

Telephone Operator - Welcome to our control room, located adjacent to our simulation center. I'm gonna share information with you regarding the role of the telephone operator.

In the control room, we have the telephone operator telephone located right here. Through these windows is the simulation center. We have three patient rooms simulated out there, and in each room is a telephone. The telephone system is a proprietary telephone system that is limited in its capability. Those phones can only call this telephone. There's no threat that a student or participant could inadvertently call 911 or inadvertently call the telephone operator. All those phones, when they dial zero, they call this telephone here. We've upgraded this phone to be speaker capable so that anybody in this room can hear all the callers and the information that's provided as they call in.

When we begin the simulations, we have the responding officer located back in this room with us. When a call comes in, I answer the call, "This is the operator, what's your emergency?" Early in the simulations, the students will typically be baffled and say I need help and not provide much information. I wait and ask them well, what kind of help do you need? So I do very little prompting. Our officer responds to the scene, to the simulation center, with a bit of delay. We build in about a 30-second delay in order to mimic reality as best as possible. The officer that responds to the area is responding based on the limited information that's been provided. Now, as the simulations progress, the students get better at providing more description. They'll provide aggressor description. They'll indicate this aggressor has a weapon, and they're shooting their gun. The responding officer, in turn, changes their response and arrives on scene in a more appropriate manner, with gun drawn and in a more defensive mode in order to protect themselves as well as others.

When I receive a call and the participant is asking for a code violet, for example, which is our code used for a violent patient, I, in turn, use a walkie-talkie system or a radio system from this location and radio into the simulation center to mimic overhead paging. I use the same language that our telephone operators use when they call the code in the hospital setting. By the same token, if the perpetrator or the aggressor has wielded a weapon and the caller is asking for a code silver, which is our person with a weapon or a hostage situation, I will, in turn, overhead page in the simulation area, "Code silver, there's a violent situation "in the simulation area. "Avoid this area." That's the terminology that we use for a code silver.

A word of caution about simulations. We are located within an office building here, and whenever we're gonna be doing any of our simulation training where we're gonna have yelling and screaming and codes called, we always send out an email to all the occupants of the building to let them know today we're doing a simulation. You may hear loud noises, loud bangs and why, that we're doing a violent situation simulation just to avoid any confusion or any concern, any inadvertent calls to 911 where they think what they're is real.

In closing, the success of your program is really going to be dependent on mimicking the policies, procedures, operations of your facility. The functioning of the telephone operator really needs to be identical to how your facility operates.