



August 2022

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Dispatch Times

The Radio Traffic We Never Want To Hear

By: Melissa Bour



On July 12, 2022 at 7:16 pm the Communications Center received a call for a physical domestic between a male & female. At 8:42 pm the situation turns for the worse and Sergeant Eric Ney is shot by the male half of the domestic, "OFFICER DOWN". His partner, Sergeant Nicole Cordero took action immediately. The police dispatcher, Jordan Williams literally completed his training for this radio the day before.

This is the radio traffic that every single dispatcher prays they will never have to hear. Jordan was calm & collected. Law enforcement units from all around the county responded immediately and Clearcreek Township Fire District was dispatched. Off duty dispatchers came in to assist with whatever we needed, along with the operations manager & director.

The Warren County Peer Support Team arrived at the Communications Center within an hour and a half. With the extra dispatchers coming in to help, the other dispatchers in the room during the initial radio traffic were able to go into a separate room and talk about what just happened. In the 22 years that I have been here we have never had such a quick response for our dispatchers to be able to discuss a critical incident and how it was currently affecting them. It is so important for those involved in a critical incident to learn the symptoms of stress and how to manage them.



On that Saturday, July 17th the dispatchers working that evening were invited to participate in Clearcreek Police Department's stress debriefing. We are very grateful for including us and it really helped those who attended.

This past Saturday, July 30th Sergeant Ney was able to walk out of the rehabilitation center and headed home. He has a long rode ahead of him. We are all so grateful that Sergeant Ney & Sergeant Cordero are alive.

Great job to all those involved especially our dispatchers; Jordan Williams (police radio operator), Jenny Key, Brandy Cooper, Paige Barton, Stacy Ryan (fire radio operator), Dennis Rutter, Alex Lucas, Jonathan Bright (supervisor), Cassidy Gatio, Seth Whitlock, Kristen Osborn (supervisor) and Sara Orr.

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Mark Your Calendar!



August 2
National Night Out

August 5 & 6
Lebanon Blues Festival

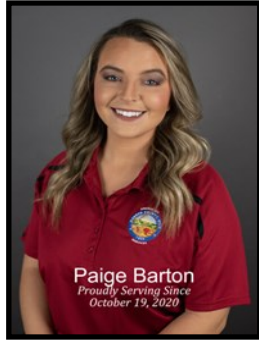
August 12
Railroad Days Festival
Carlisle

August 19
3rd Friday, Lebanon

August 27
ARTFest on Main
Springboro

August 27
PowderKeg 5K Trail
Race, Deerfield Twp.

June



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 the recent exceptional reviews. Great job!

April Kennard - 1172471 - CC 17: Fall - The caller said her mother had fallen and she was unable to get her up off the floor. April provided excellent customer service with this caller by having a very kind tone and providing the caller with reassurance that she was doing well. The caller was clearly upset and needed to hear this.

Paige Barton - 1183063 - CC 77: Motor Vehicle Collision - This was a vehicle accident. Paige did a great job gathering the needed information from this caller. Paige then made sure to relay all appropriate PDIs/Case Exit instructions. All with no deviations. Great job!

April Kennard - 117223 - CC 55: Electrical Hazard - This caller needed the fire department for a possible low hanging electrical wire. April expertly gathered the location information from this caller. She also then selected the correct Chief Complaint of Electrical Hazard to gather the needed information from this caller. This information then allowed the fire department to prepare for their scene while responding.

August Birthdays

Dennis Rutter 10th

Carmen Carson 20th

Alyssa Hardin 25th



August Milestones

Kelly Fiebig 8 yrs on the 18th



Meet Our New Dispatchers



Sara Swierk

Sara grew up in Maineville, Ohio. She has worked as a lifeguard at the Beach Water Park, receptionist at Fox Chiropractic, server at Shooters Sports Bar & Little River Bar & Grill and a sales associate at Marshalls. In her spare time Sara enjoys watching her brother play football and her sister play softball. Zeke, her 2 year old Great Pyrenees/ Lab is her whole world. She also enjoys spending time with her significant other of 3 years and doing DIY projects.



Macy Patterson

Macy grew up in Franklin where she graduated from Franklin High School with a 3.9 GPA. She's worked at Beehive homes of Springboro as an STNA, Sycamore Medical Center as a nursing assistant for med-surg and Atrium Medical Center as an ER Technician. She has one brother, one sister, loving and supportive parents and an amazing husband. In her free time she enjoys walking her puppy Jolene, soccer, cooking and softball.



Riley Fuson

Riley grew up in Lebanon and graduated from Lebanon High School. He went on to Northern Kentucky University for music performance. He has played the French horn for 10 years. He previously worked at Kroger. In his free time he enjoys playing D&D with his friends and currently he is reading *Fallen Empire* by Lindsay Buroker.



Jennifer Gabbard

Jennifer is originally from Hamilton Twp. and graduated from Little Miami High School. She previously worked for a revenue cycle company in customer service for hospital billing. She is an EMT-Basic and a level 1 Firefighter and currently volunteers with Massie Township Fire Department. Her husband is a police officer at Sabina. They have two children and a Belgian Malinois named Karma. In her spare time she enjoys spending time with family and friends.

Employee Spotlight

Positive feedback from the surveys that go out to callers. Keep up the

Feedback Board

List Focused

Thank you and gratitude for the help on the road

Very kind and considerate

who was to blame for the accident. Officer directed us accordingly very thorough and professional. Thank you.

Very kind and understanding my son and I came close to being side swiped on our right hand side so I'm glad my call was taken seriously ... thank you ...

Extremely professional, thorough in asking questions, and kept me posted on the response of law enforcement. He was very patient and didn't interrupt me as I explained why I was calling. (I probably got a little long-winded with my call.) Excellent dispatcher.

Support was fast and helped with all my needs

Handled the call quickly and efficiently. Very professional.

Very understanding and kind

Very professional and friendly

My call was not an emergency but to reach out to the dog warden. The dispatcher was great! Kind and asked what should be asked. The warden followed up twice which was great! Job well done by all!

Very nice and polite.

Responded quickly. Very nice, very understanding of my situation and problem resolved quickly.

She was very professional but still let her personality shine. Great voice and laugh. Great job

Excellent service and friendly

Communication Disability Law



Any individual with a medically diagnosed communication disability, who drives or regularly has someone with a communication disability in their vehicle, can voluntarily enroll in a database that connects to the Law Enforcement Agencies Data System (LEADS). The law enforcement officer can then be made aware that the driver or a person in the vehicle may have difficulty communicating and can approach the vehicle with awareness to reduce any potential misunderstandings or problems.

Individuals who are interested in self-identifying can complete a Verification Form and take the completed Verification Form to their licensed medical practitioner who can validate the individual has a communication disability.

Verification Forms can be mailed to:

Ohio Bureau of Motor Vehicles
Attention: Remittance/DPU
P.O. Box 16521
Columbus, Ohio 43216-6521

Completed applications can also be e-mailed to VIS-Administration@dps.ohio.gov or hand delivered to any Deputy Registrar (BMV).

For more information, visit [Frequently Asked Questions](#) or call 614-438-1203 or 1-800-282-4536, extension 1203.

Meet Our Emergency Plans Assistant



Alyssa Hardin

Alyssa is originally from Dayton, Ohio and while growing up she was a military kid, so she lived all over. She attended the University of Cincinnati and majored in Criminal Justice with a minor in sociology and received a certificate in forensic populations. During college she worked part-time at a paint store and interned at the Hamilton County Coroner's Office her senior year. Currently she lives in Cincinnati with her boyfriend and cat, Lando. In her spare time she enjoys watching movies and tv shows. As a hobby she considers herself a "fiber artist," where she does hand embroidery, crochet, punch needle and sewing. She also loves playing and collecting board games.



On August 2nd EMA & the Communications Center set up booths at both Carlisle & Clearcreek's National Night Out.

We handed out Frisbees, candy, lunch bags filled with preparedness information including our updated Citizen's Emergency Preparedness Guide. Those attending could spin our wheel and answer 911 & EMA questions.

Thank you to those who volunteered their time to help out; Paige Barton, Lindsey Stump, Jenny Key, Macy Patterson, Melissa Abrams, Sidney Renner & Lesli Holt.



Warren County Communications



911

Emergency Communications Operator

Starting Rate \$19.03

12hr Schedule

Every other Friday, Saturday and Sunday Off

12 paid Holidays

Earn approximately 120 hours of sick leave per year

Ohio Public Employment Retirement System (OPERS)

Employee 10% Employer 14% of earnings (pre-tax)

Deferred Comp

Scan the QR Code for more information



Contact: Susan Spencer 513-695-1747 www.Susan.Spencer@co.warren.oh.us



Warren County Emergency Services

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Stay connected with us by:

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

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