areas, it was common for the local undertaker, having the only transport in town in which one could lie down, to operate both the local funeral home and the local ambulance service. . .

### **What is the purpose of EMS?**

"Emergency medical services exists to . . .

**Early Detection** - Members of the public, or another agency, find the incident and understand the problem.

**Early Reporting** - The first persons on scene make a call to the emergency medical services and provide details to enable a response to be mounted.

**Early Response** - The first professional (EMS) rescuers arrive on scene as quickly as possible, enabling care to begin.

**Good On Scene Care** - The emergency medical service provides appropriate and timely interventions to treat the patient at the scene of the incident.

**Care in Transit** - The emergency medical service loads the patient into suitable transport and continue to provide appropriate medical care throughout the journey.

**Transfer to Definitive Care** - The patient is handed over to an appropriate care setting, such as the emergency department at a hospital, into the care of a physician.

### **What education and training are required to become an ambulance**

## **attendant?**

Each EMS employer decides the pre-hiring educational requirements of its EMS job applicants. They would generally not require greater than a high school diploma or GED.

A person wanting to be an ambulance attendant must have completed the training for their EMT-Basic or above, pre-hospital emergency medical license. An EMT-B license requires 100 to 120 hours of instruction in a state-certified training program. An EMT-Paramedic must complete 1,000 or more hours of training.

FROM > [http://en.wikipedia.org/wiki/Emergency\\_medical\\_technician](http://en.wikipedia.org/wiki/Emergency_medical_technician)

## **VIII. EMERGENCY COMMUNICATIONS & DISPATCHING**

### **What is the purpose of an emergency communications center?**

An emergency call center, also called a Public Safety Answering Point (PSAP), is a central location where emergency communications take place. . .

### **What education and training is required to become an emergency communicator?**

"Candidates for positions with police, fire, and emergency medical dispatching positions usually must pass written, oral and performance exams. Most positions within these organizations do not require more than a high school diploma. However, those with training in office and business settings are given special consideration. These skills can be obtained by completing various associate degree programs at a community college. Beyond that, workers develop most of the necessary skills on the job and in employer-sponsored training and certification classes.

Communication skills and a keen ability to work under pressure are important qualities to possess. Residency in the city or county of employment may be required. There are no mandatory licensing or certification requirements, but some states require emergency services dispatchers to earn a certificate to work at the state level."

FROM > [http://education-portal.com/articles/Emergency\\_Services\\_Dispatcher:\\_Educational\\_Requirements\\_for\\_an\\_Emergency\\_911\\_Dispatcher.html](http://education-portal.com/articles/Emergency_Services_Dispatcher:_Educational_Requirements_for_an_Emergency_911_Dispatcher.html)

## **CONCLUSION**

It goes without question that the world of emergency services is a culture within a culture. Emergency services personnel face unique challenges and ways of adapting to those challenges that set them apart. They are a much-needed and sometimes under-appreciated element of our society. And yet, in many ways, we could not function without them. Their needs differ in many ways from the rest of the

working world. As a people group, they require specialized ministry if they are to be reached, disciplined, and sustained in their Christian walk.

## **ADDITIONAL REQUIREMENTS**

The successful completion of this course requires that you do the following:

- 1) Go to the Internet site: \_\_\_\_\_ and watch at least two videos on . . .
- 2) Listen to at least three (3) audio recording of actual 9-1-1 calls. These can be found at <http://> \_\_\_\_\_
- 3) Go to the Internet site: [www.youtube.com](http://www.youtube.com) In the search box, type "911 Dispatcher gets call ... from her son" Click on the title and watch the video.

## **Postscript**

IT IS OUR SINCERE HOPE THAT WE HAVE BEEN HELPFUL IN YOUR QUEST TO MINISTER IN EMERGENCY SERVICES. WE STAND READY WITH TRAINING AND HELPS THAT WILL ENABLE YOU TO GROW IN YOUR MINISTRY. WE WOULD ALSO INVITE YOU TO JOIN WITH US IN FELLOWSHIP THROUGH CONTACT BY EMAIL OR CORRESPONDENCE, SO THAT WE CAN CONTINUE TO ENCOURAGE EACH OTHER IN THE LORD'S WORK.

## **Suggested Readings and Reference Materials**

- Doerner, Bill. Introduction to Law Enforcement: An Insiders View. 2004.
- Hall, Richard & Barbara Adams, Editors. The Essentials of Fire Fighting, Fourth Edition. Publisher: Board of Regents, Oklahoma State University, 1998.
- Limmer, Daniel & Micheal F. O'Keefe. Edward T. Dickinson, M.D., Medical Editor. Emergency Care, 10<sup>th</sup> Edition. Upper Saddle River, NJ: Pearson Education, 2005.
- Malanczuk, Peter. Introduction to Law Enforcement: An Insiders View.
- Ortmeier, Patrick J. Introduction to Law Enforcement & Criminal Justice. 2005.
- Perry, Eric. Managing the 9-1-1 Center. Coshocton, Ohio: National Emergency Number Association, 1996.
- Tye, Rick L. Introduction to Emergency Services. Out of print. 2007.

**Other Resources:**

CD. "Introduction to Law Enforcement: The Practical Side of Criminology." 2000.

Pamphlets & Field Reference Guides:

Fire & Rescue Field Guidelines  
Emergency & Critical Care Pocket Guide  
EMS Field Guide: ALS Version  
EMS field Guide: Basic & Intermediate Version

The above was taken from our course "Introduction to Emergency Services." To take the complete course, you may email Robby Jernigan at [robbyj@ipa.net](mailto:robbyj@ipa.net) or go on the Assemblies of God Theological Seminary's website [www.agts.edu](http://www.agts.edu) and look under their Continuing Education Department.

As in introductory offer, this course can be taken free of charge.