

# Course Syllabus

## Preventing and Defending 9-1-1 Lawsuits

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### Preventing 9-1-1 Lawsuits

What must be done to lessen the risk of a negligence lawsuit?

- I. Hiring Procedures
  - a. Application review
  - b. Background investigation
    - i. Personal
    - ii. Employment
    - iii. Criminal
  - c. Testing
    - i. Written
    - ii. Practical
    - iii. Medical
  
- II. Provide Direction
  - a. Written job description
  - b. Written performance objectives
  - c. Orientation handbook
  - d. Agency Rules and regulations handbook
  - e. Agency policies and procedures
  - f. Communications operational call-handling procedures/protocols
  
- III. Employee Training
  - a. Basic academic certification
    - i. 9-1-1 call handling
    - ii. EMD
    - iii. Fire communications
    - iv. OJT training
    - v. Daily, weekly, and monthly observation reports
  - b. Recertification
    - i. Continuing education
  
- IV. Monitoring Performance
  - a. Quality Assurance Program
    - i. Call reviews
    - ii. Documentation
  
- V. Measuring Performance
  - a. Performance evaluation

## Defending 9-1-1 Lawsuits

What must be done to if my agency is named as a Defendant in a negligence lawsuit?

- I. What will happen?
- II. Understand the legal system
  - a. Complaint filed by Plaintiff's attorney
  - b. Agency legal counsel served
  - c. Notifies indemnification carrier
  - d. Law firm selected for defense
  - e. Interrogatories
  - f. Request for the Production of Documents
  - g. Depositions
  - h. Trial
- III. Obtain and understand the sovereign immunity statute in your state
  - a. Coverage
  - b. Exemptions
- IV. Identify the Standard of Care for 9-1-1 at the time of the incident
  - a. Agency policies and procedures
  - b. Communications operational procedures/protocols
  - c. State training mandates
- V. Collect documents
  - a. Agency policies and procedures
  - b. Communications operational procedures/protocols
  - c. State training mandates
  - d. Training manuals
  - e. Personnel records
    - i. Written job description
    - ii. Performance evaluations
    - iii. Training records
  - f. Any agency investigative reports related to the incident
  - g. CAD reports related to the incident
  - h. Audio recordings related to the incident
  - i. Transcript of audio recordings related to the incident
- VI. Practice deposition questioning