

Dispatch Times

March 2022
Volume 9, Issue 3



Inside this issue:

Remembering Keith Fudge	1
Employee Spotlight	2
LEADS	3
EMA	4
Dispatch Stats	7

Keith Fudge Memorial Balloon Launch

On March 2, 2022 the Communications Center remembered Keith by launching balloons in his memory. Keith's parents were out of town, but his sister Lindsey was able to make it, along with our administration, several current dispatchers and even a past dispatcher. It was very nice to see everyone come together.



Mark Your



- March 17**
St. Patrick's Day
- March 24 & 25**
IAEM Virtual Conference
- March 27-30**
Central Square Conference
- April 23 & 24**
Wayne Twp. Fire Dept. Fish Fry

Employee Spotlight

Exceptional Calls

A percentage of the Communications Center's calls are reviewed by an outside service called Quality Performance Review (QPR). This includes quality assurance and accreditation services allowing us to have unbiased reviews of random pulled calls. We receive weekly and monthly reports from them. Below are some of the exceptional reviews. Great job everyone!

***April Kennard** - 1016718 - CC 2: Allergic Reaction - The caller said that his wife was having a bad reaction to a new antibiotic. April chose a good protocol selection for this complaint. She displayed excellent customer service with this very concerned caller. Her reassurance went a long way to helping him calm down.*

***Cortescia Davis** - 1016965 - CC 69: Structure Fire - This was for a house fire. Cortescia did very well making sure to follow the Echo pathway and she also made sure to explain her actions when she stopped the interrogation.*

***Samantha Hall** - 1023048 - CC 30: Traumatic Injury - The caller said that her 21-year-old son has muscular dystrophy and when she went to move him, she heard a loud pop and thought that the patient may have fractured a bone. Samantha did a great job reconfirming the phone number on the call when it showed a different number than what the caller gave. She also did a nice job letting the caller know what was happening all the way through the call so that there were no unexplained moments of silence.*

March Birthdays

Jonathan Bright - 20th
Brittany Creager - 21st



March Milestones

Amberlee Wilson 5 yrs on the 6th
Rob Plummer 14 yrs on the 29th



Suicide-The Saddest Goodbye

By: Carmen Carson, Dispatcher WCCC

I thought I'd be mad. The audacity would certainly stop me from feeling anything but angry. I can see that you're surrounded by love, how could you leave that behind? I thought we were all past that age, knowing full well that mental health knows no age. I wanted to be mad, in fact. Instead, I admit, I'm sad.

I've been known to say that suicide is selfish. You leave and you leave all that hurt for everyone else to deal with. But then, I've known that hurt, the relentless one that pushes you down and then further down, the one that makes you believe you're not strong enough to deal with it, the one that allows you to paint a fake smile on your face that never reaches your eyes or your own heart and somehow, nobody notices. So now I'm not mad, I'm sad. I'm sad that this was your choice. I'm sad that I wasn't a better friend, even today, as I think back, I acknowledge that I wasn't a better friend because I knew my own heart couldn't carry your load - and that's on me. I'm sorry I wasn't stronger for you. I'm sorry I wasn't there when you needed me. I'm sorry I wasn't a better person when I had the chance. I know that sorry can't change anything, my sorry will not bring you back, will not travel back in time, will not heal your heart or those of your family, but that's all that's left.

A tiny voice suggested I text you just the other day, I haven't spoken to you since Christmas (although I admit that I had to go look to see when the last time I spoke to you had been), but then work got busy and I got busy and the voice went quiet and I forgot. I forgot until I realized - in absolute horror - that it was you.

I'm so sorry.

I'm promising now to be a better friend to those friends in the future. If you need me, I'm here. Please reach out to me - or to someone! You matter. You matter to me. You matter more that you realize.

In memory of James Sargent 6/19/74 - 3/3/22

James was a US Navy veteran and a warehouse supervisor at WCI as well as a bus driver for Lebanon City schools. He mattered and he will be missed.

If you or someone you know is struggling, please contact the National Suicide Prevention Lifeline any time of day or night.

Call:1-800-273-8255

Text: '4HOPE' to 741-741

First Responders Suicide Prevention Resource Center: www.sprc.org/settings/first-responders

Warren County EAP: warrencountyny.gov/hr/eap

Beckett Springs Help For Heroes Program: beckettsprings.com/help-for-heroes

LEADS

By: Chris Dill, Supervisor, LEADS TAC

LEADS Entries - What Your Agency Should Do After It Has Been Located

Every entry in LEADS must be validated by sending a hit confirmation. After the hit confirmation is confirmed/validated, the agency/department that has found your entry in LEADS must place a locate, once the locate is placed the communication center will enter a detainer on the record if applicable.

Each type of entry has different outcomes after the locates and detainers are placed. The list below will go through what that outcome looks like and what the entering agencies should do.

Wanted persons

Once the locate is placed, the entering agency must place a detainer on the warrant to allow the record to remain in LEADS until the extradition can occur. If we do not, the warrant will automatically purge from LEADS after 5 days. The Communications Center will get a LEADS message each day advising that a detainer has not been placed and the warrant will auto purge in -_4,3,2,1_ days. Once the 5th day has passed, the warrant will automatically be purged from LEADS.

After the warrant has been extradited/served the entering agency should contact the Communications Center as soon as possible to have the warrant removed from LEADS and dispatch records. Failure to do this could result in the warrant still being active in LEADS when the person is released.

Missing persons

Once a locate is placed on a missing person record, it will automatically purge the record in LEADS.

The entering agency should contact the communications center as soon as possible to have the record removed from dispatch records.

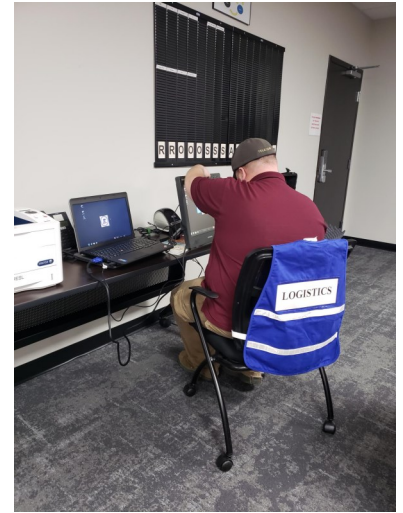
Vehicles, Guns, License Plates, Boats & Articles

Once a locate is placed, it will automatically purge in 10 days unless it is taken out of LEADS before then. The entering agency should contact the communication center as soon as possible to have the entry taken out of LEADS and dispatch records.

EMA Spotlight

EOC Technology Day

Warren County EMA continuously evaluates the condition of the county Emergency Operations Center and its equipment. Recently EMA staff hosted an “EOC Technology Day” where all EOC-related equipment was set up, turned on, and inventoried. With the help of county Telecom staff the EMA tested equipment, discussed EOC use-case scenarios, and outlined some plans for equipment replacement and disposal.



Did You Know?

The county EOC is located in a multi-purpose room on the government campus in Lebanon. From the time of activation, the room can be set up and fully-functioning within 30 minutes. This includes setting the tables and chairs up by functional section and the deployment of laptops, phones, resource materials, vests, and other supplies.

Should the primary location become unavailable there are three alternate locations identified to serve as the county EOC. While most of the EOC equipment is portable and can be transported anywhere, EMA is working with Telecom to ensure the technological requirements that accompany the physical movement of the county EOC is seamless.



Local EOC Preparedness

Local jurisdictions should have their own Emergency Operations Center identified and have it maintained to be full-functional in the face of emergencies and disasters. During an emergency, effective decision-making relies on leaders’ ability to collect emergency-related information, which requires close coordination between key officials from a variety of agencies and departments.

Below are some initial suggestions to help prepare local EOCs. More information on establishing or maintaining local EOC’s can be found at https://www.fema.gov/sites/default/files/documents/fema_eoc-quick-reference_guide.pdf.

- Determine the location(s) for EOC operations. Pick at least a primary and secondary location. It is helpful if these locations have a generator that can supply emergency power during outages.
- Consider how many personnel will be needed to collect information and to find resources. These people will need to be trained on their role.
- Determine what equipment is needed to receive information about what is going on in your community, relay information to residents and businesses, and find resources to help with response and recovery. Some of those items could include:
 - computers or laptops
 - internet connection
 - phones
 - general office supplies
 - tables and chairs

Wayne Twp. Fire Dept.

Fish Fry

1100 Franklin Rd. – Waynesville Ohio

Saturday April 23, 2022

11:00 am to 8:00 pm

Sunday April 24, 2022

11:00 am to 6:00 pm

Dine in or Carry Out



Sandwiches
Dinners
Cole Slaw
French Fries

Fish
Hamburgers
Cheeseburgers
Pies

Coffee – Ice Tea or Lemonade served with Dinner

Cold Pop extra

Flyers Provided by WTFD Inc.

November 8, 2022 | 8:00AM-5:00PM | \$199

Hamilton Township Police Department
7780 South State Route 48, Maineville, OH 45039

Who should attend:

Telecommunicators, Telecommunication Supervisors and others who are assigned call-taker duties.

Description:

Due to their unique position, telecommunicators are inundated with constant stress, often without an effective way to release it. The accumulation of stress can lead to burn-out, apathy, increased sick-time or at its peak the on-set of PTSD. The question is how to provide a coping strategy for the tele-communicator to effectively negate the effects of stress? The answer is with Emotional Intelligence.

The practice of Emotional Intelligence through the process of mindfulness provides the tele-communicator with strategies to deal with chronic stress accumulation. Mindfulness is the practical application of self-awareness, self-management, and social awareness; in short, developing mindfulness means developing emotional intelligence.

This engaging workshop provides the tele-communicator with strategies to combat stress, reduce burn-out, re-ignite their "why" and increase their emotional intelligence competencies.

Attendees will leave this class with an actionable plan for relieving job stressors by learning:

- The 5 Pillars of Emotional Intelligence
- Understand the concept of Emotional Contagion
- Identify their individual stress point
- Understand the difference between reacting and responding
- Identifying when tap-out moments should happen
- Why having a pause button is important
- Understand the difference between fixed and growth mindset
- A personal strategy for stress reduction and increasing resiliency

Register before September 12, 2022 and receive 10% off use code **EARLY**

Instructor:

Thom Dworak is a retired Sergeant (31 years) from a suburban Chicago police department where he was the Field Training and Evaluation Program Coordinator and the Lead Defensive Tactics/Use of Force Instructor. Thom facilitates training throughout the country in Field Training, Emotional Intelligence, Leadership and is a core instructor for Below 100. He holds the position of adjunct faculty at the Suburban Law Enforcement Academy at the College of Du Page providing instruction to recruits in defensive tactics and scenario-based training. Thom is a court recognized expert in police practices and use of force. He is a member of the International Law Enforcement Educators and Trainers Association (ILEETA), an annual ILEETA conference presenter and the Instructor Development Section Editor for the ILEETA Journal. Follow Thom on Twitter @dworakt

Where Am I?

Congratulations to Brian Sleeth at Warren County Board of Elections for guessing last month's picture which is on the outside wall of Pisanello's Pizza at 355 S. Main St in Franklin.

Your gift card can be picked up at the supervisor's desk.



February Calls For Service Stats

	County Day Shift Holtel/Osborne	County Day Shift Dill/Sauer	County Night Shift Bright	County Night Shift Jent	Total
Most Calls For Service (CFS) Created	Carmen Carson 618	Brittany Creager 729	Jenny Key 465	Tesci Davis 400	12,536



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: @WCOHEMA
Twitter: @WCMAOhio

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