

CDE EXAM #41527

1. Which of the following best describes where the risk of liability is found:
 - a. Liability attaches exclusively to public safety work, and nowhere else.
 - b. Liability attaches to public safety and to medical work, and nowhere else.
 - c. Liability attaches to every job in every industry in some way.
2. Civil liability refers to debts or wrongdoing against another private party.
 - a. True
 - b. False
3. Vicarious liability refers to the responsibility that falls on a person as a direct result of his or her own actions.
 - a. True
 - b. False
4. As stated in the article, the influx of lawsuits in the 9-1-1 industry today can be caused by which one of the following:
 - a. Lack of training, lack of supervision, lack of standardization.
 - b. Lack of amenities, lack of demand, lack of return.
 - c. Lack of public interest, lack of publicity, lack of public involvement.
5. Continuing education and training are important in managing the risk of liability because (choose the one best selection):
 - a. Without a standardized new-hire training program in place, the liability for an agency is heightened.
 - b. Continuing education helps staff to keep up with all the changes and to reinforce the knowledge of each employee.
 - c. A minimum number of training hours is the start of a good in-service training program.
 - d. All of the above.
6. Entering minimal information in the CAD will eliminate liability.
 - a. True
 - b. False
7. Which one of the following best describes the importance of a true quality assurance/quality improvement program for reducing liability?
 - a. A true QA/QI program ensures every telecommunicator follows the same standards and potential mistakes are caught early and corrected.
 - b. A true QA/QI program cuts costs and improves efficiency.
 - c. A true QA/QI program increases staff retention by ensuring greater job satisfaction.
 - d. None of the above.
8. Nobody is more likely to fall into complacency than the newly hired telecommunicator.
 - a. True
 - b. False
9. Documentation is vitally important to the work of the telecommunicator and can be a key factor in a liability case.
 - a. True
 - b. False
10. According to the article, agencies that chose to meet APCO and CALEA certification benefit by:
 - a. Free publicity in industry magazines, at conferences and possibly on local TV.
 - b. Adopting standards created by industry experts who understand how a communication center operates.
 - c. Reducing the hours telecommunicators have to work on each shift.
 - d. All of the above.

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