



## Public Sector Course Release 2024

Vector Solutions continuously adds and updates online courses across our public sector catalogs to ensure first responders and government professionals have access to the training they need to stay prepared and compliant. This document details courses released in 2024.

**Click on a month to see course release details by catalog. Check back monthly to see newly released courses.**

Search the course ID in parenthesis to easily identify the most up-to-date version for courses with identical names in the system.

**Note:** Retiring courses identified under a new or updated replacement course will be communicated in advance before they are removed from the system.

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### December

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#### EMS

**Functional Communication Between EMS Clinicians and Patients (EMS – 2777173 CAPCE - 2777297) | 1-hour | [UPDATED](#)**

*Replacement for retiring courses: EMS Functional Communication for EMS Providers, CAPCE Functional Communication for EMS Providers*

Effective communication is crucial for obtaining critical information about a patient's medical history and condition. This interactive online course addresses the challenges EMS clinicians face when communicating with patients, especially in crisis situations. The course covers therapeutic communication techniques, strategies for conducting effective patient interviews, and methods for building rapport with patients. Additionally, it explores ways to develop cross-cultural competence to ensure that clinicians can provide the best possible care to culturally diverse patients.

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## Law Enforcement

### **Arrest Procedures (2780194) | 1-hour | NEW**

*Replacement for retiring courses: Arrest Procedures*

Making an arrest is one of the most critical and legally complex tasks a law enforcement officer will undertake. This interactive online course covers the laws of arrest, current case law, arrest procedures, and contemporary issues related to this fundamental responsibility. Special emphasis is placed on the legal justifications, limitations, and requirements necessary for lawful arrests. By understanding these aspects, officers can minimize legal liabilities and ensure arrests are conducted properly and safely.

### **Duty to Intervene (780191) | 1-hour | NEW**

*Replacement for retiring courses: Witness to Excessive Force*

With high-profile cases like Rodney King, George Floyd, and Tyre Nichols highlighting the devastating consequences of inaction, it's imperative that officers understand their legal and ethical responsibilities to prevent such incidents. This interactive online course addresses the critical issue of a law enforcement officer's duty to intervene when witnessing excessive force or misconduct by fellow officers. The course covers the definition of the duty to intervene, how to recognize excessive force, and the steps officers must take to de-escalate and address misconduct. Additionally, it explores the serious legal and civil consequences of failing to act and provides tools for self-regulation and intervention.

### **Law Enforcement Medical Emergency Aid (801573) | 1-hour | NEW**

*Replacement for retiring courses: Patrol - Basic Medical Procedures, Medical Emergency Response, Part I, Medical Emergency Response, Part II*

Research has shown that a significant percentage of trauma-related deaths are preventable with timely intervention, making it essential for officers to act before EMS can safely arrive. This interactive online course addresses the critical need for law enforcement officers to be trained in Basic Life Support (BLS) to provide immediate medical care during active violence incidents. The course covers the identification and management of life-threatening injuries, including airway emergencies, severe bleeding, opioid overdoses, and anaphylaxis. By equipping officers with medical knowledge and skills, the course aims to enhance their ability to save lives in critical situations.

### **Managing Confrontation with Communication (746368) | 1-hour | NEW**

*Replacement for retiring courses: Managing Confrontation with Communication*

Law enforcement officers deal with many different types of encounters. Some require the use of force, while others necessitate effective communication. Understanding and employing appropriate communication styles can be the key to de-escalating situations and avoiding the need for force. This interactive online course will explore various





methods to handle conflicts through active listening and de-escalation techniques, focusing on the importance of communication in mitigating interactions.

### **Medical Emergency Overview for Law Enforcement (2792479) | 1-hour | NEW**

*Replacement for retiring courses: Patrol - Basic Medical Procedures, Medical Emergency Response, Part I, Medical Emergency Response, Part II*

By integrating medical training into law enforcement practices, this course addresses the shift towards expecting officers to be first responders in critical situations, enhancing survival chances and public trust. This interactive online course provides essential medical training for law enforcement officers, focusing on Basic Life Support (BLS) principles to enable immediate lifesaving interventions at emergency scenes. Officers will learn to stabilize patients, conduct primary assessments, and manage common medical emergencies until advanced medical teams arrive. Emphasizing the importance of scene safety and proper patient handover, the course equips officers with practical skills to handle medical situations effectively.

### **Missing Persons - Initiating an AMBER or Silver Alert (794833) | 1-hour | NEW**

A missing person case is among the most urgent investigations you may encounter. This interactive online course focuses on the critical and time-sensitive nature of investigating missing person incidents, particularly those involving AMBER and Silver Alerts. Understanding the criteria for issuing AMBER and Silver Alerts, along with the procedures for gathering and processing necessary information, is essential for an effective response. The course covers the background and development of AMBER and Silver Alerts, the populations most likely to require them, and the investigative steps involved in such cases. Participants will also learn how to navigate the National Crime Information Center (NCIC) process, including the entry and release of alerts, as well as additional methods for notifying the public and other agencies.

### **Response to Mental Health Crisis Calls (751343) | 1-hour | NEW**

*Replacement for retiring courses: Mentally Ill Crisis Intervention*

Every officer needs to be knowledgeable about mental health issues, the symptoms of common mental health diagnoses, and how to interact with people exhibiting those symptoms, especially in times of crisis. This interactive online course discusses mental health crisis calls, focusing on information that patrol officers can use to recognize and identify individuals in a mental health crisis and how to effectively de-escalate and manage the situation. This course pays special attention to officer safety factors, scene safety, and de-escalation techniques for managing individuals in mental health crises. By the end of this course, you will be able to identify common stressors that may cause a mental health crisis, recognize the signs of a mental health crisis, employ de-escalation techniques, and understand the resources available for those with mental health issues.

### **Restraint Devices and Legal Issues (744401) | 1-hour | NEW**

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*Replacement for retiring courses: Combat Handcuffing*

Law enforcement officers must know when and how to use restraints, considering factors such as the subject's cooperation, special circumstances, the type of restraint, and agency policies. This interactive online course reviews essential procedures for using various law enforcement restraint devices. The legal liabilities and thorough documentation of restraint use are critical components of proper restraint application. Officers should only use approved restraints and techniques to avoid potential death, injury, or legal liabilities.

### **Risk Mitigation on Traffic Stops (746357) | 1-hour | NEW**

*Replacement for retiring courses: Danger on Traffic Stops*

An officer's most common and dangerous public contact is through the traffic stop. Law enforcement officers know that there are no "routine" traffic stops, as each stop encompasses unidentified risks through every vehicle, bicycle, or pedestrian contact. A variety of reasons exist for law enforcement officers to stop a vehicle, but the most common is a traffic code violation. This interactive online course aims to educate officers on mitigating risks during traffic stops using statistical analysis and discussing various traffic stop tactics.

### **Traffic Stops and Racial Profiling (726912) | 1-hour | NEW**

*Replacement for retiring courses: Traffic Stops and Racial Profiling Module #1, Traffic Stops and Racial Profiling Module #2, Traffic Stops and Racial Profiling Module #3*

With approximately 50,000 traffic stops occurring daily, these interactions are significant for public safety and crime prevention. While most traffic stops are viewed favorably by the public, unprofessional conduct and racial profiling remain concerns. This interactive online course delves into the critical aspects of traffic enforcement by law enforcement in the United States, focusing on the human factors and the implications of racial profiling during traffic stops. This course aims to educate participants on the importance of fair and professional traffic enforcement, highlighting the need for transparency and training to reduce racial disparities.

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## **Professional Security**

### **Law Enforcement Medical Emergency Aid (801573) | 1-hour | NEW**

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## **OSHA & Compliance**

### **Confined Space Entry Awareness (2891161) | 0.35-hour | NEW**

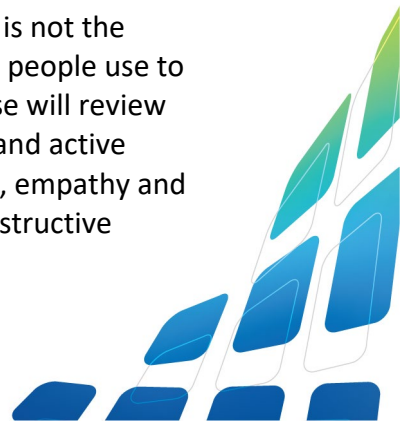
A confined space is defined as a work area which has all of the following characteristics: sufficient space for a person to fit within and perform work, limited means of entry and exit, and a design that was not intended for continuous worker occupancy. This course will provide general awareness on confined spaces, differentiate between a permit-required and non-permit required confined space, and describe the job roles and responsibilities involved in confined space entry.

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## **HR & Business Skills**

### **Leadership Development: Building Resilience and Effective Conflict Management (2891165) | 0.34-hour | NEW**

Do you know the qualities needed to become a good leader? Leadership is not the private reserve of a few charismatic people – it is a process that ordinary people use to bring out the best in themselves and others. This interactive online course will review effective verbal and written communication skills, relationship building, and active listening techniques. We will also discuss adapting communication styles, empathy and compassion in the workplace, as well as the importance of providing constructive feedback.



**Leadership Development: Communication and Emotional Intelligence (2891170) | 0.43-hour | NEW**

What does it mean to be a leader? In today's workplace, it means communicating effectively with your team, building trusting relationships using active listening techniques, showing empathy and compassion, and knowing how to give and receive constructive feedback. In this interactive online course, we discuss techniques for creating great leaders and important strategies to strengthen communication in your team.

**Leadership Development: Strategic Thinking and Problem Solving (2891166) | 0.3-hour | NEW**

If you are a leader or an aspiring leader, strategic thinking and problem-solving are critical skills that will help you make well-informed daily decisions for your team. This interactive online course will equip you with essential skills to think analytically and creatively. We will explore effective decision-making processes and techniques to help you be prepared to lead purposefully, adapt to change, and inspire your team to achieve meaningful objectives.

**Motivational Ethics (2891164) | 1.75-hour | NEW**

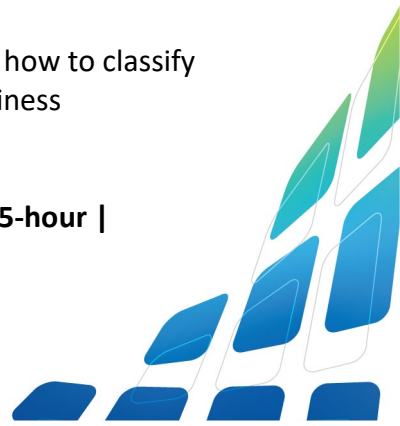
A lot of “good” people find themselves getting fired, or even getting arrested, and have to ask, “How did I end up here?” You likely didn’t wake up today and make a conscious decision to NOT steal a car or rob a bank. However, you already have made thousands of choices, and those choices will have an inevitable impact on your life, and the lives of others. This course shows how to recognize and understand HOW to be trustworthy, reliable, and honest in your professional and personal life. What determines your future has everything to do with the choices you make. Understanding ethics can do more than help you decipher what is right or wrong. If you understand and apply the laws of ethics, then you can consciously make decisions that will inevitably lead you to become very successful.

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## Cybersecurity

**Cybersecurity Awareness for Employees: Classifying and Safeguarding Data for Corporate and Personal Use (955606) | 0.5-hour | UPDATED**

This course highlights the importance of data protection by teaching employees how to classify and safeguard sensitive information, ensuring the security of personal data, business operations, and customer trust.

**Cybersecurity Awareness for Employees: End-User Best Practices (955395) | 0.5-hour | UPDATED**





We live in a busy, busy world. When it is so easy to connect to the internet and access vast amounts of information, it is easy to forget the dangers that lie in wait. From hotspots to password management, this interactive online course will walk you through end-user best practices. We will also discuss the importance of administrative rights, define types of physical attacks against privacy, and recommend ways to protect against malwares and viruses.

**Cybersecurity Awareness for Employees: Security Awareness Essentials (955414) | 0.5-hour | [UPDATED](#)**

In our digital world today, attackers seem to be lurking behind every click of the mouse or tap on the screen. Many people forget that they are the keepers of their own security safety and the security safety of the institutions for which they are employed. In this interactive online course, we learn about the who, what, how, and why of security attacks. We discuss the potential losses associated with a successful security breaches by hackers and will understand the different way in which those security breaches can occur. Finally, we cover important actions you can take within your organization to limit security risks.

**Cybersecurity Awareness for Employees: Social Engineering (955200) | 0.5-hour | [UPDATED](#)**

Social engineering is the art of extorting information from employees that can assist a hacker to breach the security of an organization and can be done by a human or it can be done digitally. In this interactive online course we will define phishing and identify common features, examples, and how to avoid phishing scams. We will also discuss identity theft and how to protect against it.

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**EDU**

**Due to judicial ruling on 1/9/2025, the 2024 Federal Title IX changes have been vacated. Consistent with the court's order, the 2024 Title IX regulations and these resources are not effective in any jurisdiction. Vector has reverted these titles to our previous version that is consistent with Title IX regulations through 2020 updates. The 2024 update release is no longer available to customers.**

**~~Title IX and Sexual Misconduct for K-12 (751056) | 1 hour | [UPDATED](#)~~**

~~This course will help you develop the expertise needed to fulfill the requirements of Title IX in a K through 12 setting, and recognize what actions are required of K through 12 schools and their employees. It is our goal that by taking this course you will better understand your role in making schools a safe place for everyone—free of harassment and discrimination—through compliance with Title IX requirements.~~

**~~Title IX in Higher Education: Sexual Misconduct (851069) | 1 hour | [UPDATED](#)~~**





~~Sexual harassment is a significant issue not only in workplaces but also on university and college campuses, where specific policies and laws are in place to prevent it. Understanding sexual misconduct and knowing how to act upon encountering it are essential for these safeguards to be effective.~~

~~This course aims to educate faculty, administrators, and support staff about Title IX provisions related to sexual discrimination, harassment, misconduct, and assault. It will define sexual misconduct, provide examples, and demonstrate how to implement policies and procedures to ensure compliance with Title IX and relevant laws.~~

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## November

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### EMS

#### **Back Injury Prevention (EMS – 2755652 CAPCE - 2755653) | 1-hour | UPDATED**

Replacement for retiring courses: EMS Back Injury Prevention, CAPCE Back Injury Prevention

Providing emergency medical care comes with many challenges, often leading to excessive strain on providers' bodies. Patients present in various sizes and positions, sometimes requiring immediate adjustments for emergency interventions. Developing a strategy with provider safety as the priority is crucial, as improper moves or lifts can result in long-term consequences. This interactive online course reviews data on back injuries, how they occur, and prevention strategies, including exercises, posture, lifting techniques, and ergonomic considerations.

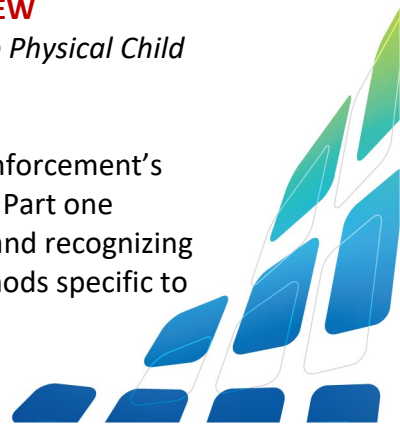
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### Law Enforcement

#### **Crimes Against Children Part 1 (2725150) | IADLEST NCP certified | 1-hour | NEW**

*Replacement for retiring courses: Crimes Against Children, Responding to Physical Child Abuse*

This two-part course explores crimes against children, focusing on law enforcement's role and collaboration with other agencies involved in child victim cases. Part one emphasizes the history of child abuse, defining what constitutes abuse, and recognizing its signs. Part two covers interviewing techniques and investigation methods specific to







crimes against children, addressing challenges and providing guidelines for effectively handling these cases. You will learn strategies for interacting with child victims to achieve successful prosecution.

**Crimes Against Children Part 2 (2725152) | IADLEST NCP certified | 1-hour | **NEW****

*Replacement for retiring courses: Crimes Against Children, Responding to Physical Child Abuse*

This two-part course explores crimes against children, focusing on law enforcement's role and collaboration with other agencies involved in child victim cases. Part one emphasizes the history of child abuse, defining what constitutes abuse, and recognizing its signs. Part two covers interviewing techniques and investigation methods specific to crimes against children, addressing challenges and providing guidelines for effectively handling these cases. You will learn strategies for interacting with child victims to achieve successful prosecution.

**Identifying and Understanding a Mental Health Crisis (751340) | IADLEST NCP certified | 1-hour | **NEW****

*Replacement for retiring courses: Mentally Ill Crisis Intervention*

It is essential for every officer to be knowledgeable about mental health issues, the symptoms of common mental health diagnoses, and how to interact with people exhibiting those symptoms. This interactive online course discusses mental health with an emphasis on information that patrol officers can use to recognize and identify individuals with mental health issues or those in a mental health crisis. This course reviews common mental health conditions, the symptoms of those conditions, and available resources. You will learn how to identify a person in a mental health crisis and understand the resources available for those with mental health issues.

**Understanding Hate Crimes (2724345) | IADLEST NCP certified | 1-hour | **NEW****

*Replacement for retiring courses: Understanding Hate Crimes*

The economic and political climates in the United States have historically contributed to a rise in violent activity by extremist groups and an increase in hate crimes. Hate crimes target individuals based on race, gender, religion, sexuality, or political affiliations, while extremist groups often carry out violent attacks against government entities and law enforcement officers. This interactive online course aims to equip law enforcement officers with the knowledge to understand extremist ideologies, recognize signs of extremist activities, and respond appropriately to hate crimes.

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**OSHA & Compliance**

**Anhydrous Ammonia Awareness | 0.32-hour | **NEW****





Anhydrous ammonia is a chemical compound composed of nitrogen and hydrogen that has been liquefied and compressed into a gas. It is used as fertilizer, in power plants, and as a refrigerant. This course describes what anhydrous ammonia is and how it is used in general industry. This course also discusses the permissible exposure limits of anhydrous ammonia, the personal protective equipment that should be worn when working with or around anhydrous ammonia, handling precautions, as well as emergency response procedures.

### **Heat Stress Symptoms and Prevention | 0.33-hour | NEW**

Heat stress can take a number of different forms, including heat rash, heat cramps, heat syncope (fainting), heat exhaustion, and heat stroke. Each of these conditions has its own signs, symptoms, and treatments. This course will help you to recognize each condition, and to know which ones require simple corrective actions, like taking a break, and which ones may require a trip to the hospital.

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## **HR & Business Skills**

### **Strategies for Success in a Hybrid Workplace | 0.25-hour | NEW**

Explore effective strategies for thriving in the evolving landscape of hybrid workplaces. As organizations embrace the combination of remote work and in-person office presence, gain insights into the advantages of this model for both employees and employers. Discover how flexibility, increased talent acquisition, enhanced productivity, reduced expenses, and improved business continuity contribute to the sustainability and success of hybrid workplaces. Learn key practices, from creating dedicated workspaces and maintaining routines to setting goals, engaging proactively, prioritizing communication, and embracing technology, that empower individuals to excel in this dynamic work environment.

### **Successfully Managing Remote and On-Site Teams | 0.25-hour | NEW**

Explore the dynamics of successfully managing remote and on-site teams in today's evolving work landscape. Discover the benefits of a hybrid workplace, effective management strategies, and the importance of clear communication, social connections, training, and continuous assessment. Gain the skills to navigate the challenges of managing hybrid teams and create a productive and inclusive work environment.

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## **Office Productivity**





### **Brain Bites - Microsoft Loop | 0.63-hour | NEW**

Learn how using Microsoft Loop can enhance your team's communication, collaboration, and productivity. Are you interested in learning a new way to collaborate? Loop gives you the ability to share small pieces of content in a new format that is portable and easy to use. We'll show you how to navigate the Loop app, create sharable components, build and format pages, and develop and manage the workspaces your team needs for the organization of ideas, tasks, and specific projects. You'll learn how to access ready Loop components such as task lists and voting tables as well as page templates available for team decision making, brainstorming, meeting notes, and other uses that facilitate collaboration. You'll also learn how you can use Loop components in Teams, Outlook, Word for the Web, and in Whiteboard, enabling your team's work to be synchronized across multiple apps in real time.

### **What is Artificial Intelligence | 0.5-hour | NEW**

Explore the foundational concepts and diverse applications of Artificial Intelligence (AI) as it expands across fields and industries. This course covers the distinctions between Narrow AI and General AI, highlighting AI's role in tasks from voice recognition to complex problem-solving. Learners will examine machine learning techniques such as supervised, unsupervised, and reinforcement learning and explore the application of Artificial Intelligence in fields like healthcare and finance. Reflect on the ethical concerns surrounding AI, including bias and privacy issues and examine AI's potential for innovation and its impact on the evolving landscape of modern technology.

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## **October**

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### **EMS**

#### **Child Abuse: An EMS Professional's Roles and Responsibilities (EMS - 861506 CAPCE - 655155) | 1-hour | UPDATED**

Despite extensive training in various medical emergencies, child abuse recognition is often underemphasized. This interactive online course aims to fill that gap by equipping EMS personnel with the knowledge to identify and respond to child abuse, which is linked to severe long-term health issues. This course serves as a primer for EMS professionals on recognizing, reporting, and addressing child abuse. By understanding





child abuse patterns, appropriate responses, and reporting procedures, EMS professionals can play a crucial role in mitigating abuse and its long-term consequences.

### **Prehospital Pharmacology and Drug Administration (EMS – 2714835 CAPCE - 2743769) | 1-hour | **UPDATED****

Replacement for retiring courses: CAPCE Pharmacology & Drug Administration, EMS Pharmacology & Drug Administration, EMS Pharmacology, CAPCE Pharmacology

Pharmacology is an integral part of what an EMS clinician needs to know to be effective in the field. Administering the proper medications can greatly improve patient outcomes, but there are inherent risks, as inappropriate administration can cause harm or even death. A comprehensive understanding of prehospital pharmacology is essential for safe and effective treatment. This interactive online course introduces medications commonly used in the prehospital environment and covers legal considerations, the Six Rights of Medication Administration, routes of administration, special considerations, and various drug profiles.

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## **HR**

### **Adult Learning (2837110) | 0.25-hour | **NEW****

People learn in a variety of different ways. That is why it is critical to understand the basics of adult learning when training people at work. This course explains how people learn and lists specific principles of adult learning. It also covers different learning styles and the importance of active learning, explains how information is stored in and later retrieved from the brain, and gives tips for aiding that process.

### **Brain Bites - Sharing a Workspace (2837111) | 0.25-hour | **NEW****

Learn to safely share a workspace to keep you and your coworkers healthy. The spread of COVID-19 led many offices to institute new rules and guidelines. This type of event underscores the importance of a clean environment in which employees are considerate about sharing space. By the end of this course, you will feel confident about sharing a workspace effectively to keep you and your coworkers healthy and safe.

### **Change Management (2837113) | 0.5-hour | **NEW****

Change is a constant in today's world. Business organizations are continually looking to improve performance by upgrading equipment, changing the organizational structure or job roles, or implementing new processes or procedures. The success of any change depends greatly on employees embracing the change. This course discusses several skills and tools necessary for supervisors to lead successful changes.



**Communication Skills for Supervisors (2837114) | 0.5-hour | NEW**

Communication skills are frequently cited as the most important skills for supervisors. To be an effective supervisor, you must be able to communicate with all levels of the organization. Poor communication can have many negative consequences, such as poor performance due to lack of alignment on expectations, and conflicts between individuals. This module will cover some essential skills for communicating effectively, with a focus on communicating with your subordinates.

**Co-worker Coaching (2837116) | 0.15-hour | NEW**

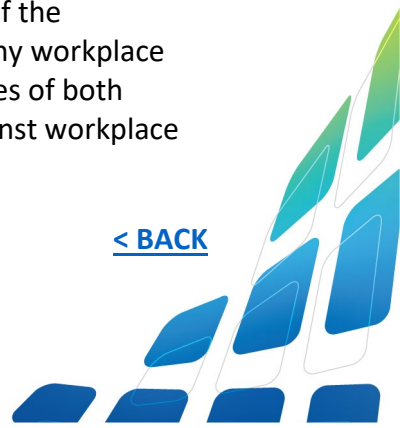
Error is an innate part of all human activity. Error reduction tools enhance the ability to minimize errors, reduce frequency of errors, and reduce severity of errors. In this activity, you will explore the Co-worker Coaching human performance tool and discover its guiding purpose of positive control and its impact on performance in the workplace.

**Interviewing the Right Way (2837117) | 0.5-hour | NEW**

There is nothing more important in the hiring process than the interview. The interview is an exchange of information between the candidate and the interviewer. It provides the candidate with the opportunity to sell him/herself, and management with the opportunity to sell the position and the organization. The importance of selecting the BEST person for a position cannot be over emphasized. The interview provides an opportunity for you to brand your company in the eyes of the potential employee, and to determine if the candidate is the right fit. The interview is a crucial process, that if done correctly, will ultimately help move your business forward. But if done incorrectly, could be very damaging to your company. This interactive, online course will discuss the employment interview. It will cover the different types of interviews, and planning strategies to help you conduct successful interviews. This course will illustrate steps for conducting an interview, and provide examples of types of evaluations to use so you can choose the best person for the position.

**Workplace Violence (HR/OSHA – 172 Water - 1311) | 1-hour | UPDATED**

Workplace violence encompasses acts or threats of physical violence, intimidation, harassment, and other disruptive behaviors at the workplace. This includes everything from verbal abuse to physical assaults and even murder, affecting up to 23% of the global workforce. Employers are mandated by the General Duty Clause of the Occupational Safety and Health Act (OSH Act) to ensure a safe and healthy workplace for all employees. This interactive online course covers the responsibilities of both employers and employees in identifying, preventing, and protecting against workplace violence.

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## Water & Wastewater

### **Workplace Violence (HR/OSHA – 172 Water - 1311) | 1-hour | [UPDATED](#)**

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## September

### EMS

### **Assessment and Treatment of Submersion Injuries (EMS – 2717642 CAPCE - 2717652) | 1-hour | [UPDATED](#)**

Replacement for retiring courses: EMS Assessment and Treatment of Submersion Injuries (861468), CAPCE Assessment and Treatment of Submersion Injuries (655118)

This interactive online course provides essential knowledge for pre-hospital care personnel on the assessment and treatment of submersion injuries, which are a major cause of accidental death globally, especially in children. You will learn the latest science and evidence-based guidelines, following current NHTSA standards, to reduce mortality and morbidity associated with drowning incidents. The course covers definitions and classifications of drowning, the pathophysiology of drowning and submersion injuries, and modern prevention methods. By the end of this course, you will be able to identify factors leading to drowning, apply effective treatment and prevention strategies, and mitigate personal risk during rescue operations. (CAPCE CEH Category Basic/Advanced)

### **Geriatric Assessment Challenges (EMS – 861483 CAPCE - 655134) | 1-hour | [UPDATED](#)**

Every EMS encounter begins with an assessment, and certain populations, such as geriatrics, require specific strategies due to underlying challenges. While it is important to consider potential challenges like hearing impairments and chronic health conditions, assumptions based solely on age can lead to inadequate assessments and poor patient outcomes. This interactive online course is designed to address the physical, environmental, and mental health challenges that often complicate the assessment of geriatric patients, along with techniques and communication strategies to improve







interactions and outcomes. By discussing the challenges and techniques of geriatric assessment, this course aims to enhance the skills necessary for more effective and positive patient encounters. (CAPCE CEH Category - Basic/Advanced)

### **Infectious Disease Control (EMS – 2721953 CAPCE - 2721955) | 1-hour | [UPDATED](#)**

Replacement for retiring courses: 1105 - EMS Infectious Disease Control  
6105 - CAPCE Infectious Disease Control

This interactive online course addresses the inevitable exposure to infectious diseases EMS providers face, from basic first aid to inserting an IV catheter, focusing on bloodborne pathogens like HBV, HCV, and HIV. You will learn to recognize, prevent, and protect against the spread of these pathogens and viral hemorrhagic fevers through the proper use of PPE and understanding national standards. Additionally, the course covers preventing needlestick injuries, exposure therapies, and the role of EMS in public health initiatives to control infectious outbreaks. (CAPCE CEH Category - Basic/Advanced/Operational)

### **Medical, Ethical, and Legal Issues (2280) (EMS – 1589 CAPCE – 2280) | 1-hour | [UPDATED](#)**

A guiding principle in emergency medical care is to first do no harm; acting in good faith and following local protocols and standards of care reduces the risk of legal action. This interactive online course addresses the ethical and legal issues that EMS clinicians encounter on the job, emphasizing the importance of awareness for the safety and wellbeing of both patients and providers. Recognizing these issues is crucial to preventing civil and criminal liabilities. This course covers key topics including scope of practice, standards of care, negligence, battery, consent, and documentation, and emphasizes the importance of seeking legal advice as protocols vary by state and county. (CAPCE CEH Category - Operational/Management)

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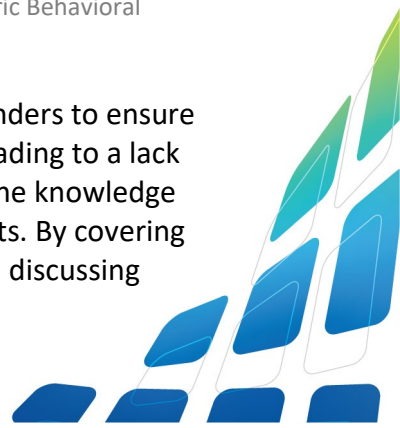
## **August**

### **EMS**

### **Geriatric Behavioral Emergencies (EMS – 2717836, CAPCE - 2717839) | 1-hour | [UPDATED](#)**

Replacement for retiring courses: EMS Geriatric Behavioral Emergencies, CAPCE Geriatric Behavioral Emergencies

Understanding geriatric behavioral emergencies is crucial for EMS responders to ensure that these incidents are not dismissed as normal age-related changes, leading to a lack of essential care. This interactive online course equips responders with the knowledge to recognize and properly treat behavioral emergencies in elderly patients. By covering the causes of behavioral changes, differentiating between disorders, and discussing





medical and legal considerations, the course prepares responders to manage these emergencies effectively. Techniques for assessing, calming, and treating geriatric patients with behavioral issues, including handling potentially suicidal or violent situations, are also emphasized.

### **Immunology and Immunological Emergencies (EMS – 2717706, CAPCE - 2717708) | 1-hour | [UPDATED](#)**

Replacement for retiring courses: EMS Immunology, CAPCE Immunology

This interactive online course offers a comprehensive overview of immunology, emphasizing the functions of the immune system and their critical role in health and disease. You will learn to recognize and manage immunodeficiency and infectious diseases, understand the mechanisms of immune responses, and address immune-related conditions like anaphylaxis and autoimmune disorders. The course will cover the distinction between various pathogens, the anatomy involved in immune function, and the implications for treatment and safety in prehospital care. By the end, you will be equipped to identify immune-related symptoms and make informed treatment decisions.

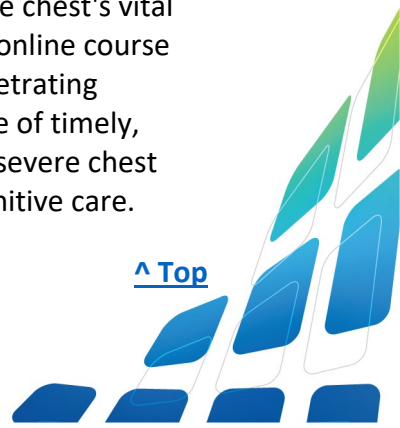
### **Pharmacology Special Considerations (EMS – 2675809, CAPCE - 2675810) | 1-hour | [UPDATED](#)**

Understanding the nuances of medication administration across diverse patient demographics is paramount. Special populations, including pediatric, geriatric, and obstetric patients, present unique challenges due to their distinctive physiological and anatomical characteristics. This interactive online course delves into the intricacies of medication administration for special patient populations, including pediatric, geriatric, and obstetrical patients. You will explore the critical anatomical and physiological differences that influence pharmacokinetics and pharmacodynamics in these groups, enabling them to adjust medication dosing, administration, and monitoring effectively. By understanding the complexities of drug administration in special populations and developing communication strategies for discussing medication management with patients and caregivers, you will enhance your ability to ensure safe and effective treatment outcomes while considering legal and ethical considerations in pharmacology.

### **Thoracic Emergencies (EMS – 1611476, CAPCE - 1611478) | 1-hour | [UPDATED](#)**

Understanding thoracic injuries is crucial for EMS professionals due to the chest's vital organs and the potential for life-threatening conditions. This interactive online course delves into the mechanisms, signs, and symptoms of both blunt and penetrating thoracic injuries, emphasizing their high fatality rates and the importance of timely, effective treatment. You will learn to identify and manage common and severe chest injuries, improving your ability to deliver the traumatized patient to definitive care.

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July

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**Fire**

**High-Rise Safety Inspection (2648081) | 1-hour | [UPDATED](#)**

Replacement for retiring course: 4802 - High Rise Fire and Life Safety Inspection

High-rise buildings pose a complex challenge for the safety inspector. The high-rise safety inspector must be knowledgeable and proficient at the application and interpretation of their local codes. This interactive online course provides a comprehensive exploration of high-rise buildings, covering their historical evolution, architectural elements, and safety considerations. You will gain insights into the unique challenges of high-rise fires, drawing lessons from past incidents and applying relevant portions of model codes such as the International Building Code® and the National Fire Protection Association's (NFPA) Standard 101®. By the course's conclusion, you will be equipped with the knowledge and skills necessary to conduct thorough safety inspections of high-rise structures, contributing to the prevention of tragedies and the promotion of occupant safety.

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**EMS**

**Hypothermia Assessment and Treatment | 1-hour | [UPDATED](#)**

Hypothermia is a medical illness that has impacted people's health for several centuries. Advancements in assessments, treatments, education, and technology have dramatically improved and now provide modern medical professionals with the ability to accurately and effectively treat patients diagnosed with a hypothermic condition. This interactive online course delves into the complexities of hypothermia and its various medical implications, providing a comprehensive understanding of terminology, historical context, and contemporary EMS practices. You will explore anatomy, physiology, pathophysiology, assessment techniques, treatment modalities, and transportation protocols relevant to hypothermia cases. By examining patient statistics and case studies from reputable agencies like the American Heart Association and the Centers for Disease Control and Prevention, you will gain valuable insights to enhance your problem-solving skills and confidence in managing hypothermic patients effectively.



**Pediatric Cardiac Emergencies | 1-hour | [UPDATED](#)**

Replacement for retiring course: \*CL-A419 -CAPCE Pediatric Cardiac Emergencies (Advanced), \*1841 - EMS Pediatric Cardiac Emergencies (Advanced), \*CL-B419 - CAPCE Pediatric Cardiac Emergencies (Basic), \*1885 - EMS Pediatric Cardiac Emergencies (Basic)

Children's hearts are structurally and physiologically different from adults, resulting in distinct presentations, risk factors, and treatment considerations. Rapid recognition and appropriate management of these time-sensitive conditions are crucial to improving outcomes and preventing devastating consequences. This interactive course delves into the intricacies of managing cardiac emergencies in the pediatric population. You will gain insights into the epidemiology, anatomical variations, and congenital cardiac defects affecting pediatric patients, enabling you to conduct comprehensive assessments and provide timely interventions. By the course's conclusion, you will be equipped with the knowledge and skills necessary to recognize, manage, and facilitate optimal care for pediatric cardiac emergencies in the prehospital setting, emphasizing the importance of effective communication and seamless transition of care.

**Prehospital Considerations for Burn Treatment (EMS – 2664004 CAPCE – 2676697) | 1-hour | [UPDATED](#)**

Replacement for retiring course: 1802 - EMS Emergency Care for Electrical Burns, CL-A200 - CAPCE Emergency Care for Electrical Burns, 1620 – EMS Pediatric Burns Advanced, 6620 - CAPCE Pediatric Burns Advanced

Burn care is a specialty that presents many difficulties for any age of the patient, but particularly for pediatric patients where weight ranges can easily change the necessary care. This interactive online course provides a comprehensive overview of prehospital considerations for burn treatment, catering to both BLS and ALS personnel. You will delve into the complexities of burn care, including pediatric patients, gaining insights into skin anatomy, burn depth assessment, and TBSA categorization. By the course's conclusion, you will be equipped to assess and treat burn injuries effectively in the field and hospital settings, with a focus on understanding mechanisms of injury and implementing appropriate interventions for pediatric emergencies.

[< BACK](#)**EDU****Title IX and Sexual Misconduct for K-12 (EDU) (751056) | 1-hour | [UPDATED](#)**

This course will help you develop the expertise needed to fulfill the requirements of Title IX in a K through 12 setting and recognize what actions are required of K through 12 schools and their employees. It is our goal that by taking this course you will better understand your role in making schools a safe place for everyone—free of harassment and discrimination—through compliance with Title IX requirements.





Course updates reflect the new Title IX rule effective August 1, 2024.

### **Title IX in Higher Education Sexual Misconduct (EDU) (851069) | 0.4-hour | [UPDATED](#)**

Sexual harassment is a significant issue not only in workplaces but also on university and college campuses, where specific policies and laws are in place to prevent it. Understanding sexual misconduct and knowing how to act upon encountering it are essential for these safeguards to be effective. This course aims to educate faculty, administrators, and support staff about Title IX provisions related to sexual discrimination, harassment, misconduct, and assault. It will define sexual misconduct, provide examples, and demonstrate how to implement policies and procedures to ensure compliance with Title IX and relevant laws.

Course updates reflect the new Title IX rule effective August 1, 2024.

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## **June**

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#### **[Fire](#)**

### **Effective Fire Inspections at Places of Assembly (2648076) | 1-hour | [UPDATED](#)**

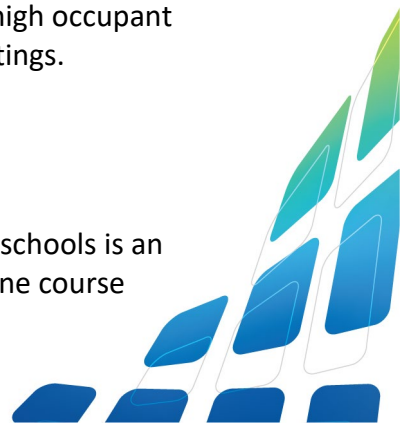
Replacement for retiring course: Assembly Occupancy and Life Safety Inspection

Fire inspections are an essential part of preventing and eliminating fire hazards in places of assembly. This interactive online course provides comprehensive insights into fire inspections, emphasizing their crucial role in preventing destructive fires and ensuring public safety. You will learn about the development of fire codes, modern standards, and the technical knowledge required to be an effective inspector. By the end of the course, you will be equipped to conduct thorough inspections, identify common and uncommon code violations, and differentiate between hazards that require immediate action and those that can be addressed within standard time frames. Additionally, the program will cover inspection challenges specific to assembly uses with high occupant capacity, offering guidance for effective inspection practices in these settings.

### **School Fire and Life Safety Inspection (2648080) | 1-hour | [UPDATED](#)**

Replacement for retiring course: School Fire and Life Safety Inspection

The prevention of fire and the rapid evacuation of children and adults in schools is an important and necessary concern for fire inspectors. This interactive online course





provides a comprehensive overview of fire inspection procedures and standards, with a specific focus on schools as critical community spaces. You will gain insights into the historical and contemporary factors influencing fire safety standards and regulations, including the impact of past fires and evolving behavioral safety standards. By the course's conclusion, you will be equipped to effectively communicate the historical and current impacts on fire codes, navigate the fire inspection process, identify common hazards in school settings, and develop corrective action statements in accordance with applicable NFPA codes.

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## EMS

### **Assessment, Treatment, and Transport of Morbidly Obese Patients (EMS - 861467 CAPCE - 655117) | 1-hour | [UPDATED](#)**

Replacement for retiring courses: EMS Assessment, Treatment and Transport of Morbidly Obese Patients (Advanced), CAPCE Assessment, Treatment and Transport of Morbidly Obese Patients (Advanced)

More than 2 in 5 adults in the US have obesity. This interactive online course delves into the complex issue of obesity, focusing particularly on morbid obesity and its implications for emergency medical services providers. You will learn to define terms like overweight, obese, and severely obese, understand the causes and health consequences of obesity, and explore assessment challenges and treatment strategies specific to obese and severely obese patients. Additionally, the course covers lifting, moving, and extrication complications associated with caring for these patients while emphasizing the importance of respecting their dignity and maintaining the standard of care.

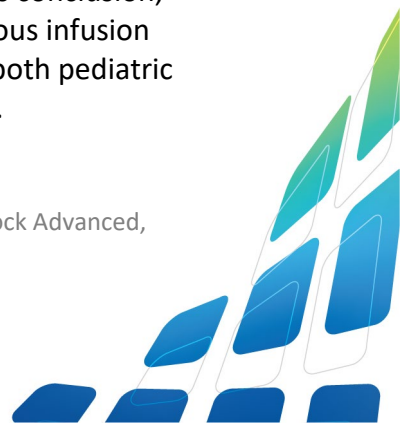
### **Intraosseous Infusion (EMS - 2668082 CAPCE - 2668085) | 1-hour | [UPDATED](#)**

Replacement for retiring courses: EMS Intraosseous Infusion Advanced, CAPCE Intraosseous Infusion Advanced

Intraosseous infusion (IO) is an advanced medical procedure that allows for medications, fluids, and blood products to be directly injected into the bone marrow space. This interactive online course delves into the critical skill of intraosseous infusion, a method of vascular access vital for administering fluids and medications when standard intravenous access is challenging or unavailable. You will gain a comprehensive understanding of the history, anatomy, indications, contraindications, complications, and equipment associated with intraosseous cannulation. By the course's conclusion, you will be proficient in recognizing when and how to perform intraosseous infusion effectively, making it an essential aspect of emergency medical care for both pediatric and adult patients, particularly in critical scenarios such as cardiac arrest.

### **Bleeding and Shock (EMS - 1611454 CAPCE - 1611459) | 1-hour | [UPDATED](#)**

Replacement for retiring courses: EMS Bleeding and Shock Basic, EMS Bleeding and Shock Advanced, CAPCE Bleeding and Shock Basic, CAPCE Bleeding and Shock Advanced







Time is critical when responding to patients suffering from blood loss or shock. This course focuses on the importance of the circulatory system in relation to blood loss and shock. You will learn how to identify and treat various forms of external and internal bleeding, as well as recognize the signs and symptoms of shock. The course covers the structures and functions of the circulatory system, how to take a blood pressure measurement, and the steps for controlling bleeding. Additionally, you will gain an understanding of the different forms of shock, the emergency medical care required, and the distinction between Basic Life Support (BLS) and Advanced Life Support (ALS) interventions.

### **Functional Approach to Physical Fitness (EMS - 2627864 CAPCE - 2627867) | 1-hour | **UPDATED****

Replacement for retiring courses: EMS Functional Approach to Physical Fitness for Emergency Responders, CAPCE Functional Approach to Physical Fitness for Emergency Responders

A recent study showed that, in one year alone, there were over 65,000 injuries to Fire and EMS personnel while on duty. This interactive online course delves into the critical importance of functional fitness for first responders, highlighting its role in injury prevention amidst the physically demanding nature of emergency response work. By exploring the distinction between functional training and traditional fitness regimens, you will gain insights into how to tailor exercise routines to better prepare for the practical challenges encountered on the job. Through demonstrations of core strengthening, flexibility exercises, and functional fitness techniques tailored to emergency responder tasks, attendees will emerge equipped with the knowledge and tools to enhance their physical preparedness for the rigors of duty, ultimately reducing the risk of line-of-duty injuries and fatalities.

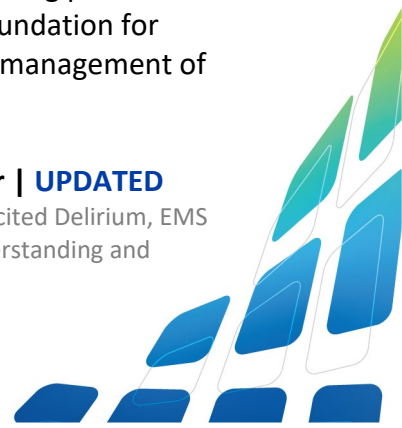
### **Patient Assessment (EMS - 2601856 CAPCE - 2601879) | 1-hour | **UPDATED****

Replacement for retiring courses: EMS Patient Assessment Basic (1790), EMS Patient Assessment Advanced, CAPCE Patient Assessment Basic (2210), CAPCE Patient Assessment Advanced

Emergency scenes can be calm or chaotic. Developing an efficient system for analyzing a scene and patient in the prehospital setting ensures critical issues are not overlooked. This interactive online course is designed to equip healthcare professionals with a structured and efficient method for patient assessment in prehospital settings. You will learn key components such as scene size-up, ensuring scene safety, forming a general patient impression, and mastering the crucial elements of airway, breathing, and circulation. The course covers primary and secondary assessments, gathering pertinent patient history, and ongoing assessments, providing a comprehensive foundation for making informed decisions in the field and contributing to the definitive management of patients in various healthcare settings.

### **Patient Restraint for EMS Providers (EMS - 2649585 CAPCE - 2659587) | 1-hour | **UPDATED****

Replacement for retiring courses: EMS Understanding and Restraining Patients with Excited Delirium, EMS Understanding and Restraining Patients with Excited Delirium (Advanced), CAPCE Understanding and





## Restraining Patients with Excited Delirium, CAPCE Understanding and Restraining Patients with Excited Delirium (Advanced)

EMS providers encounter patients who are combative or violent but require medical treatment and transportation. Frequently, these types of situations include a component of alcohol or substance, mental health issues, or some combination of those factors. This interactive online course delves into the complexities of patient restraint for EMS providers when encountering combative or violent patients requiring medical attention. Emphasizing the importance of empathy, composure, and careful decision-making, participants will learn about the various types of restraint, indications for their use, and ongoing care for restrained patients. Additionally, legal and ethical considerations surrounding patient restraint, including potential negative outcomes and liability issues, are explored to ensure patients' and providers' safety and well-being.

### **Pediatric Respiratory Emergencies: Upper and Lower Airway for the First Responder (EMS - 1318497 CAPCE - 1318498) | 1-hour | [UPDATED](#)**

Replacement for retiring courses: EMS Pediatric Respiratory Emergencies: Upper Airway for the EMT, EMS Pediatric Respiratory Emergencies: Upper Airway for the Paramedic (Advanced), EMS Pediatric Respiratory Emergencies: Lower Airway for the Paramedic (Advanced), CAPCE Pediatric Respiratory Emergencies: Upper Airway for the EMT, CAPCE Pediatric Respiratory Emergencies: Upper Airway for the Paramedic (Advanced), CAPCE Pediatric Respiratory Emergencies: Lower Airway for the Paramedic (Advanced)

Although pediatric patients typically make up only about ten percent of all EMS calls, breathing difficulty is a common chief complaint. This interactive online course delves into the complexities of pediatric respiratory emergencies, offering insights into their causes, pathophysiology, and management. You will learn to navigate the unique challenges posed by respiratory distress in pediatric patients, including the importance of accurate assessment and interpretation of caregiver input. By the end of the course, you will be equipped to identify primary causes of cardiac arrest in pediatric patients, explain respiratory distress pathophysiology, and describe the assessment and management of pediatric respiratory emergencies in both the upper and lower airways.

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May

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Fire

### **RT-130: Annual Wildland Fire Safety Refresher | 8-hours | [UPDATED](#)**





This Wildland Fire Safety Refresher course provides firefighters' the opportunity to review both the fundamentals of wildland firefighting and critical hazards and safety strategies in wildland operations. Wildland fires pose a risk both to communities and to the firefighters who work to protect them. This module provides an overview of recent issues and incidents in wildland firefighting and reviews the fundamentals of safety in wildland firefighting operations.

### **Understanding Discrimination and Harassment in Fire and EMS (2634686) | 1-hour | **NEW****

Discrimination and harassment have serious consequences for first responders as well as public safety and trust. Implicit biases and social norms perpetuate these behaviors as stereotypes subconsciously influence decision-making. This interactive online course addresses the critical issue of discrimination and harassment within Emergency Medical Services (EMS) and fire departments, recognizing the detrimental effects on team cohesion and individual well-being. You will gain a comprehensive understanding of various forms of discrimination, including systemic racism and microaggressions, along with their impact on workplace dynamics. Additionally, the course highlights the unique challenges faced by LGBTQIA+ individuals in these settings and provides strategies for creating an inclusive environment that fosters respect and equality for all personnel. Legal obligations and relevant laws are also discussed to guide Fire and EMS departments in preventing and addressing discrimination and harassment effectively.

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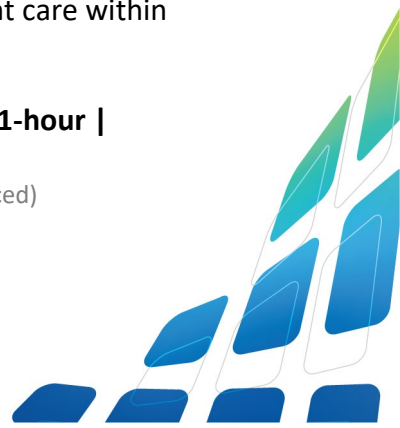
## **EMS**

### **Abdominal Trauma (EMS – 1575417 CAPCE – 1575424) | 1-hour | **UPDATED****

Abdominal trauma patients make up a significant number of prehospital emergencies. Care for a patient with abdominal trauma can range from simple interventions like keen observation, intravenous fluid maintenance, and transport to serious hemorrhage control, protecting eviscerated organs, and rapid transfer to advanced trauma centers. This interactive online course equips Basic Life Support (BLS) and Advanced Life Support (ALS) personnel with the necessary knowledge and skills to effectively manage abdominal trauma patients. The course delves into medical terminology, human anatomy, and physiology related to the abdominal and pelvic region. By the end of this course, you will be able to perform comprehensive assessments, identify injuries, and implement appropriate interventions, ultimately ensuring optimal patient care within your scope of practice.

### **Dementia: Overview, Assessment, and Care (EMS – 861487 CAPCE - 655139) | 1-hour | **UPDATED****

Replacement for retiring courses: EMS Dementia (Advanced), CAPCE Dementia (Advanced)





Dementia is not actually a specific disease. It is a collection of symptoms and can be caused by a number of disorders that affect the brain. The true incidence of dementia is not known because many patients with early dementia avoid medical assessment and cover their symptoms well. Additionally, early behaviors or memory loss may be considered normal for aging or due to other conditions. This interactive online course provides comprehensive insights into dementia, covering its definition, symptoms, prevalence, and impact on daily life. You will gain an understanding of the various types of dementia and conditions that may mimic its symptoms, equipping you with the knowledge needed for accurate diagnosis and effective management. Additionally, the course explores techniques for assessing and caring for dementia patients, including medication management strategies, ensuring that you are well-prepared to provide optimal support to this vulnerable population.

### **Mental Health for Emergency Responders (EMS – 2604694 CAPCE - 2604697) | 1-hour | UPDATED**

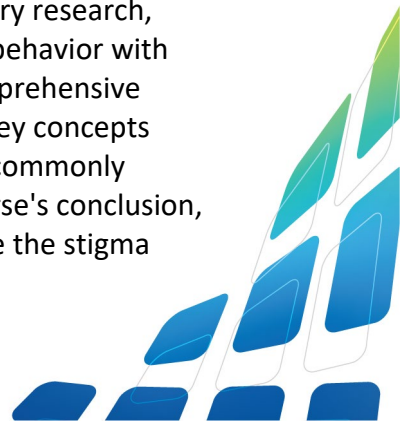
Replacement for retiring courses: EMS Mental Health for Emergency Responders, CAPCE Mental Health for Emergency Responders

Emergency responders work at a high level of uncertainty, a high potential for interpersonal tension, and a high frequency of seeing human tragedy. All of these are stressors that can take a toll on your mental health. This interactive online course provides a realistic exploration of life as an EMS provider, challenging the common media portrayal of constant heroic and adrenaline-filled events. You will dive into the beliefs and stereotypes surrounding EMS providers that may hinder them from seeking necessary support, along with strategies to change or reframe these beliefs. The course also addresses the signs and symptoms of stress in EMS providers, offering resources and methods to protect mental health and obtain help when needed. By the course's conclusion, you will be equipped to navigate the unique aspects of an EMS career and foster a supportive workplace culture.

### **Myths and Realities of Drug-Seeking Behavior (EMS – 2598114 CAPCE - 2598876) | 1-hour | UPDATED**

Replacement for retiring courses: 1807 - EMS Myths and Realities of Drug Seeking Behavior (Advanced), CAPCE Myths and Realities of Drug Seeking Behavior (Advanced), EMS Myths and Realities of Drug Seeking Behavior (Basic), CAPCE Myths and Realities of Drug Seeking Behavior (Basic)

The motivations behind drug-seeking behavior are intricate, arising from an interplay of biological, psychological, and social factors. This interactive online course aims to dispel common myths surrounding drug-seeking behavior through contemporary research, empowering EMS providers to assess and treat patients exhibiting such behavior with compassion and non-judgmental care. In this course, you will gain a comprehensive understanding of substance use disorders and drug-seeking behaviors. Key concepts such as drug dependence, tolerance, and addiction will be defined, and commonly abused medications sought by drug seekers will be explored. By the course's conclusion, you will be well-equipped to navigate challenging encounters and reduce the stigma associated with drug-seeking behavior in the prehospital setting.





## **Opioid Overdose & Naloxone Administration (EMS – 1393590 CAPCE - 1393595) | 1-hour | **UPDATED****

Opioid overdose is on the rise in the US. The CDC estimates that 130 people in the US die every day from an opioid overdose. This interactive online course provides essential knowledge to address the opioid epidemic, a critical public health crisis. The course covers the development of the opioid epidemic, identification of common opioid drugs, understanding their effects, and recognizing signs of opioid overdose. It also delves into the indications, mechanism of action, and administration of naloxone for treating opioid overdose and how to manage naloxone administration alongside other interventions. As opioid overdoses continue to pose a life-threatening emergency, EMS providers should be well-equipped to respond effectively and save lives by the end of this course.

## **Patient Lifting, Moving and Transport (EMS – 2610066 CAPCE - 2610070) | 1-hour | **UPDATED****

Replacement for retiring courses: 1457 - EMS Patient Lifting, Moving and Transportation, CAPCE Patient Lifting, Moving and Transportation, EMS Safe Transportation of the Pediatric Patient, CAPCE Safe Transportation of the Pediatric Patient

A 2018 study done by NIOSH showed that more than 28% of injured EMS workers were injured while transferring, carrying, or lifting a patient. This interactive online course addresses the increasing demands and challenges faced by EMS personnel in responding to emergency calls and providing patient care. With a focus on patient lifting, moving, and transportation, the course emphasizes the need for continuous training in these critical areas. You will learn about scene safety considerations, standard precautions, and PPE recommendations. The course delves into hazards associated with patient handling, identifies various assistive devices and equipment, and provides essential principles and safety considerations for lifting, moving, and transporting patients. By the course's conclusion, you will be equipped with the knowledge and skills to navigate complex patient lifts and moves, ensuring consistent and successful outcomes in every patient encounter.

## **Shock and Shock Management (EMS – 2596673 CAPCE - 2596873) | 1-hour | **UPDATED****

Replacement for retiring courses: EMS Shock and Shock Management, CAPCE Shock and Shock Management

Shock is a crucial concept in healthcare and understanding the patient's health. Shock is a true emergency and, simply put, is the process of dying. This online interactive course delves into the critical concept of shock in healthcare. You will gain a comprehensive understanding of how the body utilizes and transports oxygen to cells, exploring compensatory mechanisms designed to address oxygen delivery issues. By identifying the stages and types of shock, assessing patients for shock, and developing treatment plans, you will be well-equipped to anticipate the clinical progression of shock and effectively manage this life-threatening condition.





## **Understanding Discrimination and Harassment in Fire and EMS (EMS – 2634797 CAPCE - 2634800) | 1-hour | **NEW****

Discrimination and harassment have serious consequences for first responders as well as public safety and trust. Implicit biases and social norms perpetuate these behaviors as stereotypes subconsciously influence decision-making. This interactive online course addresses the critical issue of discrimination and harassment within Emergency Medical Services (EMS) and fire departments, recognizing the detrimental effects on team cohesion and individual well-being. You will gain a comprehensive understanding of various forms of discrimination, including systemic racism and microaggressions, along with their impact on workplace dynamics. Additionally, the course highlights the unique challenges faced by LGBTQIA+ individuals in these settings and provides strategies for creating an inclusive environment that fosters respect and equality for all personnel. Legal obligations and relevant laws are also discussed to guide Fire and EMS departments in preventing and addressing discrimination and harassment effectively.

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**April**

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### **EMS**

#### **Basic Airway Skills and Adjuncts (EMS - 2547253 CAPCE - 2547254) | 1-hour | **NEW****

Replacement for retiring courses: EMS Airway Management (Basic), CAPCE Airway Management (Basic), EMS Airway Management Advanced, EMS Airway Management Advanced (2 hours), CAPCE Airway Management Advanced, EMS Suctioning the Patient Airway, CAPCE Suctioning the Patient Airway.

First responders need to know how to manage a patient's airway, no matter what level of training they have. This interactive online course provides comprehensive training for first responders in managing patient airways. Focusing on airway physiology, oxygenation principles, and assessment skills, you will learn to swiftly identify and address airway issues, distinguishing between ventilation and oxygenation problems. By delving into airway anatomy, basic adjuncts, suctioning techniques, and supraglottic airway devices, you will gain the expertise needed to rapidly secure and maintain a patent airway, ensuring proper oxygenation for patients in critical situations.

#### **Crime Scene Awareness (EMS – 2554190 CAPCE - 2554192) | 1-hour | **UPDATED****

Replacement for retiring courses: EMS Crime Scene Awareness, CAPCE Crime Scene Awareness.

Do you know what to do when arriving at a crime scene? When responding to incidents involving criminal acts, your first priority is personal safety and scene security. This

4890 West Kennedy Blvd. Suite 300 Tampa, Florida 33609







interactive online course covers crime scene awareness, including navigation, evidence preservation, and personal safety. You will learn how to seamlessly integrate your medical knowledge with criminal investigation principles, all while adhering to the EMS principle of "do no further harm."

### **Detailed Physical Exam | 1-hour | [UPDATED](#)**

Trauma is one of the leading causes of death in the United States for individuals under age 50. This interactive online course provides comprehensive training on performing a detailed physical exam, a crucial component of patient care, especially for trauma cases. The course emphasizes the need for a methodical approach to discovering injuries beneath the surface. You will learn the general principles and specific steps of the detailed head-to-toe physical exam, understand the importance of DCAP-BTLS in assessing medical and traumatic injuries, and grasp how a rapid trauma assessment can aid in identifying life threats. The course also covers reporting procedures, treatment strategies, and considerations for mass-casualty incidents, empowering you to enhance patient outcomes through efficient and thorough assessments.

### **Pediatric Airway Management | 1-hour | [UPDATED](#)**

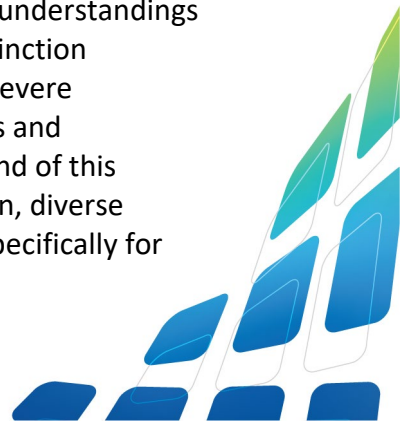
Replacement for retiring courses: EMS Pediatric Airway Management Advanced, CAPCE Pediatric Airway Management Advanced.

Airway management is one of the most critical skills in the prehospital environment. This interactive online course focuses on the critical management of pediatric breathing emergencies, offering insights into pediatric airway anatomy, management tools, and advanced techniques like endotracheal intubation. With a comprehensive review of airway devices, including their advantages and disadvantages, you will gain the confidence and skills needed to effectively assess and manage pediatric patients experiencing respiratory distress. By exploring capnography and pulse oximetry applications in pediatric assessment, you will be better equipped to handle the complexities of pediatric airway management scenarios.

### **Pediatric Fever (EMS – 2543143 CAPCE - 2543145) | 1-hour | [UPDATED](#)**

Replacement for retiring courses: EMS Pediatric Fever for the EMT, CAPCE Pediatric Fever for the EMT, EMS Pediatric Fever for the Paramedic (Advanced), CAPCE Pediatric Fever for the Paramedic.

As many as 30% of pediatric emergency department visits are for evaluation of fever-related illnesses. This course navigates the complex landscape of fever in pediatric patients, discussing the historical misconceptions and contemporary misunderstandings surrounding this common yet concerning condition. Highlighting the distinction between fever as a benign symptom and its potential as an indicator of severe underlying issues like meningitis, the course equips participants to assess and differentiate causes of fever in neonates and pediatric patients. By the end of this course, you will have a comprehensive understanding of fever's definition, diverse causes, assessment techniques, and treatment considerations tailored specifically for





pediatric patients, empowering them to approach this condition with confidence and precision.

### **Special Needs Patients (EMS- 1336489 CAPCE - 1336492) | 1-hour | [UPDATED](#)**

About 1 in 4 adults in the US have some type of disability. 1 in 5 children meet the definition of “children with special health care needs.” As a result, responding to a call involving someone with special needs is very likely. This interactive online course provides essential knowledge for first responders encountering patients with special needs, including various chronic conditions and their associated challenges. This course focuses on defining these needs, understanding their pathophysiologies, and reviewing out-of-hospital care and equipment encountered during responses. You will gain insights into prehospital assessment strategies, identify common medical equipment, and explore tailored treatment considerations, empowering them to effectively navigate and address the unique complexities of caring for special needs patients in emergency situations.

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## **Water**

### **Introduction to Pumps and Motors (2568947) | 1-hour | [UPDATED](#)**

Replacement for retiring courses: Water Industry Maintenance on Pumps, Motors, and Circuits; Water Industry Maintenance on Pumps, Motors, and Circuits – 30 minutes.

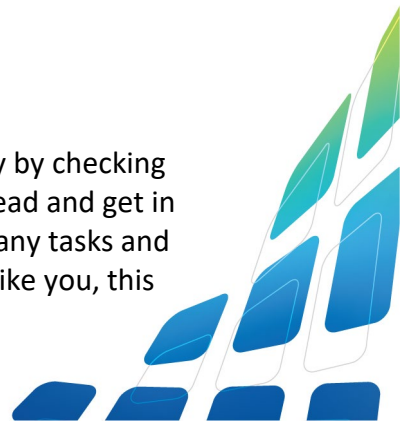
Pumps and motors are mainstays of the water industry as almost every water system has them. In a water operator’s career, either at a treatment plant or in distribution, pumps, and motors will be experienced and, in some cases, operated and maintained. This course introduces and provides general information on pumps and motors. The course is not intended to provide how to operate or maintain pumps, as these efforts require more details, knowledge, training, and experience than this course offers. Electrical and mechanical skills and abilities are needed, along with the safety proficiencies to work on pumps, which are outside of this course.

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## **HR**

### **The Science of Personal Productivity | 0.85-hours | [NEW](#)**

Exploring the power of the mind to get more done. Do you start your day by checking your email and then get stuck? Do you let one big task loom over your head and get in the way of your productivity? Do you find yourself saying “Yes” to too many tasks and then not having enough time to do anything well? If any of these sound like you, this





course from Dr. Rebecca Heiss will help you understand more about why we find ourselves in these situations, and teach you practical, science-based ways to be more productive at work or home.

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## March

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### Fire

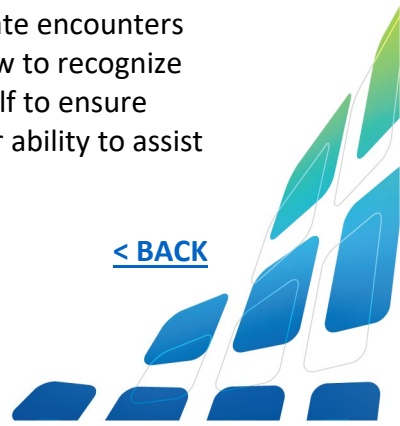
#### **Interactions with Individuals with Disabilities (2561620) | 1-hour | NEW**

People with disabilities may move, behave, or speak differently from what first responders may expect. This can result in first responders assuming that the person is intoxicated or uncooperative instead of considering if they may have a disability. This interactive online course will provide you with effective methods of engaging with individuals who have intellectual and/or developmental disabilities during emergency response situations. Addressing various disabilities such as autism spectrum disorder, ADHD, Down syndrome, and fetal alcohol spectrum disorder, this course offers insights into recognizing signs, understanding behaviors, and employing specialized approaches for these individuals. You will learn to navigate potential communication barriers, assess situations calmly, and tactically reposition yourself to ensure a non-threatening and appropriate response, enhancing your ability to serve the diverse needs of individuals with disabilities.

#### **Understanding Autism Spectrum Disorder for First Responders (2568550) | 1-hour | NEW**

In the US, it is estimated that 1 in 36 children have autism and 1 in 45 adults have autism. This interactive online course is designed to equip first responders with crucial insights into Autism Spectrum Disorder (ASD) to facilitate safer and more effective interactions. The course focuses on identifying ASD traits, understanding associated mental and physical issues that may coexist, and addressing potential difficulties in communication and behavior. It provides tools and approaches to navigate encounters with individuals with ASD in various public safety roles. You will learn how to recognize signs of ASD, approach situations calmly, and tactically reposition yourself to ensure appropriate and non-threatening interactions, ultimately enhancing your ability to assist and support individuals with ASD in emergency situations.

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## EMS

### **Advanced Airways: Intubation and Beyond (EMS – 2547239 / CAPCE – 254724) | 1-hour | **UPDATED****

Every patient must have a patent airway to survive. As a result, airway management and ventilation are the most critical skills in the prehospital environment. This interactive online course is designed for advanced emergency responders, delving into advanced airway control in the prehospital setting. It explores a range of advanced procedures, from endotracheal intubation to surgical cricothyrotomy. You will gain a comprehensive understanding of when and how to employ these techniques, including indications, contraindications, advantages, disadvantages, and detailed procedural insights.

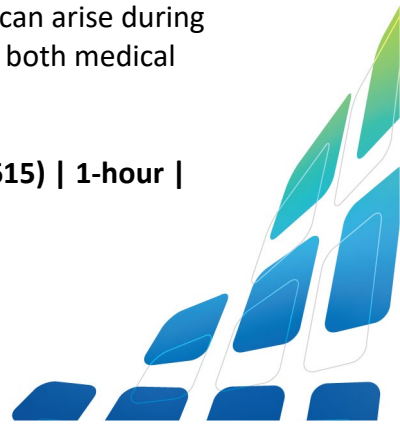
### **Endocrine System Emergencies (EMS – 2540914 / CAPCE – 2540916) | 1-hour | **UPDATED****

The endocrine system is responsible for regulating growth, development, and metabolism through hormone secretion. Issues with the endocrine system, including hormonal imbalances, can have major health consequences. This interactive online course provides essential knowledge and skills for EMS responders to effectively assess and manage patients experiencing endocrine emergencies. You will learn to recognize and respond to various endocrinologic conditions, including hypoglycemia, hyperglycemia, diabetic ketoacidosis, thyrotoxicosis, myxedema, Cushing's syndrome, and adrenal insufficiency, gaining a comprehensive understanding of the associated risk factors, anatomy, physiology, and appropriate management strategies. Upon successful completion, participants will be well-equipped to make informed decisions that prioritize their patients' well-being and deliver effective care.

### **Geriatric Emergencies (EMS – 2540910 / CAPCE – 2540912) | 1-hour | **UPDATED****

It is estimated that by 2030, geriatric patients will comprise 22% of the population and account for 70% of ambulance transports. As the geriatric population continues to expand, understanding the nuances and subtleties of geriatric care is crucial for achieving successful patient outcomes. The interactive online course is designed to equip EMS personnel with the knowledge and skills required to provide effective care to the aging population. The course delves into the physiological and psychological changes that occur with aging and how they affect the assessment and treatment of geriatric patients. You will learn about the unique challenges of caring for the elderly, such as the impact of aging on various body systems, complications that can arise during assessment, and management techniques tailored to older patients with both medical conditions and traumatic injuries.

### **Interactions with Individuals with Disabilities (EMS – 2561608 / CAPCE – 2561615) | 1-hour | **NEW****





People with disabilities may move, behave, or speak differently from what first responders may expect. This can result in first responders assuming that the person is intoxicated or uncooperative instead of considering if they may have a disability. This interactive online course will provide you with effective methods of engaging with individuals who have intellectual and/or developmental disabilities during emergency response situations. Addressing various disabilities such as autism spectrum disorder, ADHD, Down syndrome, and fetal alcohol spectrum disorder, this course offers insights into recognizing signs, understanding behaviors, and employing specialized approaches for these individuals.

### **Obstetrical Emergencies (EMS – 2501620 / CAPCE – 2501624) | 1-hour | [UPDATED](#)**

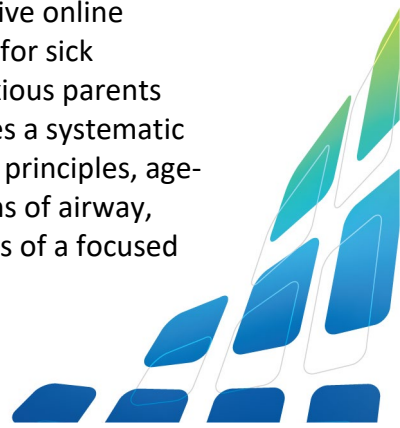
Have you encountered an emergency involving a pregnant person or even had to deliver an infant in an ambulance? Although childbirth usually occurs in the hospital setting, there are instances where EMS personnel may need to assist with delivering an infant in the prehospital setting. This interactive online course covers the anatomy and physiology of the female reproductive system and the body's changes during pregnancy that will help you provide the best care for a patient who is pregnant. You will also see the specific signs and symptoms of labor and delivery and what constitutes an abnormal delivery. This course also covers maternal trauma emergencies and medical conditions that complicate pregnancy.

### **Patient Care Report Essentials (EMS – 861475 / CAPCE – 655125) | 1-hour | [UPDATED](#)**

From being a documentation tool to influencing reimbursements and legal considerations, Patient Care Reports (PCRs) play a critical role in EMS operations. This online interactive course dives into the essential role of PCRs in recording and conveying care, not just locally, but also to hospitals and stakeholders at various levels. Participants will explore the nuances of high-quality documentation, the legal aspects of PCRs, and the significance of data elements within these reports. Through case studies and a detailed examination of report structure, attendees will grasp the importance of crafting thorough, accurate PCRs as fundamental documentation in emergency medical services, regardless of experience level.

### **Pediatric Assessment (EMS – 30611 / CAPCE – 43533) | 1-hour | [UPDATED](#)**

With pediatric calls accounting for a relatively low percentage of emergencies, maintaining competency through diligent training is crucial. This interactive online course discusses the unique challenges EMS personnel face when caring for sick children, including recognizing the heightened stress associated with anxious parents and with children who cannot communicate verbally. The course provides a systematic approach to pediatric patient assessment, covering six phases of general principles, age-related vital signs, forming initial impressions, and thorough examinations of airway, breathing, circulation, and pain levels. You will also learn the components of a focused





history, detailed physical exam, and ongoing assessment, enabling accurate determination of transportation disposition for pediatric patients.

**Special Challenges in Patient Assessment (EMS – 49661 / CAPCE – 335269) | 1-hour |  
UPDATED**

As emergency responders, you may run into some challenges when conducting a patient assessment. Some challenges you may face include language barriers, intoxication, refusal to talk, or mental illness. This interactive online course focuses on honing the skills necessary for emergency providers to navigate complex scenarios that may hinder an effective patient assessment. By understanding the elements of a successful patient assessment and mastering strategies to address these hurdles, you will enhance your ability to initiate and complete comprehensive assessments, ensuring effective care and positive outcomes.

**Understanding Autism Spectrum Disorder for First Responders (EMS – 2568538 / CAPCE – 2568545) | 1-hour | NEW**

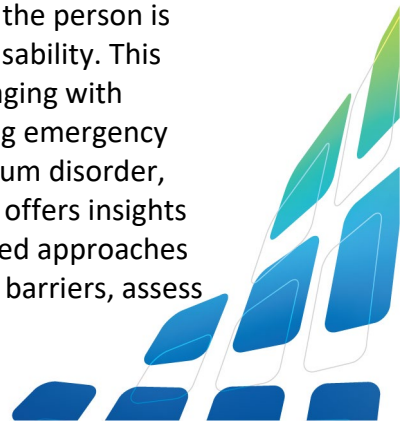
In the US, it is estimated that 1 in 36 children have autism and 1 in 45 adults have autism. This interactive online course is designed to equip first responders with crucial insights into Autism Spectrum Disorder (ASD) to facilitate safer and more effective interactions. The course focuses on identifying ASD traits, understanding associated mental and physical issues that may coexist, and addressing potential difficulties in communication and behavior. It provides tools and approaches to navigate encounters with individuals with ASD in various public safety roles. You will learn how to recognize signs of ASD, approach situations calmly, and tactically reposition yourself to ensure appropriate and non-threatening interactions, ultimately enhancing your ability to assist and support individuals with ASD in emergency situations.

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## Law Enforcement

**Interactions with Individuals with Disabilities (2561603) | IADLEST NCP certified | 1-hour |  
NEW**

People with disabilities may move, behave, or speak differently from what first responders may expect. This can result in first responders assuming that the person is intoxicated or uncooperative instead of considering if they may have a disability. This interactive online course will provide you with effective methods of engaging with individuals who have intellectual and/or developmental disabilities during emergency response situations. Addressing various disabilities such as autism spectrum disorder, ADHD, Down syndrome, and fetal alcohol spectrum disorder, this course offers insights into recognizing signs, understanding behaviors, and employing specialized approaches for these individuals. You will learn to navigate potential communication barriers, assess







situations calmly, and tactically reposition yourself to ensure a non-threatening and appropriate response, enhancing your ability to serve the diverse needs of individuals with disabilities.

### **Sexual Assault Investigations | IADLEST NCP certified | 1-hour | **NEW****

The Rape, Abuse & Incest National Network reports that a sexual assault occurs in the United States every 68 seconds. In addition, it is reported that every 9 minutes, it involves a child, with only 25 out of every 1,000 perpetrators ending up in prison. This interactive online course provides crucial insights for law enforcement officers dealing with sexual assault investigations, addressing the pressing need to prevent compromises in evidence, knowledge gaps, and inadequate report writing. You will learn the significance of conducting unbiased investigations, ensuring comprehensive interviews and reports, and recognizing the pivotal role of victim advocates. Covering the importance of evidence preservation, the role of Sexual Assault Nurse Examiners, and the profound effects of sexual assault on victims, this course equips officers with practical knowledge to enhance their understanding and effectiveness in combating this pervasive criminal act and ensuring justice for survivors.

### **Understanding Autism Spectrum Disorder for First Responders (2566060) | 1-hour | IADLEST NCP certified | **NEW****

In the US, it is estimated that 1 in 36 children have autism and 1 in 45 adults have autism. This interactive online course is designed to equip first responders with crucial insights into Autism Spectrum Disorder (ASD) to facilitate safer and more effective interactions. The course focuses on identifying ASD traits, understanding associated mental and physical issues that may coexist, and addressing potential difficulties in communication and behavior. It provides tools and approaches to navigate encounters with individuals with ASD in various public safety roles. You will learn how to recognize signs of ASD, approach situations calmly, and tactically reposition yourself to ensure appropriate and non-threatening interactions, ultimately enhancing your ability to assist and support individuals with ASD in emergency situations.

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## **February**

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### **Fire**

#### **Fire Alarm Systems | 1-hour | **UPDATED****

4890 West Kennedy Blvd. Suite 300 Tampa, Florida 33609

PROPRIETARY & CONFIDENTIAL





This course will provide a comprehensive overview of fire alarm systems. This course will be divided into four general categories. First, the basic justification for alarm systems from both the perspective of building occupants and owners. Second, how alarms give firefighters an advantage. Third, the fundamental configuration of systems will be reviewed, including information on how they are designed and the system controls. Additionally, the components which make up the system will be examined. Finally, recommendations on how fire departments may wish to develop their standard operating guidelines for responding to fire alarms will be reviewed.

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## EMS

### **Acute Coronary Syndromes (EMS – 861496 / CAPCE – 655151) | 1-hour | [UPDATED](#)**

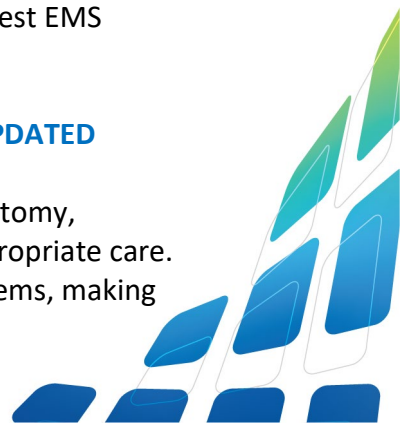
Acute Coronary Syndromes encompass a range of cardiovascular diseases and conditions that can affect patients of various ages and health statuses. This interactive online course is designed to equip healthcare professionals with a comprehensive understanding of this critical condition, which is a leading cause of death in the United States. This course delves into the prevalence of ACS in the U.S., risk factors, pathophysiology, and classic signs and symptoms, while also addressing potential mimics. Moreover, it covers the interpretation of 12-lead ECGs for triage, evidence-based treatment strategies, and best practices for patient transport and hospital selection. Upon completing this course, you will gain the tools needed to confidently respond to ACS cases, although hands-on training is also recommended for a well-rounded skill set.

### **Central Nervous System (CNS) Injuries (EMS – 2475918 / CAPCE – 2475920) | 1-hour | [UPDATED](#)**

The Central Nervous System (CNS) Injuries course offers a comprehensive understanding of brain, skull, and spinal cord injuries, which are critical concerns in emergency medical services. With insights into the anatomy of the spine and the central nervous system, participants will learn to assess and provide medical care for patients with CNS injuries effectively. Special emphasis is placed on minimizing the risk of further injury by mastering spinal-motion restriction techniques using short and long backboards. This course is essential for EMS providers, helping them navigate the complexities of CNS injury assessment and care while adhering to the latest EMS education standards.

### **Injuries and Infections of the Eye (EMS – 38978 / CAPCE – 86533) | 1-hour | [UPDATED](#)**

The human eye is a delicate and crucial organ, and understanding its anatomy, terminology, common injuries, and infections is vital to provide fast, appropriate care. Injuries and infections can lead to extreme pain and lifelong vision problems, making





prompt and proper care a priority. This interactive online course provides essential knowledge for EMS responders to accurately assess and treat patients with eye injuries and infections. This course covers the anatomy of the eye, various eye injuries, common infections, assessment techniques, and management of patients with injuries, foreign bodies, burns, or blunt trauma to the eye. By the end of the course, you will be well-prepared to handle eye-related emergencies with the care and attention they require.

**Femur Fractures (EMS – 2476070 / CAPCE – 2476103) | 1-hour | [UPDATED](#)**

The Femur Fractures course provides a comprehensive understanding of femur fractures, focusing on the longest and strongest bone in the body. Participants will learn about the types of femoral fractures, their assessment findings, and the critical prehospital management techniques required for these injuries. Special considerations and potential complications following a femur fracture are also discussed, equipping healthcare providers with the knowledge and skills needed to effectively assess, treat, and manage femur fracture emergencies.

**Narcotics Overdose (EMS – 2543137 / CAPCE – 2543138) | 1-hour | [UPDATED](#)**

Narcotics overdose deaths have been on the rise in the U.S. for the last several years. This course provides a comprehensive understanding of prehospital considerations for narcotic overdose and misuse, tracing the historical evolution from natural sources to the modern era's potent synthetics. Delving into the mechanisms of narcotics, it explores their diverse routes of administration, effects on the body, and the nuanced dynamics of tolerance, dependence, and withdrawal. Through this, you will gain crucial insights into recognizing signs, implementing safety measures, and delivering appropriate responses as an EMS clinician. By course completion, you will have the knowledge to explain narcotics' historical progression, comprehend their physiological impacts, and employ effective treatment methods, including accessing available resources for addiction management.

**Operating an AED (EMS – 4892 / CAPCE – 14065) | 1-hour | [UPDATED](#)**

Every year, approximately 350,000 Americans experience sudden cardiac arrest, a condition often marked by sudden and unexpected collapse. In these dire moments, rapid defibrillation can be the difference between life and death. In this course, we address the critical importance of automated external defibrillators (AEDs) in increasing survival rates for cardiac arrest victims. This interactive online course will provide a comprehensive understanding of AED technology, proper usage procedures, special considerations, and maintenance practices. It also highlights how advancements have made AEDs accessible to EMS providers and citizen rescuers through public access defibrillation initiatives.

**Pediatric Cardiac Arrest (EMS – 2517398 / CAPCE – 2517399) | 1-hour | [UPDATED](#)**

4890 West Kennedy Blvd. Suite 300 Tampa, Florida 33609





Each year in the United States, more than 20,000 infants and children suffer cardiac arrest. On average, prehospital emergency care providers are called to treat out-of-hospital cardiac arrest in more than 7,000 infants and children. Of these, 11.4% survive hospital discharge. This interactive online course covers major concepts of cardiac arrest in infants and children, the AHA guidelines for treatment of children in cardiac arrest, and post-cardiac arrest care. Pediatric cardiac arrest can be one of the most stressful situations for any prehospital care provider. Managing the resuscitation effort can call upon most of the skills and resources you have in the most demanding conditions.

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## Water & Wastewater

### Corrosion Control Basics | 1-hour | **UPDATED**

Every day, hundreds of water main breaks occur throughout North America. Many of these are caused by corrosion. Corrosion can lead to tubercles and scale buildup in pipelines, which can impede the flow of water and damage equipment. Rust and pitting can cause leaks in the system. The cost of repairs and maintenance can strain budgets. Additionally, lead and copper corrosion can also have adverse health effects and both are regulated by the federal and state governments.

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## OSHA

### Hazardous Waste Essentials | 1-hour | **UPDATED**

Are you confused by all of the jargon and acronyms used regarding hazardous waste and remediation? What do you know about the latest real or perceived threats to groundwater or air quality? Do you want to learn whether your neighbor's stash of trash and rusted drums is merely annoying or legally hazardous? This interactive online course covers the origins of hazardous waste and the legislation set in place by the U.S. government and other global entities to mitigate risk and encourage pollution prevention.

### Oil Spill Response in Facilities | 1-hour | **UPDATED**

The environment and public health and safety are affected with every oil spill and facilities should work to mitigate their risk with a goal of zero oil discharge. By the end of this course, you will learn about the tools facilities can use to prevent, contain, control and if necessary cleanup after an oil spill.

### Pallet Jack Safety | 0.25-hours | **NEW**





A pallet jack is a relatively simple device that allows a person to pick up and move a palletized load which can weigh several times that of the operator. A typical manual pallet jack consists of a small frame that supports two low forks that are designed to fit under a pallet. A handle, or tiller, connected to the frame provides a method to push or pull the jack, to steer it, and a way to hydraulically elevate the forks. This course will focus on the principles of operation and instructions for safe use of the manual type of pallet jack.

### **Safety: Working with Chemicals | 1.11-hours | [UPDATED](#)**

The main goal of this course is to provide you with practical knowledge about chemical use. You'll learn how to recognize common chemical hazards and how to deal with them. Finally, you'll learn how to take precautions to avoid chemical accidents and make your job as safe as possible.

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## **HR**

### **Active Shooter Response | 0.25-hours | [NEW](#)**

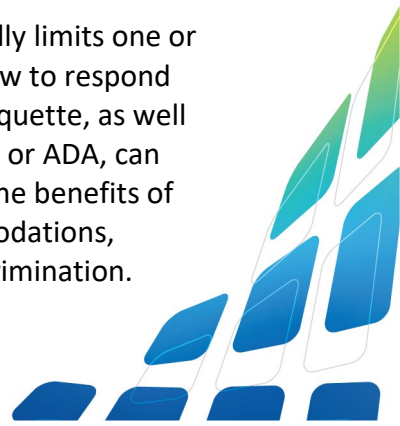
An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area. In many cases, active shooters use multiple firearms and there is often no pattern or method to their selection of victims. This course describes the best actions to take in an active shooter situation as well as the correct ways to interact with law enforcement officers.

### **Conflict Management | 0.25-hours | [NEW](#)**

When people work together, there will inevitably be disagreements. Some of these disagreements are minor, but some can turn into major conflicts. If conflicts are not resolved, they can lead to long-term tension and unhappiness among employees. This course illustrates how to resolve conflicts using the SLOW method, reasons for different points of view, and tips for face-to-face communication. Following the ideas in this course can help your team use conflict situations as an opportunity to solve work or personal problems, and therefore become more productive and unified.

### **Disabilities in the Workplace | 0.5-hours | [NEW](#)**

A disability is defined as a physical or mental impairment that substantially limits one or more of a person's major life activities. Employers often struggle with how to respond and cope with workers with disabilities, but learning the basics about etiquette, as well as rights and responsibilities as outlined by the American Disabilities Act, or ADA, can make the situation better for everyone. This course describes the ADA, the benefits of hiring workers with disabilities, types of disabilities, reasonable accommodations, interviewing and etiquette, as well as how to prevent and deal with discrimination.



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## Office Productivity

### **Mastering Outlook 365 - Beginner (2022) | 0.63-hours | NEW**

There's more to Outlook than just email. Learn how to use the many features of Microsoft's powerful productivity tool. Few things have greater impact on your productivity than how you use Outlook. Too many people waste time on unnecessary tasks when they could be taking advantage of the many features embedded in Outlook. This course will help you brush up on your Outlook skills, so you can become more productive while using the basic elements of Outlook.

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## January

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## EMS

### **Acute Respiratory Distress Syndrome (EMS – 2476116 / CAPCE - 2476167) | 1-hour | UPDATED**

The Acute Respiratory Distress Syndrome course provides essential knowledge and skills for healthcare providers in identifying and managing acute respiratory distress syndrome (ARDS). Participants will learn to distinguish ARDS from other conditions, recognize its symptoms in patients, and effectively manage ARDS cases in the field. Given the critical nature of ARDS, this training is crucial for improving patient outcomes and increasing the chances of survival.

### **Ethics for EMS Providers (EMS – 2484291 / CAPCE – 2484293) | 1-hour | UPDATED**

Have you ever found yourself in situations where you had to make critical decisions about patient care, determine what can or cannot be done, or weigh the ethical considerations of your actions? In the fast-paced world of Emergency Medical Services (EMS), these dilemmas are all too common. This interactive online course covers essential skills to navigate complex ethical challenges. Topics include understanding ethics terminology, identifying personal and professional codes of ethics, recognizing ethical dilemmas, and implementing effective problem-solving strategies. As EMS technology evolves rapidly, this course empowers providers to make sound ethical judgments, even in the absence of specific laws or rules.

### **Health and Wellness (EMS – 2498935 / CAPCE – 2498937) | 1-hour | UPDATED**







Did you know that over 70% of firefighters are overweight or obese? Providing emergency medical care is a physically and emotionally demanding task for first responders, and prioritizing self-care and overall wellness is crucial for delivering quality care to patients. This interactive course covers key components of health and wellness including mental health, stress management, nutrition, physical activity, and sleep. Just as first responders continually train to excel in their professions, striving for better health and wellness are essential for the job. Neglecting either aspect can jeopardize lives, making health and wellness best practices essential for both professional and personal well-being.

### **Pain Transmission, Perception, and Assessment (EMS – 2518167 / CAPCE – 2518176) | 1-hour | [UPDATED](#)**

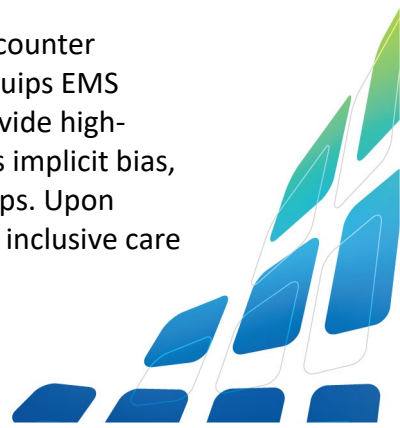
Pain is a prevalent complaint in emergency medicine, and patients expect effective pain assessment and treatment as a priority. This interactive online course is designed to address the critical issue of under-treated pain, especially within prehospital clinical settings. This course delves into the pathophysiology of pain, different classification methods, and the importance of understanding pain as a subjective experience. By the end of this course, you will be equipped to methodically assess and manage pain in diverse clinical situations, ensuring not only patient satisfaction but also improved outcomes and effective communication of symptoms.

### **Patients with Special Challenges (EMS – 1927 / CAPCE – 2374) | 1-hour | [UPDATED](#)**

When called to the scene of an emergency, you may encounter patients who require special considerations for communication, care, and transport. This course is designed to equip healthcare providers with the knowledge and skills necessary to effectively address the unique challenges presented by patients with various physical, mental, developmental, or culturally diverse needs. You will learn how to assess and manage patients with conditions such as hearing or visual impairments, paraplegia, quadriplegia, mental illnesses, developmental disabilities, and more. This course emphasizes the importance of providing professional, respectful, and inclusive care to all patients, ensuring that their specific needs are met throughout the assessment and treatment process.

### **Prehospital Considerations for Diversity, Equity, and Inclusion in EMS (EMS - 2480960 CAPCE – 2480961) | 1-hour | [UPDATED](#)**

In the field of Emergency Medical Services (EMS), professionals often encounter patients from diverse cultural backgrounds and identities. This course equips EMS clinicians and agencies with the knowledge and strategies needed to provide high-quality care to culturally diverse patients, while addressing topics such as implicit bias, systemic racism, and the unique needs of traditionally marginalized groups. Upon completion, participants will be better prepared to deliver equitable and inclusive care in a culturally diverse society.





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