



Dispatch Times

Emergency Dispatch Training Update

By: Michelle Clements-Pitstick

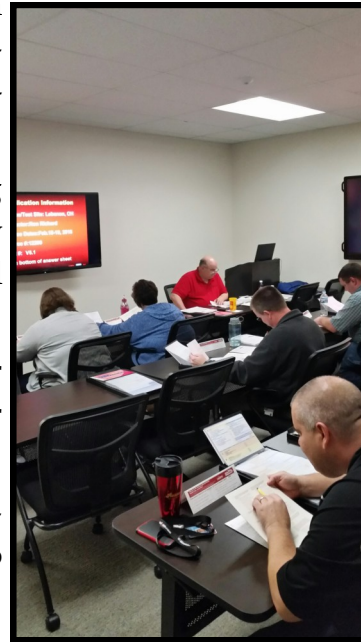
Over the last two months Emergency Service Communications personnel have spent 1480 training hours completing Emergency Medical Dispatch (EMD) and Emergency Fire Dispatcher (EFD) certifications.

The supervisors have completed an additional 192 hours of certified training in Emergency Dispatch Quality Improvement, in each discipline. The ED-Q's primary responsibility is to objectively measure call taker performance through random case review in a consistent manner.

Communications personnel will continue their training in Emergency Police Dispatching (EPD), Emergency Dispatch Quality Improvement (EPD-Q), PRO-QA and AQUA in March.

We will go live with our new call taking structure for medical and fire on March 8, 2016. The go live date for EPD is April 6, 2016.

We look forward to utilizing the state of the art software which will provide consistency and reliability to the public we serve.



We are Now Hiring!

Emergency Services is now accepting applications for the following positions:

- Emergency Management Operations Manager
- Emergency Communications Operator
- Emergency Communications Call Taker

If you or anyone you know are interested in one of these positions visit the Warren County website for more information and submit an application.

March 2016
Volume 3, Issue 3

Inside this issue:

Employee Spotlight	2
Did You Know?	3
In The Spotlight	4
Puzzle	5
Where Am I?	6
January Dispatch Stats	6

Mark Your Calendar!



March 8
EMD/EFD Go Live

March 13
Daylight Savings Time Begins

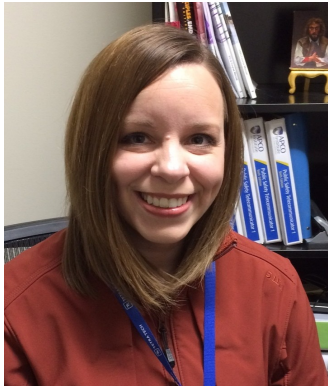
March 14-22
EPD Training

March 17
St Patrick's Day

March 27
Easter

Employee Spotlight

Employee of the Month



Dawn Levandusky
Employee Since 2015

Birthdays

No Birthdays for March

Milestones

Liz Hollon
Celebrating 21 Years

Robert Plummer
Celebrating 8 Years

Nancy Machulskiy
Celebrating 24 Years

Meet our New Employee



Ava Campbell **Emergency Communications Call Taker**

Ava was born in Cincinnati and grew up in Lebanon. She graduated from the Criminal Justice program at Warren County Career Center and recently received her EMT Certification from Butler Tech.

Before coming to work for us she worked at Mary Haven Youth Center and as a Drug Laboratory Supervisor for Talbert House. Ava has 4 children between the ages of 4 and 9. In her spare time she enjoys photography and continuing her education.

Personal Day Leave Recipients

Congratulations to the following employees who earned their personal day off for no unscheduled sick time in 180 consecutive calendar days. These are the employees who received this accomplishment for the months of November through February:

November
Chris Carr
Andy DeWine
April Kennard
Dennis Rutter
Jan Thomas

December
Doug Short

January
Brian Holtel

February
Joey Bishop
Brad Edrington
Ron Kronenberger

Great work and enjoy your day off!

Did You Know?

UC Medical Center Emergency Department Remodel

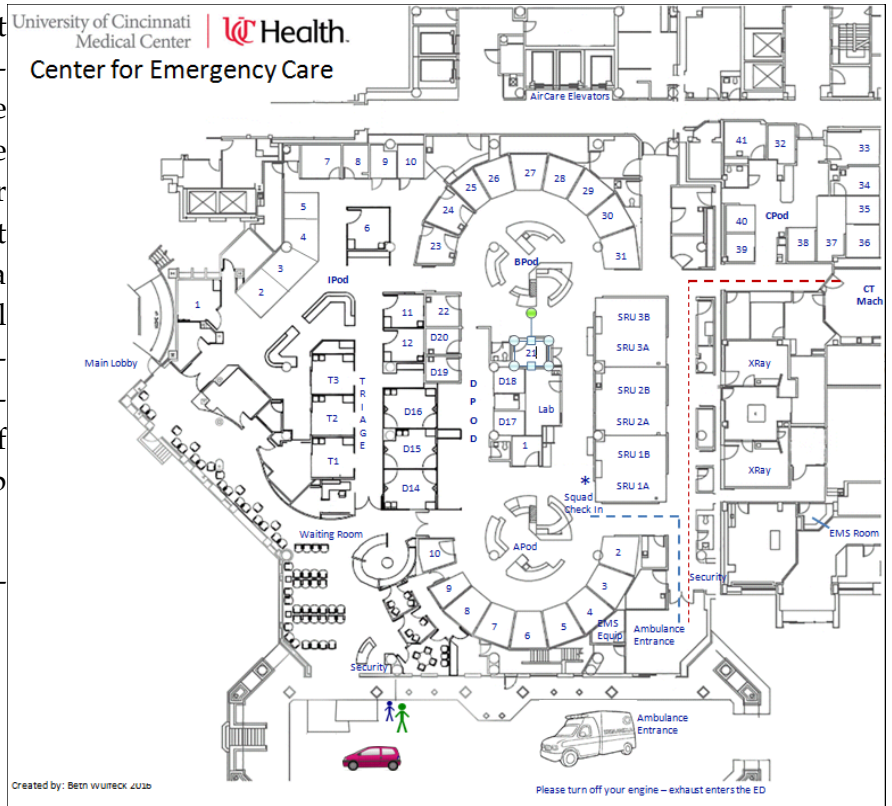
UC Medical Center sent out an email about their recently completed Emergency Department remodel. They wanted to make sure all EMS Agencies were aware of the different POD locations as well as other specific information. Their new ED layout is pictured to the right. If you did not get a copy of this you can email us and we will forward you the information. Also as a reminder, they are doing direct to CT scanning when receiving pre-notification of strokes. This is also indicated on the map attached.

UC Medical Center would like pre-notification on the following cases:

1. Stroke
2. STEMI
3. Cardiac Arrest
4. Major Trauma
5. Need for Decontamination
6. Any patient that you feel they would need a pre-notification on (condition changing, unusual presentations, need for security, etc.)
7. UCMC *does not require* pre-notification on minor trauma or minor illness patients. (at this time)

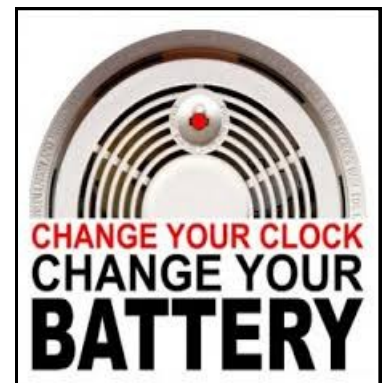
UC Health also does complete follow up reports for patients when requested. All STEMI and STROKE patients will be followed up on. The UC Health eFollow Up Form can be found at the following links:

emsfollowup.uchealth.com ucemergency.com aircareandmobilecare.com



Time to Spring Forward

Daylight Savings Time begins on Sunday, March 13th at 2:00AM. Don't forget to set your clocks forward one hour before going to bed Saturday night. Also, while you are setting your clocks forward, go ahead and test all of your smoke detectors and change the batteries. Fire Departments encourage that you change your batteries in the Spring and Fall when changing your clocks. Smoke detectors are something we always assume are working but this is a good time to make sure they are!



In The Spotlight

Hamilton Township Fire Rescue

First established in 1994, the Hamilton Township Fire Rescue serves the residents of Hamilton Township, Village of Maineville, and the southern part of the Village of South Lebanon. Robert Kissick first served as interim chief until the hiring of the first Fire Chief, Goebel R. Williams Jr. During Chief Williams' tenure the department expanded with a second station and made many strides in reducing their fire protection ratings. Additional growth came about with the addition of paid fulltime and part time personnel. In 2005 the department switched from an intermediate E.M.S. service to a progressive paramedic service.

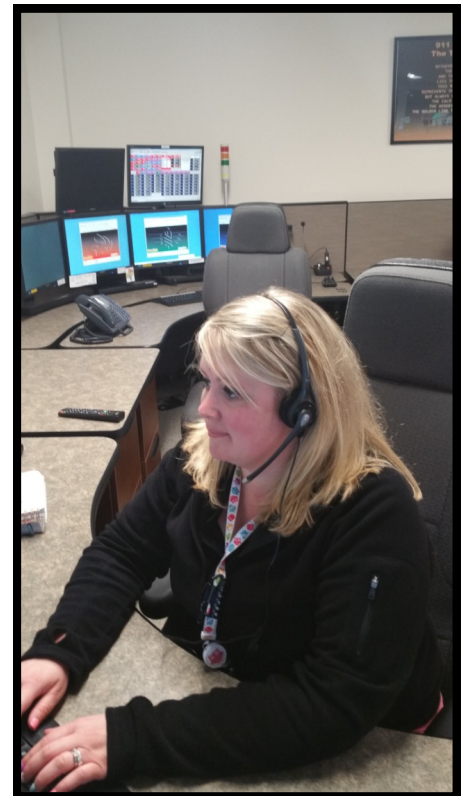


Before becoming the fire department that operates today, the area was first covered by Loveland Community Fire Department. In 1954, the residents decided to form the area of Hamilton Township and the Maineville Community Volunteer Fire Company. This department served the residents until 1994 when the Hamilton Township Fire Rescue was established.

Today, under command of Fire Chief Brian Reese, the Hamilton Township Fire Rescue operates two stations which are manned 24 hours a day, 7 days a week by 14 fulltime, 25 part time personnel as well as 3 volunteers.

Call of the Month

At 5:02 pm on 2/12/16 ECC Tiffany Sweeney-Ankeney took a 911 call from a young female whispering on the phone. The callers soft scared voice could barely be heard on the line, but Tiffany stayed on the line and attempted to get the critical information from the caller. The caller, a 13 year old female home alone, stated she could hear someone inside her residence downstairs. Tiffany immediately went into action getting the address and shipping the call to get officers there to help. Tiffany remained calm and poised and in doing so kept the frightened caller calm and able to answer all of the questions asked. Tiffany obtained as much information as she could, giving constant updates to the police dispatcher and responding units. Tiffany was concerned for the safety of the caller and kept her on the line. She told the caller to lock herself inside the room and to get into a closet. Tiffany's calmness and quick decision making got units on scene within a couple minutes. Officers checked around the residence and found an open back door. Officers cleared the residence and thankfully nothing was found out of sorts. The caller disconnected when she was greeted by the officer. Tiffany did a very good job and because of her poise the caller was able to deal with the situation and the incident had a positive outcome.



Monthly Puzzle

By: Nancy Machulskiy



MARCH WORD SEARCH

S	L	I	D	O	F	F	A	D	S	R	E	T	S	A
Y	G	S	T	P	A	T	R	I	C	K	S	D	A	Y
C	B	N	J	I	X	W	G	Q	E	K	G	R	H	S
E	H	U	I	R	F	M	N	N	T	N	X	A	S	E
L	N	R	R	V	T	L	I	B	I	A	Y	U	G	I
E	L	I	I	S	A	R	R	R	R	O	C	S	K	R
P	L	O	A	S	A	S	P	A	Y	B	M	A	L	A
R	I	E	R	M	T	S	T	O	E	P	I	L	U	T
E	D	N	A	T	I	M	D	H	O	P	H	I	R	E
C	R	U	D	S	A	S	A	I	G	P	P	H	C	N
H	Q	O	L	I	T	Z	S	O	I	I	V	P	H	R
A	U	T	S	I	A	E	A	O	S	V	L	R	I	A
U	A	N	O	E	L	N	R	C	U	S	R	Y	N	G
N	R	O	O	P	R	Y	E	L	C	R	G	F	A	I
S	T	E	L	I	A	S	S	E	U	C	O	R	C	D
E	L	V	E	S	L	Z	S	R	R	I	T	E	S	H

March 13th is when we switch to _____ time.

March 20th is the first day of _____

In the old saying, March comes in like a _____ but goes out like a _____

March 1, 1803 _____ became the 17th state to join the union.

The birthstone for March is the _____

The Zodiac signs for those born in March are either _____ or _____

The March flower is the _____

The two holidays celebrated in March are _____ and _____

The magical fairies in green associated with a holiday in March are called _____



Where Am I?

If you know the location where this picture was taken, email us at melissa.bour@wcoh.net no later than March 21st. Everyone that has the correct answer will be entered into a drawing for a prize. Include your name, phone number, department you work for and your guess of the location and any other details. Don't forget to check back next month to see if you are the one that won.

Congrats to Corey Burton with Telecom for guessing that last month's picture which was taken at Cedar Village in Mason. Stop by dispatch to pick up your prize!



January Monthly Dispatch Stats

	Total	First Shift	Second Shift	Third Shift
Created the Most Incidents	7,325	Kelly Fiebig 209 Calls	TiffaTONya Shutts 382 Calls	Tiffany Ankeney 994 Calls
Most Status Changes	47,005	Kelly Fiebig 1,886	Bob Anson 2,892	Robert Plummer 3,189
Total 911 Calls Received	4,045 Calls	731 Calls	1,725 Calls	1,589 Calls
Total 7-Digit Calls Received	10,792	1,794 Calls	5,177Calls	3,821 Calls
Busiest Day (Based on 911 & Admin Calls)	Tuesday 1/12 970 Calls			
Busiest Time of Day (Based on 911 & Admin Calls)	11:00-12:00 985 Calls			

Warren County Emergency Services

520 Justice Dr
Lebanon, OH 45036
(513) 695-1315

Stay connected with us by:

Website: www.co.warren.oh.us/emergencyservices

Facebook: [Warren County Ohio Emergency Management](https://www.facebook.com/WarrenCountyOhioEmergencyManagement)

Twitter: [@WCEMAOhio](https://twitter.com/WCEMAOhio)

Newsletter Editors: Joshua Moyer, Melissa Bour, and
Dawn Levandusky

Email: melissa.bour@wcoh.net

