



# Georgia Emergency Communications Conference

2011 Conference & Vendor Show Athens, Ga.

|         |   |
|---------|---|
| Track 1 | Super Sessions & Exclusive Vendor Hours                   |
| Track 2 | Provided Meals & Breaks & Entertainment at Classic Center |
| Track 3 | Supervisory Track   |
| Track 4 | Line Level Track  |
| Track 5 | Line Level Track 2  |
| Track 5 | GCIC and Terminal Agency Coordinator Track                |
| Track 6 | Entertainment at Holiday Inn                              |
| Track 7 | Managers/Directors Track                                  |

The Conference Committee reserves the right to make unannounced changes to the agenda based on unforeseen circumstances. This agenda does not guarantee the delivery of any specific course.

**Daily registration will close at 9:00 a.m. and will not reopen until 8:00 a.m. the next day. Please arrive in time to register before the registration booth closes; otherwise, you will not be able to attend any training sessions or conference activities until you receive your badge.**

## SUNDAY September 11, 2011

|                   |  |
|-------------------|--|
| 4:00 pm - 6:00 pm | Early Registration at the Classic Center |
|-------------------|--|

## MONDAY September 12, 2011

|                     |  |  |   |  |  |
|---------------------|--|--|---|--|--|
| 7:30 am - 9:00 am   | Registration   |  |   |  |  |
| 9:00 am - 10:00 am  | Computer Based Training (CBT)  | Public Relations: The Care and Feeding of Your Radio Customers | School Safety Awareness for Comm. Officers                  | Leadership for Shift Supervisors           | Financial Strategies for Your Future                 |
| 10:00 am - 11:00 pm |  | Knowing Your Body  |   |  | Georgia Telecomm. Emergency Response Team Initiative |
| 11:00 pm - 1:00 pm  | Luncheon Provided and Business Meetings of Ga. APCO & NENA & TAC Association |  |   |  |  |
| 1:00 pm - 2:00 pm   | Preparing for an Audit: Sex Offender Audits and eAudits                      | Complying with The Cleary Act                                  | Must Someone Die?   | SOPs for Continuity of Operations Planning | Financial Strategies for Your Future*                |
| 2:00 pm - 3:00 pm   |  |  | Knowing Your Body*  |  | Interoperability in a NG911 World                    |
| 3:00 pm - 4:00 pm   |  | School Safety Awareness for Comm. Officers*                    | Leadership for Those Who Aspire to Become Shift Supervisors |  | FLSA for Managers and Directors***                   |
| 4:00 pm - 5:00 pm   |  |  |   |  |  |
| 7:00 pm - 10:00 pm  | Bingo at the Holiday Inn (Tentative)   |  |   |  |  |

\* Repeat of earlier session

\*\*\* Access by Invitation Only



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## TUESDAY September 13, 2011

|                     |  |  |
|---------------------|--|--|
| 7:30am - 9:00 am    | APCO 2 <sup>nd</sup> General Business Meeting and Voting for Board of Officers |  |
| 8:00 am - 9:00 am   | Registration   |  |
| 9:00 am - 10:00 am  | Computerized Criminal History (CCH)  | Super Session:<br>America's Next Top Dispatcher: Staying Engaged in Tough Economic Times |
| 10:00 am - 11:00 pm |  |  |
| 11:00 pm - 1:00 pm  | Lunch on Your Own  |  |
| 1:00 pm - 2:00 pm   | Protection Orders  | Super Session: Generations at Work   |
| 2:00 pm - 3:00 pm   | Packing the Record   |  |
| 3:00 pm - 4:00 pm   | Validations  |  |
| 4:00 pm - 5:00 pm   |  |  |
| 5:00 pm - 6:00 pm   | Vendor Reception   |  |
| 6:00 pm - 9:00 pm   | Awards Banquet   |  |
| 9:00 pm - 10:30 pm  | Entertainment- "Playing in Traffic" Improvisational Comedy Troupe              |  |

**Don't forget to wear your badge for admittance to all conference activities, including the banquet and entertainment.**



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## WEDNESDAY September 14, 2011

|                     |   |  |  |
|---------------------|---|--|--|
| 8:00 am - 9:00 am   | Registration  |  |  |
| 7:30 am-9:00 am     | Breakfast (provided) with the Vendors   |  |  |
| 9:00 am - 10:00 am  | Communications Officers Role in Safe Response to Chemical Suicides                | Supervising Tactical Dispatch Teams                                      | Americans with Disabilities Act Update: Yes, It Is a Federal Law |
| 10:00 am - 11:00 am |   |  | Records Management and Document Destruction                      |
| 11:00 am-12:00 pm   | Exclusive Vendor Hours  |  |  |
| 12:00 pm-1:00 pm    | Lunch (provided) with the Vendors   |  |  |
| 1:00 pm- 2:00 pm    | Communications Officers Role in Safe Response to Clandestine Methamphetamine Labs | Recruiting, Retention, and Developing Strong SOP's-Roundtable Discussion |  |
| 2:00 pm- 3:00 pm    | Communications Officers and Domestic Violence                                     |  |  |
| 3:00 pm- 4:00 pm    |   | SOP's for Continuity of Operations Planning**                            |  |
| 4:00 pm- 5:00 pm    |   |  |  |

\*\* Condensed repeat of earlier session



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## THURSDAY September 15, 2011

|                     |   |   |   |
|---------------------|---|---|---|
| 8:00 am - 9:00 am   | <b>Registration</b>   |   |   |
| 9:00 am - 10:00 am  | Critical Incident Teams and the Communications Officer                                      | Eliminating Subjectivity in Quality Assurance Reviews                   | Quality Assurance and Improvement Initiatives                         |
| 10:00 am - 11:00 am | Keeping Cool when the World is Spinning Out of Control                                      | Finding the Diamond in the Rough: Improving the Interview Questionnaire | Broadband and D-Block Update  |
| 11:00 am - 12:00 pm |   | Supervisors Roundtable: The care and Feeding of Line Level Staff        | 911 Directors Association Meeting                                     |
| 12:00 pm - 1:00 pm  | <b>Lunch on Your Own</b>  |   |   |
| 1:00 pm - 2:00 pm   | Critical Incident Teams and the Communications Officer*                                     |   | POST Council Update: New Application Process and O-Key Barcode I.D.'s |
| 2:00 pm - 3:00 pm   | Hostage Negotiations: Communications Officers-First to Build Rapport with the Hostage Taker |   |   |
| 3:00 pm - 4:00 pm   |   |   |   |
| 4:00 pm - 5:00 pm   | <b>GECC Committee and Joint Board Meeting</b>   |   |   |

The Governor's 911 Advisory Committee meeting scheduled for September 15 has been canceled. We have scheduled an important update on the national Broadband network and D-Block allocation.