



the *NHEDA Broadcaster*

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Second Annual NHTERT Command Post Rally

by *Jon Goldman*

Tom Andross photos

At the January NHEDA/TERT meeting Jon Goldman, Greg Putnam, Andy Artimovich and Tom O'Connor were selected as the committee for the second annual NHTERT Mobile Command Post Rally. After meeting in February it was discovered that last year's location at PSTC was unavailable. The committee was on the

lookout for a location that would allow for the expanded rally they were hoping for this year.

After researching locations, Pease ANGB came up on the radar. After a site visit and meeting with the "XO" (Executive Officer) Greg Putnam and Jon Goldman thought this would be an ideal

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Highlights in this issue:

NHTERT Rally

Mobile Command Post Rally tested the systems and those who operate them

NHEDA Summer Training Schedule

Special training opportunities for the next quarter—preregistration required for some

What is NH 211?

A glimpse into a valuable aid that dispatchers can use to help solve all kinds of things

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Second Annual NHTERT Command Post Rally

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location. The committee members began soliciting past attendees as well as making new



contacts for units to attend the rally.

After many email blasts, and contacts the day of the rally was finally upon us on May 17th.

Many NHTERT members showed up early to help setup, and get the vehicles in place as they arrived.

Keith Veale became the honorary staging person, and began marshaling vehicles into place as they arrived.

There was a tremendous

amount of activity on the base, as it was “Base Clean Up Day” and the NHANG was hosting a “Make A Wish” child that day. The NHANG placed a large refueling plane right next to the

NHTERT Rally for the “Make A Wish” child and his family. They then invited all of the NHTERT attendees to tour the plane if they wished, which was fun and



exciting until they had to ask Keith to get off the plane so others could get on.

The Derry Salvation Army Rehab

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What is 211 New Hampshire?

Imagine you are out of money, your rent is due, and you and your family risk becoming homeless if you can't find some help. Where do you turn? Or, your son is autistic and you want to know what services are available in your area. Or, your elderly mother is in the hospital after a fall, and you know she'll never be able to stay home alone again. Where can you quickly learn about your options?

In the past, New Hampshire citizens in need of information and essential services like these and a myriad of others faced a dilemma: They had to know where to call to learn where to call. Whether confronted with an everyday question or a fullblown crisis, people were forced to sort through a bewildering array of nonprofit and government agency options and help-lines in their search for help. Overwhelmed, people often either went without

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unit responded to our call again, providing pastries and coffee for breakfast as well as a cookout for lunch. Like the NHEDA Conference, if you left the TERT rally hungry, there was something wrong.

This year's rally brought some of the same vehicles as last year, along with some new, and very



interesting vehicles. The FEMA MERS (Mobile Emergency Response Detachment) out of Maynard MA were very strong supporters this year with a total of five different units attending. We also saw participation from Verizon Wireless



with a CROW (Cellular Repeater On Wheels) which is very different from a COW (Cell on Wheels).

The rally was supported by 2-Way Communications, Nomad GCS

and Exacom. Exacom has always supported

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UPCOMING MEETINGS/TRAINING OPPORTUNITIES AND OTHER EVENTS

June NHEDA Training and Meeting:
Wednesday, June 12th at 1:00 PM (11:00 AM for Governing Body Meeting)
Franklin Police Department, Franklin.
Attention! This is a location change.
Training Topic: Fish and Game, by Major Kevin Jordan – NHSP

July NHEDA Training and Meeting:
Tuesday, July 16 at 10:00 AM
Supervisor's Roundtable to follow both meetings and training.
NH Fire Standards & Training
Smokey Bear Blvd, Concord
Training Topic: To be Determined

August NHEDA Training and Meeting:
Pre-Registration is required—see website
Wednesday, August 14th at 11:00am
Gorham Fire Station
347 Main St, Gorham, NH
Training Topic: Sovereign Citizens presented by NHSP Trooper John Bishop of the NH Joint Terrorism Task Force Unit

Welcome NHEDA's New Members

Craig Beulac

Hillsborough County Sheriff's Department

D. Parker Moore

Bow Police Department

Riley Stanchina

NH DOS—E911

THE NEXT TIME YOU GET A CALL FROM A BLOCKED OR UNKNOWN NUMBER...



ANSWER IT AND WHISPER... "IT'S DONE, BUT THERE'S BLOOD EVERYWHERE!". THEN HANG UP.

I TOOK A JOB PLACEMENT TEST & MY ATTITUDE



IS BEST FIT FOR A JOB AS A 911 DISPATCHER.

Drunk people run stop signs



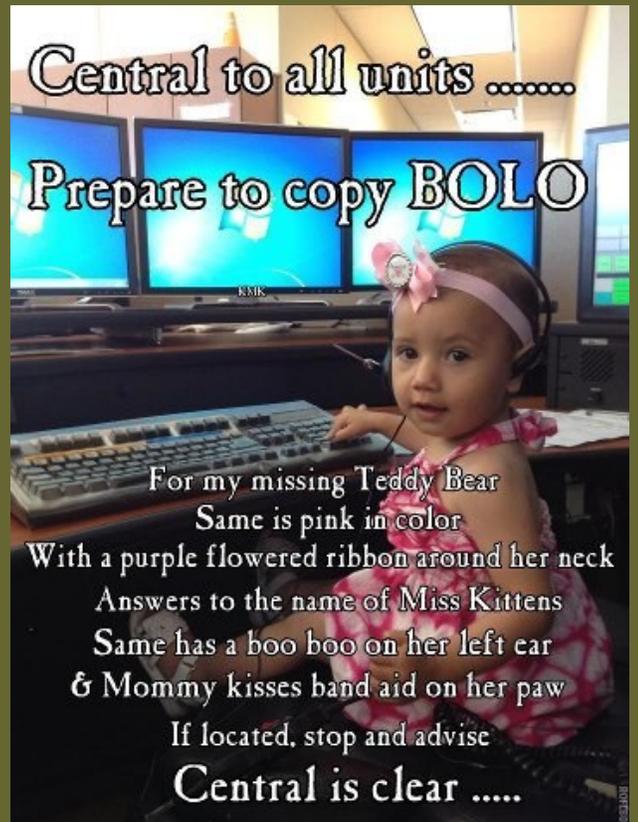
high people wait for them to turn green!

Typewriting while driving



Central to all units

Prepare to copy BOLO



**For my missing Teddy Bear
Same is pink in color
With a purple flowered ribbon around her neck
Answers to the name of Miss Kittens
Same has a boo boo on her left ear
& Mommy kisses band aid on her paw
If located, stop and advise
Central is clear**

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the assistance they needed, or they called 9-1-1 and unnecessarily tied up that system's vital resources.

No longer. Thanks to a unique coalition of non-profits, state, corporate and volunteer partners, New Hampshire citizens now have one, easy to remember phone number to call to access all the health and human services available to them. As of June 11, 2008, callers anywhere in the state who dial 2-1-1 are connected, at no charge, to a trained information and referral specialist who can provide them with the information they need to get help.

The United Ways of New Hampshire (UWNH), a group of ten New Hampshire United Ways, has collaborated with five comprehensive Information and Referral (I&R) agencies in the State of New Hampshire to obtain ownership of the 2-1-1 number from the Public Utilities Commission. The initiative is also supported by United Way of America and the Association for Information and Referral Services (AIRS).

Here are some of the ways 2-1-1 reduces costs for employers, taxpayers and government:

- Time is saved for families and individuals through a one-stop call center.
- The need for public assistance is decreased because of timely connection with appropriate intervening services.
- Reduction in non-emergency calls to 9-1-1.
- Reduction in new 1-800 numbers funded by government.
- Planning information for cities, counties, and non-profits informed by data collection of call volume and types of services requested.
- A communication network for information in changes about government and local programs.
- Cost avoidance for businesses and state agencies of misdirected calls for services.

2-1-1 NH was launched on June 11, 2008. Residents in New Hampshire can contact 2-1-1 NH toll-free by dialing [2-1-1](tel:2-1-1) in state or [1-866-444-4211](tel:1-866-444-4211) from out of state.

2-1-1 NH is an initiative of the United Ways of New Hampshire in partnership with Public Service Company of New Hampshire. It is sponsored by the Citizens Bank Foundation, Exeter Hospital, New Hampshire Charitable Foundation and the State of New Hampshire.

Reprinted from the NH 211 Website



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NHEDA and NHTERT, this year was no exception as they paid for the NHTERT team shirts, as well as lanyards for the ID



badges. Exacom was very grateful for the opportunity to not only support NHTERT, but to also have a table set up and network dispatchers and other personnel who were in attendance.



The 2013 NHTERT Mobile Command Post Rally was very successful this year with a total of 24 out of 26 registered vehicles attending, and 89 out of 113 registered attendees checking in at the "Command Post."





President's Message

I read a news article this morning that made me pause and reflect. It was about a woman who had called 911 for help, but due to budget cuts, there were no sheriff's on duty nights and weekends so the dispatcher could not send any help. Subsequently, the woman was raped by her ex-boyfriend after he broke into her place. First off, I couldn't imagine being that woman and going through what she had to, that is horrific. I couldn't imagine being that dispatcher and not sending any help. We always answer the call and we help, that's just what we do. But what would happen if you had no help to send? I hope I am never in a position like this dispatcher was. It must have been an incredibly helpless feeling (for both dispatcher and the caller). In regards to the dispatcher, I hope they offer them some sort of counseling for this. It could be a very traumatic experience for them. Obviously a traumatic experience for the caller, I am not trying to ignore that aspect of this story, but trying to point out that the dispatcher may be overlooked in all of this. I tried to put myself in the dispatcher's position, I just don't quite know how I would handle that situation. It must be such a lonely and helpless feeling. I hope that there is a resolution for the public and those who serve the public. Let no more harm come to people. Here is a link to the article:

<http://www.npr.org/2013/05/21/185839248/loss-of-timber-payments-cuts-deep-in-oregon>

Lastly I would like to say, Happy Memorial Day, the unofficial start of summer (especially on Hampton Beach) but let us not forget those who have served or are serving in order to protect the freedom that we all have. Most of all to those who gave their lives in order for us to enjoy our freedom.

Cassie B. Leavitt

the NHEDA Broadcaster

The NHEDA Newsletter is produced monthly and available free of charge electronically to emergency telecommunicators who serve the people of New Hampshire. Go to www.nheda.org today for details on free membership and other benefits of belonging to NHEDA.

Any NHEDA member can contribute to the newsletter. Email Paul Bagley at:

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Submit articles, photos, training announcements and your ideas for articles.

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