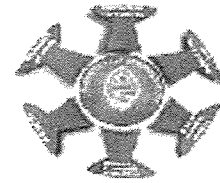




GOVERNMENT OF GUÅHAN
(GUBETNAMENTON GUÅHAN)

DEPARTMENT OF ADMINISTRATION
(DIPATTAMENTON ATMENESTRASION)

HUMAN RESOURCES DIVISION
(Dibision Inadilanto Yan Guinaha Para Taotao)
Post Office Box 884 * Hagåtña, Guam 96932
TEL: (671) 475-1120/1141 * FAX: (671) 477-3671



STUDY GUIDE

911 EMERGENCY MEDICAL DISPATCHER

Introduction

The Government of Guam requires an employment examination for the 911 Emergency Medical Dispatcher position. A two part examination is required for this position. You must pass both parts in order to be considered for any vacancies for this position.

Part I is a Written Test which consists of 100 multiple choice questions. You will be given two hours to complete the Written Test. In order to pass, you must answer 68 questions correctly. Prior to the start of the two hour time limit, you will be given some pre-instructions for the first section of the test—the Listening/Writing Ability section.

Part II is a Typing Test which will be administered to those that pass the Written test. The Typing Test requires a minimum of 10 net words per minute (NWPM) and a typing accuracy of 88% in order to pass and is computer administered. You will be given a practice test (time limit: two minutes not graded) and then immediately the actual test (time limit: five minutes). The typing test may be administered in the afternoon on the same day that you take the written test, or some time the next day.

Since this is only a short guide to the Exam, only a few examples are given which are similar to the ones that will be given on the test. There may be different types of questions covered that are not given as examples. Study the examples carefully. The Written Test consists of the following.

Listening/Writing Ability

Ability to apply Telecommunication Procedures & Techniques

Reading Comprehension Ability

Map Reading Ability

File Management Ability

Computer Operations Ability – will also be tested by the administration of a Typing Test after the Written Test

Each question has three to five possible choices for an answer. You are to select the ONE best answer lettered A, B, C, D, or E. and then completely shade in the corresponding lettered box of your choice on your test answer form. Also, completely erase any errors and stray marks. It is important to follow these instructions when taking the actual test because your test answer form will be machine scored (The answers to the sample questions are located on the last page).

Section I: Listening/Writing Ability

This section is unique in comparison to the other sections of the Written Test. You will listen to recorded 911 scenarios. Please read the actual pre-instructions that will also be given during the written test.

Pre-Instructions for Listening/Writing Ability Section

Instructions: For the first part of the written exam, you will listen to three E911 scenarios that have been recorded on a cassette tape and will be played out loud for all testing candidates to hear at the same time. The written test time limit will not start until after all three scenarios have been played. You will listen to each scenario and answer questions 1 through 15 based upon the scenario information. (The first 15 questions are based upon the scenarios). You may use the scratch paper and your pen or pencil to write down the information. (Please do not tear any portion of your scratch paper, we will be collecting it from you at the end of the test). You should write down ANY AND ALL information that is important to know in an emergency situation such as names, phone numbers, and addresses.

Before each scenario, you will hear an announcement of what number the scenario is, for example, "911 Scenario 1". Between each scenario, there will be a pause and the next scenario number will be announced. After all three scenarios have been played, you will be instructed to begin the written exam and the two hour time limit will start. Answer questions 1 through 15 based upon the three scenarios. Shade in the answer of your choice on your separate answer sheet. Five questions are asked for each scenario. Please listen very carefully and take good notes for each scenario,

Example Scenario – Written text, remember you will "hear" the scenario.

911: 911, what is your emergency?

Caller: 911! I need an ambulance sent right away to my residence!

911: Okay sir; calm down...what is the address you are calling from?

Caller: I am not sure...I think it is 148 Calle Delos Marteres Street in Agat.

911: Okay...What is the problem?

Caller: My wife is experiencing severe chest pains...And she is having problems breathing also!

911: What is your phone number?

Caller: My telephone number is 565-2700!

911: Okay sir, if you could just calm down, the ambulance is being dispatched to your location at this time. Once again, your telephone number is 565-2700 and you are sure that your address is 148 Calles Delos Marteres Street?

Caller: Yes it is... Please hurry up! She is feeling pretty bad...

911: Okay sir, if the situation worsens while waiting for the ambulance, please call back immediately. One other thing, please have someone waiting outside to wave down the ambulance.

Caller: Thank you.

1. Based upon the example scenario, what was the address of the caller was calling from?

- A. 148 Calle Delos Marteres St. B. 168 Calle Delos Marteres St.
C. 178 Calle Delos Marteres St. D. 188 Calle Delos Marteres St.

=A= =B= =C= =D=

2. Based upon the example scenario, what was the caller's telephone number?

- A. 565-2500 C. 565-2700
B. 565-2600 D. 565-2900

=A= =B= =C= =D=

Section II: Ability to apply Telecommunication Procedures & Techniques

Instructions: For questions 3 and 4, select the word which is most nearly the same in meaning as the CAPITALIZED word, then shade in the corresponding letter, either A, B, C, or D.

3. CONSTRUE

- A. interpret
B. distort
C. lethal
D. hospitalize

=A= =B= =C= =D=

4. MEDIATE

- A. cure
B. ponder
C. arbitrate
D. divide

=A= =B= =C= =D=

Instructions: For Questions 5 and 6, there are a pair of words which may or may not be spelled correctly. You are to determine the correct answer by using the legend labeled A, B, C, and D below. Then shade in the appropriate letter on your answer sheet.

- A. The first word is spelled correctly.
B. The second word is spelled correctly.
C. Both are spelled correctly.
D. Neither are spelled correctly.

5. possession
precedeing

=A= =B= =C= =D=

6. preliminary
preferable

=A= =B= =C= =D=

Instructions: For questions 7 and 8, read the paragraph concerning a regulation on personal appearance. Assume that all the information presented in the paragraph is accurate and true. Refer to the paragraph whenever you wish. Next, you will read statements about the paragraph that are numbered as questions. You are to determine the correct answer by using the legend labeled A, B, and C below. Then shade in the appropriate letter on your answer sheet.

- A. On the basis of the information presented in the paragraph, the statement is definitely TRUE. – “T”
B. On the basis of the information presented in the paragraph, the statement is definitely FALSE. – “F”
C. The statement may be true or false, but on the basis of the information presented in the paragraph, you cannot be definitely certain. – “?”

Personal Appearance: Hair

Hair shall be worn so that the hair does not extend below the top of the uniform shirt collar while sitting or standing in an erect position. Hair shall not cover any part of the outside of the ear.

7. Emergency Medical Dispatcher Muna deserves an outstanding rating on his performance evaluation because his hair is below the top of his uniform shirt collar while sitting.

=A= =B= =C=

8. Emergency Medical Dispatcher Cruz passed his hair inspection because his hair is not covering the top portion of his ear.

=A= =B= =C=

Section III: Reading Comprehension Ability

Instructions: Answer question 9 based upon the following paragraph. (Please note that the reading materials are fictitious and only apply to the study guide).

When Firefighters communicate with Emergency Medical Dispatchers, they use the word “ventilation” in a special way. Firefighters ventilate a building by causing heated air, and gases to escape and by causing cooler air to take their place. Ventilation also keeps the cost of damage down resulting from smoke and heat. Since no two fires are alike, firefighters should not think that what they learn about ventilation in one fire will always be of great use in any other fire.

9. The main idea of the paragraph is that:

- A. Knowledge of ventilation learned at one fire will not be of help at other fires.
- B. Ventilation is one of the best ways to rescue trapped victims at a fire.
- C. Cooler air, taking the place of heated air, smoke, and gases in a burning building helps the firefighters do their job.
- D. Ventilation means helping trapped victims, locating, the fire, and keeping down the damage from smoke and heat.

=A= =B= =C= =D=

Section IV: Map Reading Ability

For this section, you will be given at least two village maps of Guam. These maps have routes, street names, and some landmarks (e.g. schools). You will be asked questions in relations to these maps. All answers can be found by referring to the maps. You are not to use any personal experience or knowledge of these areas; again, you will only use the maps to answer this section’s questions. You will be indicating your answer by shading in the letter either A, B,C, or D on your answer sheet.

Section V: File Management Ability

Answer question 10 by shading in the letter of your choice, either A, B, C,, or D.

10. Which of the following is the most important indicator that your filing systems are not working properly?

- A. There is always a stack of materials to be filed.
- B. There are so many files in the file cabinet that it is difficult to remove.
- C. You are unable to retrieve materials in a timely manner.
- D. You must give special training to others before they understand the system.

=A= =B= =C= =D=

Section VI: Computer Operations Ability

Answer question 11 by shading in the letter of your choice, either A, B, C, or D.

11. In Microsoft Windows based software program, what will happen if you click on "File and then Exit"?

- A. Nothing will happen.
- B. The program will close.
- C. The printer will print the first page of the open document.
- D. The file that is open will close, but the program will remain open.

If you have any questions concerning the test, please feel free to call the Test Development & Validation Branch and 475-1120/1174.

Answers by example number:

- | | |
|------|-------|
| 1. A | 7. B |
| 2. C | 8. A |
| 3. A | 9. C |
| 4. C | 10. C |
| 5. A | 11. B |
| 6. C | |