



Dispatch Times

Dispatchers, The "First" First Responders

"6 minutes feel like 30 when you are administering CPR over the phone", says a seasoned dispatcher. Out of 39 employees, 19 of our dispatchers either currently work for a fire department or have in the past.

The difference between being on the scene of an incident and talking to a caller on the phone is like night and day. Physically being able to reassure a patient by a simple look or touch to their arm as opposed to lowering your volume and perfecting a caring tone, so that they feel comfortable enough to tell you what's going on is one of the most difficult challenges as a 911 dispatcher. Dispatchers are trained to deescalate an intense situation, but that doesn't mean that it doesn't effect us. In fact, we barely ever get closure. "Did the victim live? Did they really stab someone, or take that many pills to try and end their life"?

Dispatchers are often labeled as "heartless" or "callused", because very little effects us. We are trained to take call after call and stay strong and supportive for those calling in, because "those" are the ones that "really" need help. When a difficult call is taken it is always encouraged after you disconnect to get up and take a walk outside. With some, the call immediately makes you reconsider your career choice and with others it could be 5 or 10 years later when that same call you have taken a hundred times, finally hits you.

In all reality dispatchers need to take care of their mind and body, so that they can be in the right state of mind when 911 rings!

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Inside this issue:

Employee Spotlight	2
Did You Know?	3
LEADS	4
EMA	5
Where Am I?	6

Mark Your Calendar!



March 2
WCHD Tire Recycling @ Lebn. Sports Complex

March 17
St. Patrick's Day



March 20
Deerfield Twp. Fire Rescue Fundraiser

Employee Spotlight

Employee of The Quarter

Employee of the month has been changed to employee of the quarter. Check back in April.

*Far and away the best prize that life offers is the chance to work hard at work worth doing.”
Theodore Roosevelt*

March Birthdays

Jonathan Bright 20th



Milestones

Amberlee Applegate 2 years

Andrew Jackson 2 years

Samuel LeMaster 2 years

Rob Plummer 11 years

Congrats!

13 Trainers Attend Meeting

On Wednesday, February 27th Training Coordinator, Samantha Hall held an informational training meeting, reviewing procedures and expressing gratitude for the dedication we have had this past year. The trainers came with great ideas and feedback on current training.



Carson's 3rd Grandbaby



Carmen had a surprise visit from Scott Air Force Base in Illinois on Tuesday, February 26th, when her son and daughter-in-law brought Ms. Maggie Jane Renee Carson to the Communications Center! Maggie was born on February 13, 2019. She arrived into this world at 8 lbs 15 oz and 21.5 inches long. Congratulations Carmen, she is BEAUTIFUL!

FIREFIGHTERS & FIRST RESPONDERS
FRIENDS AND
FAMILY NIGHT
MARCH 20TH 2019, 6-9^{PM}



Come join us for a BBQ Bash and Fundraiser to honor those that Protect, Serve and Save.

All sales donated to Deerfield Township Fire Rescue.

PLEASE RSVP: mission45040@mission-bbq.com

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LEADS

By: Chris Dill, Supervisor, LEADS TAC

HIT CONFIRMATIONS

When an agency is out with a person or property that has a warrant/missing/stolen record attached through your department, a hit confirmation request is sent in order to verify that the record is still valid. The most common request is sent as “urgent”. What that means is, once the hit confirmation request is sent to the communication center, it starts a 10 minute countdown to send a response back. If the response is not sent back within the 10 minutes, that agency will send a “2nd hit”. This also sends a notification to LEADS, showing our communications center has not responded within the 10 minute window and a 2nd hit was sent. LEADS will call the communication center to verify that we got the request and it is being handled. If the communications center does not hear anything from your agency and the 10 minute window is close to expiring or is past, the communication center might ask for an ETA for the confirmation. If your agency is on a high priority call and will take more than 10 minutes to verify that the record is valid, we will send a response back advising that it is in the process of being confirmed and will be completed in # of hours. This eliminates a 2nd hit being sent and a call from LEADS.

LOCATES

When an agency other than the entering agency, recovers an item or person with a record in LEADS/NCIC and a hit confirmation has been sent, the recovering agency will place a “locate” on that record. After the locate has been placed on a record, the record will automatically retire per the following schedule:

- ⇒ Articles, Boats ,Guns, License Plates, Securities, Vehicles and Vehicle and Boat Part records will retire 10 days after a locate is placed on that record.
- ⇒ Missing persons record will retire immediately after the locate is placed.
- ⇒ Wanted persons record will retire 5 days after the locate is placed, unless a detainer is placed on the record by the entering agency.

In the event that a second locate is placed on a record regardless of the record type, the record will automatically be retired and taken out of LEADS/NCIC.

Warren County EMA Collaborates with Prison Officials and First Responders on Tabletop Exercise

Prison officials, first responders, state representatives, and Warren County EMA staff collaborated recently to hold a tabletop exercise on fentanyl exposure with Lebanon Correctional Institution (LECI) and Warren Correctional Institution (WCI). EMA Operations Manager, Lesli Holt, worked with LECI and WCI staff to develop an exercise that would test prison response to a suspected exposure, and also test the communications capabilities and collaboration between the prison staff and responders working on-scene operations. This exercise was the first of its kind in Ohio, and the first time these institutions let an outside agency take the lead on facilitating exercise activities.

Lesli was very excited to get the opportunity to take the lead on such an important exercise. “The collaboration between the agencies involved in this type of complicated response is essential to smooth operations, quicker response actions, and personnel safety,” she said. “The lessons we all learned in this exercise are vital to the safety of all persons involved in the response and recovery from a hazardous substance exposure. I am thankful for the opportunity to bring multiple agencies together to talk openly about this important subject and very grateful that these agencies trusted me to facilitate the discussions.”

Did You Know?

Along with alerting stakeholders and the public of possible severe weather, Warren County EMA keeps an eye on the river levels for the Little Miami and the Great Miami rivers during weather events. The Warren County portion of the Great Miami River has an electronic gauge, located in Franklin, where the National Weather Service can pull data multiple times per day when the river is nearing or has reached flood stage. The Little Miami River, however, only has a manual gauge that must be accessed and read by a physical person.



During the month of February, Warren County EMA staff, along with officers from the Hamilton Twp. Police Department, took manual river gauge readings on the Little Miami River every few hours when the river was nearing or had reached flood stage. These readings were reported to the National Weather Service office in Wilmington and the data was used to update river forecasting and historical records, and to more accurately predict river cresting values.

March 17-23 is Ohio's Severe Weather Awareness Week!

Statewide activities include encouraging the public to become weather aware by obtaining a NOAA weather radio, making a severe weather plan, and practicing that plan at home and at work. Ohio will also conduct its statewide tornado drill on Wednesday, March 20, at 9:50 a.m.

Watch our social media pages for more educational information during Severe Weather Awareness Week!

Where Am I?

If you know the location where this picture was taken, email us at melissa.bour@wcoh.net no later than March 25th. Everyone that has the correct answer will be entered into a drawing for a gift card. 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 your name was drawn.

No one guessed the correct location; which is a first in the 5 years that we have been publishing this newsletter. Looks like we will be offering two gift cards if someone can guess this month!



Warren County Jail Update

By: Brett Richardson

As we all know, Warren County is building a new jail! They are currently in Phase 3 and it is progressing nicely. Road construction will begin once school is out and the ground breaking will occur in July!

No More "Cancel Checks"

Last month The Communications Center pushed out a new procedure for "cancelling/ resetting checks". We want to say THANK YOU to everyone that has made this a much easier transition than we ever imagined! We are asking that you limit the extension to 45 minutes. Your safety is our main concern!



Warren County Emergency Services

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