

State EMS Investigator Instructional Guidelines and Investigation Training Resources

Approved for Publication June 2019 by the
Personnel Licensure Council, National Association of State EMS Officials

Part One: State EMS Investigator Instructional Guidelines

1. State Laws

- a. Statutes
- b. Regulations
- c. Policy
 - i. State law requirements governing
 1. Transport or Non-Transport Services
 - a. Requirements of a service
 - i. Prehospital and Interfacility Responses
 1. Emergency
 2. Non-emergency
 - ii. Vehicles
 1. Response/non-transport
 2. Ground
 3. Air
 - iii. Equipment
 - iv. EMS staffing
 - v. Other healthcare staffing
 - vi. Protocols (Local or State-wide)
 - vii. Medical Directors
 - b. Requirements of reporting
 - i. Staffing
 - ii. Patient care reports – State Information System
 - iii. Violations of State law
 2. EMS Personnel
 - a. Certification and/or Licensure
 - b. Recertification and/or Relicensure
 - c. Agency Credentialing process
 - i. Medical Director Authorized activities
 - ii. Medical Director Scope of practice
 - d. Unprofessional conduct / Incompetence
 3. EMS Education
 - a. Organizational requirements
 - i. Initial education

- ii. Continuing education
- iii. Document retention
- b. Instructor requirements
 - i. Certification
 - ii. Recertification
 - iii. Document retention
 - iv. Unprofessional conduct / Incompetence

2. Complaint Investigation

- a. Intake and Triage
 - i. Received via phone, email, mail, anonymous vs. identified
 - ii. Triage to determine if allegations fall within jurisdiction
 - 1. Documentation of allegations
 - 2. Documentation of plan of investigation
 - 3. Documentation timeline of events and investigation
- b. Investigation notification in a State EMS office (announced or unannounced)
Correspondence procedures
- c. Determination of
 - i. Incident
 - ii. Investigation
 - 1. Differentiating between the two
 - 2. Procedural differences
 - 3. Investigation case triage
- d. Background checks
 - i. External resources
 - ii. Internal agency sections, (e.g. Service, Personnel or Education)
- e. Evidence collection, documentation, and storage procedures.
 - i. Ethics and Confidentiality
 - ii. Public records law
 - iii. Media inquiries
 - iv. Criminal cases
 - 1. Working with outside agencies
- f. Interview procedures and documentation (statements)
 - i. Face to face, Phone, Submission of questions by document
 - 1. Understanding the different dynamics of each interview type
 - ii. Scheduling interviews
 - 1. Witness for the interview
 - 2. Recording the interview
 - a. Single vs. Two party consent
 - b. Electronic recording, notes, statements (signed)
- g. Record Review
 - i. Agency or individual documentation (collection date and time stamp)
 - ii. Supporting entities documentation (dispatch, law enforcement, witnesses) (date and time stamp)
 - iii. Observation (photo collection with date and time stamp)
- h. Documentation storage, organization and files.
- i. Correspondence
- j. Building the case file
 - i. Required elements

1. Reporting format
 2. Editing process
 3. Clinical review
 - k. Legal requirements
 - i. Finding of fact
 - ii. Preponderance of evidence
 - iii. Beyond a reasonable doubt
 - iv. Subpoenaing records/ evidence
 - l. Legal counsel
 - i. Emergency Order of Suspension
 - ii. Legal agreements
 1. Time requirements
 2. Effective dates
 - iii. Administrative hearings
 - iv. Request for counsel
 - v. Appeal process
 - m. Disciplinary committees
 - i. Responsibilities
 - ii. Process
- 3. Notification of Respondent, Principle parties or Authorized parties of service**
- a. Written notification process
 - b. Legal Orders/ Appeals process
 - c. Written orders of requirements/ Appeals process
 - d. Consistency in disciplinary actions
- 4. Closing of a case**
- a. Reporting requirements
 - i. National Practitioner Data Base
 - ii. REPLICA database
 - iii. NREMT
 - iv. Public dissemination of case disposition

Part Two: Investigation Training Resources

- Council for Licensing Enforcement and Regulation (CLEAR)
- National Certified Investigator and Inspector Training (NCIT)
- John E. Reid and Associates, Inc.
- Administrative Law Training by State Attorney General
- State Bureau of Investigations
- Partnerships with local LEO/Detective Division/State Police
- Community College Courses

Council for Licensing Enforcement and Regulation (CLEAR)

National Certified Investigator and Inspector Training (NCIT)

- **Basic Program**

3 day course offered in different locations throughout the United States and Canada.

Day One – Intro and Welcome, Professional Conduct, Principles of Administrative Law and the Regulatory Process, Investigative Process, and Investigator Safety.

Day Two – Principles of Evidence, Evidence Collection, Tagging and Storage, and Interviewing Techniques.

Day Three – Overview of Inspections & Inspection Procedures, Report Writing, Testifying in Administrative & Criminal Proceedings, Question and Answer Session, and Examination.

Fees: CLEAR Member \$385.00, Non-Member - \$480.00 per course.

- **Specialized Program** offers in-depth training in three subjects.

Day One - Advanced Interviewing - Cognitive Memory Recall Interview Technique, Behavioral Analysis Interview Technique, Question and Answer/Review, Examination.

Day Two - Advanced Investigative Analysis - Scene/Location Analysis, Written Statement Analysis, Question and Answer/Review, Examination.

Day Three - Investigative Report Development - Collecting, Organizing and Reporting, Developing Report Formats, Obtaining Written Statements, Question and Answer/Review, Examination.

Course Prerequisite: Please note, that in order to take the NCIT—Specialized, you must have successfully completed the NCIT—Basic by passing the exam with a score of 70% or better.

Fees: CLEAR Members \$455.00, Non-Member \$570.00 per course.

Contact information:

CLEAR

108 Wind Haven Dr., Ste. A

Nicholasville, KY 40356

(859) 269-1289

Fax: (859) 231-1943

<https://www.clearhq.org/NCIT>

John E. Reid and Associates, Inc.

- **The Reid Technique for Interviewing and Interrogation**

4-day course in different locations around the United States is a comprehensive program on the Reid Technique.

Topics include: Interview and Interrogation Preparation, Distinction Between an Interview and Interrogation, Proper Room Environment, Factors Affecting the Subject's Behavior, Behavior Symptom Analysis, Behavior Analysis Interview, The Interrogation, and The Reid Nine Steps of Interrogation.

*This single 4-day program is a comprehensive program on the Reid Technique. However, an integration of all of the material from the standard three day program and the one day advanced program has been made into a single presentation using the new 202 page outline book for a complete presentation of the Reid Technique in a single seminar.

Fees: 1 person \$795.00; 2-4 people \$695.00 per person.

If you are interested in hosting this four-day training program for your organization or association, please contact Julie Rock / 855-479-3959 / jrock@reid.com.

Contact Information:

John E. Reid and Associates, Inc.
209 W Jackson Blvd., Suite 400
Chicago, IL 60606

Phone: 800-255-5747 (Outside Chicago Area)

312-583-0700

Fax: 312-583-0701

E-Mail: info@reid.com

<https://www.reid.com/>

SACRAMENTO REGIONAL PUBLIC SAFETY TRAINING CENTER

AMERICAN RIVER COLLEGE – LOS RIOS COMMUNITY

- **INTERVIEW AND INTERROGATION TECHNIQUES**

Course Description - Interview and Interrogation Techniques is a 40-hour course designed to teach law enforcement officers the legal and behavioral techniques of interview and interrogation. Topics include: court preparation, polygraphs, predictable behavior and the Ten Step Plan.

Fees: \$133.00 per person

- **REGULATORY INVESTIGATIVE TECHNIQUES**

COURSE DESCRIPTION: Regulatory Investigative Techniques is a 40-hour course designed for the law enforcement officer assigned to an investigative role within a state agency. The course focuses on techniques that enhance the investigator's ability to prepare a criminal or administrative case for prosecution in a criminal or administrative hearing. Topics include: roles and responsibilities, interview techniques, search warrants and report writing.

Fees: \$139.00 per person

Contact Information:

AMERICAN RIVER COLLEGE – LOS RIOS COMMUNITY COLLEGE DISTRICT

5146 Arnold Ave., McClellan, CA 95652

916-570-5000 (phone)

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rcjtc@arc.losrios.edu (e-mail)

<http://www.arc.losrios.edu/safety>

Local Specialized Training

- State Attorney General
 - Administrative Law training
 - Interpretation of State Statutes & Regulations

- State Bureau of Investigations
 - Investigation techniques
 - Evidence handling
 - Chain of custody
 - Case file procedures and common practices
 - Record keeping
 - Knowledge of local resource in investigations

- State Police Criminal Investigations Division
 - Investigation techniques
 - Evidence handling
 - Chain of custody
 - Case file procedures and common practices
 - Record keeping
 - Knowledge of local resource in investigations

- Partnerships with local LEO/Detective Division
 - Investigation techniques
 - Evidence handling
 - Chain of custody
 - Case file procedures and common practices
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- Community College
 - Investigation techniques
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