



# Dispatch Times

## Did You Know?

Over the last year there have been some amazing changes taking place. As Summer comes to a hot end and Fall begins, dispatch is looking forward to less 911 hang up and silent calls from those riding roller coasters at Kings Island. From April 14th (opening day) to the first week of September dispatch has received **686** 911 hang up calls and **2,181** 911 silent calls. When we answer a 911 call and the line disconnects, it is our policy to always call the number back and try to make contact to verify if they have an emergency. After we make the call back, we always update the responding unit.

Our 7 new dispatchers completed orientation and have been integrated into the dispatch room with their trainers. We are very excited for all of them to begin their careers here at the Communication's Center. This is not an easy profession, so please be patient.

Beginning in 2019 all of the outdoor warning sirens will be reprogrammed into quadrants. This will allow us to notify specific areas of the county, when there is a tornado warning. Sirens are owned and maintained by the political subdivision in which they are located.

September 2018  
Volume 5, Issue 9

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### Mark Your Calendar!



**September 1st**  
Renaissance Festival

**September 7th**  
St. Suzanna's Festival

**September 11th**  
911 Memorial

**September 21st**  
Kings Island Haunt

**September 29th**  
Lebanon Applefest

# Employee Spotlight

## Employee of the Month



## Birthdays

**David Griffin**  
September 13th

**Andrew Farlaineo**  
September 14th

## Milestones

**Keith Fudge—6th**  
7 years

**David Griffin—6th**  
2 years

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## Universal Standards 10

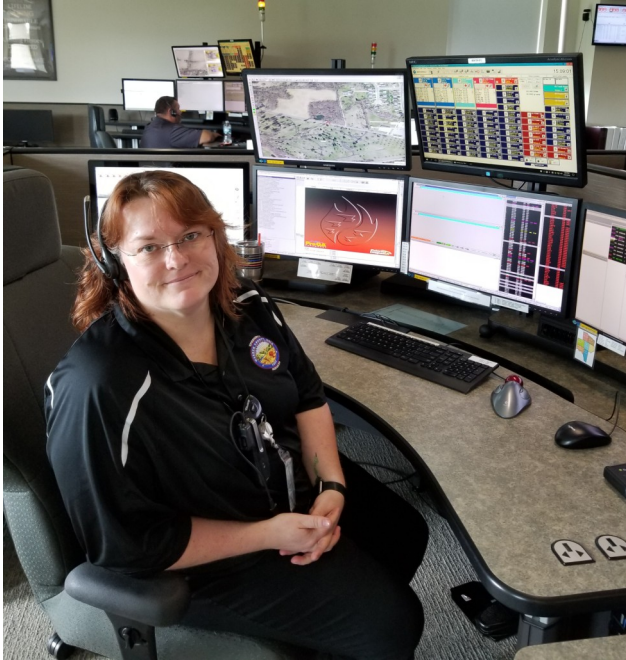
Universal standards are performance standards that apply directly to the call taker while using current Priority Dispatch protocols. These new updates will significantly enhance our quality of service to our callers.

Based on incident information, the call taker must choose the most appropriate discipline that will be responsible for initial response and incident mitigation (scene stabilization). If the caller indicates there are significant safety issues and people are injured, the call taker must select the discipline that will best address the scene safety concerns.

One of the biggest updates that will now be evaluated in the trending reports of Aqua is Universal Standard 23 (Obvious Answers). The standard reads: “Answers are considered obvious only in the following cases: When an answer to a specific question has already been explicitly stated by the caller or when the caller has already provided the answer through a clear and direct reference to the patient/victim or scene circumstances.” If the call taker clearly recalls an answer to a question the caller has already spontaneously provided, the call taker does not have to ask the question or clarify the answer. The call taker should be paying attention to what is told to them at all times. This will reduce the amount of frustration from the caller and will enable you to better perform your job.

# In The Spotlight

## Tonya Cornett Promoted to Dispatch Supervisor



Tonya began her career here at the Communication's Center in 1998. Over the years she has helped train new employees and supervise. Tonya is our 6th supervisor and currently works 12 p.m.-12 a.m. learning all of her new job responsibilities. She enjoys spoiling and spending time with her nephews and grand-daughter.

*Congratulations Tonya!*

## Call of the Month

### Ashlee Rector Delivers A Baby Girl

In the early morning hours of August 26<sup>th</sup>, ECO Ashlee Rector was training ECO-trainee Lorie Watson. Lorie answered a 911 line and obtained the address, phone number and nature of the call. The caller stated that there was a female at the residence who was 36 weeks pregnant and was in active labor and that the baby was coming out. Ashlee quickly stepped in and took over providing the correct instructions to the caller to assist them with delivering the baby. The patient can be heard screaming in the background of the call, and Ashlee continued push through gaining as much information as she could from the caller. The caller changed a couple times during the call, but that did not faze her. Ashlee did a great job remaining calm and providing clear and precise instructions from the EMD protocol. The baby girl was born just before officers arrived on scene. This is Ashlee's 2<sup>nd</sup> delivery in a little over a year.

*Director Bour,*

*I want to commend your dispatch staff. Between 0200 and 0300 hours on August 26<sup>th</sup> my step daughter Jessica went into labor and quickly started delivering her baby at her home on Main Street in South Lebanon. Your dispatch staff talked Stephanie Butts March, the baby's aunt, through the experience enabling her to assist Jessica and the baby until paramedics arrived. Thanks in huge part to your staff, my grand-daughter Harlow got to go home from the hospital yesterday.*

*Thanks again to your Communications Center folks.*

*JR*

*Lieutenant Joe Richardson  
Cincinnati Police Department*



# EMA NEWS

By Lesli Holt

## National Night Out

On August 7 Warren County Emergency Services was proud to join Clearcreek Twp. for their National Night Out festivities in Patricia Allyn Park. Staff members from the Communications Center and EMA joined together to help citizens spin the wheel and answer emergency preparedness related questions to win fabulous prizes!

Public education is one of the most important tasks that the Department of Emergency Services is charged with. The better prepared citizens and communities are for emergencies and disasters, the more resilient the entire county becomes as a whole. Resources aren't exhausted as quickly, recovery processes go more smoothly, and the primary goals of life safety, incident stabilization, and property conservation are vastly improved when communities take time to prepare before disasters happen.

Help your community prepare for emergencies and disasters today! Visit our webpage at <http://www.co.warren.oh.us/emergencyservices/emergencymanagement/default.aspx> or our Facebook (@WCOHEMA) and Twitter (@WCEMAOhio) for preparedness information.



NATIONAL PREPAREDNESS MONTH 2018

**Disasters Happen**

**PREPARE NOW** / **LEARN HOW**



## September is National Preparedness Month

National Preparedness month, recognized annually in September, is a way to provide education to the public in an effort to help them get better prepared for emergencies and disasters. For 2018 the theme is: **Disasters Happen. Prepare Now. Learn How.**

Each week for NPM contains target themes on specific preparedness efforts. The themes are as follows:

- Sept 1-8: **Make and Practice Your Plan**
- Sept 9-15: **Learn Life Saving Skills**
- Sept 16-22: **Check Your Insurance Coverage**
- Sept 23-29: **Save For an Emergency**

**The EMA website has a family emergency plan template and add'l information you can share! Also watch our website for some great updates coming soon!**

Warren County EMA will be participating in National Preparedness Month and will promote the weekly themes on our Social Media. Please feel free to share any information posted and provide additional community-specific information that might help your citizens prepare for emergencies and disasters.

Additional information, including themes, logos, graphics, hashtags, flyers, and other relevant content for National Preparedness Month can be found at <https://www.ready.gov/september>.

# Job Search!

by Nancy Machulskiy



# HAPPY LABOR DAY

TEACHER	FIREFIGHTER	AUTHOR	CONSTRUCTION WORKER
LANDSCAPER	HAIRDRESSER	MOVER	MAILCARRIER
ARTIST	POLICEOFFICER	ENGINEER	VETERINARIAN
REPORTER	DISPATCHER	DOCTOR	ELECTRICIAN
GROCER	NURSE	PILOT	SECRETARY
BARISTA	FARMER	PLUMBER	MUSICIAN

## The Goldsmith Coffeen House

Last month's "Where Am I?" was made at the Hexagon or six-sided house on Cincinnati Avenue near West St in Lebanon. Octagon or eight-sided houses were popular in the early 1800's but six-sided houses were rare and very few survive. Built in 1858 by a man named Goldsmith Coffeen, he was a "doctor" of sorts who mixed a liniment both in his basement and later in a lab behind the house. He advertised it as being "good for man and beast alike." Empty bottles of the mixture can be seen at the Glendower Museum. Also, the present owner of the house reports digging bottles up that were buried in the backyard.

Coffeen was also a horse breeder who bred "Shanghai Mary" in 1847. Shanghai Mary was the horse who, according to the Ohio Preservation Office, was "the mother of the trotting horse world." Charles Backman, the leading horse breeder of the day, traveled from Orange County, NY to purchase her. The Ohio Dept. of Agriculture records show that the descendants of Mary increased the value of horse stock in the U.S. by several million dollars. (Vol. 3, Is. 1, p. 68)

Goldsmith is also mentioned in the book, "Refrigeration: A History." In 1849, he applied for and received U.S. Patent # 6865. He had invented an ice cream maker with a hand operated bellows that blew air through the ice and over the cream mixture. He promised to demonstrate his creation at the Richmond Fair in Indiana but they had no ice for him at the fair so he didn't get the chance to show it off (Gantz, 22).

## Where Am I?

If you know the location where this picture was taken, email us at [melissa.bour@wcoh.net](mailto:melissa.bour@wcoh.net) no later than Sept, 25th. 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 Bob Anson with the Communications Center for guessing that last month's picture which was taken at Hexagon house on Cincinnati Ave in Lebanon. Stop by the supervisor's desk to pick up your prize!



## July Monthly Dispatch Stats

	Total	First Shift	Second Shift	Third Shift
<b>Created the Most Incidents</b>	10,073	Emily Smitley 254 Calls	Tonya Cornett 771 Calls	David Griffin 529 Calls
<b>Most Status Changes</b>	51,303	Ashlee Rector 1,372	April Kennard 3,120	Rob Plummer 2,811
<b>Total 911 Calls Received</b>	5,631 Calls	793 Calls	2,680 Calls	2,158 Calls
<b>Total 7-Digit Calls Received</b>	9,558	1,852 Calls	4,323Calls	3,383 Calls
<b>Busiest Day</b> (Based on 911 & Admin Calls)	Friday 7/27 584 Calls			
<b>Busiest Time of Day</b> (Based on 911 & Admin Calls)	16:00-17:00 2,192 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](http://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: Melissa Bour and Nancy Machulskiy  
Email: [melissa.bour@wcoh.net](mailto:melissa.bour@wcoh.net)

