



the **NHEDA Broadcaster**

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CONGRATS & BEST OF LUCK CECILY!



Greetings Everyone,

It is with mixed emotions that I will be ending my full time career as a communications specialist/supervisor at Merrimack County Sheriff's Office on August 31st 2017. I am excited to be retiring, and am working on two lists: My retirement "To Do List", and my "Camping Travel Destination List".

I have worked in public safety for 35 years and at Merrimack County for over 28 years. During that time there have been many changes. I began my public safety career as a volunteer with the Epsom Rescue Squad in 1982 and retired from there in 1995 at the rank of Lieutenant. I learned much from my fellow squad members and made many life-long friends in the process. At the time I was managing a local 24-hour convenience store and gas station. My employer was gracious enough to allow me to leave my post to go on rescue calls. It was good PR and their way of giving back to the town. The rescue squad worked closely with the police department and I became friends with several members of that department.

Sometime in late 1988, then Police Chief, Peter Burgess, told me of an opening at Merrimack County Dispatch and encouraged me to apply for the job. It's a job I had never considered before but thought it sounded interesting, so with things changing in the convenience store industry (the company that owned my store had changed hands several time in 5 years!); I applied for the job. After a long application and interview process, and passing a background check, I got the job! I was newly divorced, raising 2 kids, had just purchased a house, and a new (used)car, and here I was changing jobs and taking a \$3.00 per hour pay cut. (Starting pay was \$7.75 per hour) It was a very exciting, but scary time for me.

In February of 1989, I was hired by Sheriff Chester Jordan and worked for him until he retired. Sheriff Scott Hilliard was elected the following year and I have been working for him ever since. I will be ending my career having worked for 2 Sheriffs, 2 very different people who have both given me great opportunities and supported me through my dispatching career. I have worked for and with many people over the years and I learned from each of them. "Thank You" to each of you.

If you read Jen Cloutier's article from the July Newsletter, you won't be surprised when I tell you that I was given 2 weeks training and left on my own on the midnight shift. Dispatching now is nothing like what is was in 1989, let me tell you.

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NHEDA would like to recognize
Cecily McNair
Of the Merrimack County
Sheriff's Office
In Appreciation of
Your Long-Term Service to
The NH Emergency
Dispatchers Association
And Dedication to the Implementation
and Ongoing Development of
High-Quality Training
For NH Dispatchers
**CONGRATULATIONS ON YOUR
RETIREMENT!**





**Some of our friends
Enjoying The APCO
International
Conference in Denver, CO.**



Upcoming Meetings & Trainings

Wednesday, September 20, 2017 at 10:00am— Monthly meeting and training at New London Fire Station, 237 Main St, New London. Training will be EMS Overview Module.

Wednesday, October 18, 2017 at 10:00am – Monthly meeting and training to be held at Southwest District NH Fire Mutual Aid, 32 Vernon St, Keene. Training Topic is Fire Mobilization Plan.

Wednesday, November 15, 2017 at 10:00am – Monthly meeting and training at the IPOC, Smokey Bear Blvd, Concord. Training will be WebEOC. Stay tuned for registration details.



The NHEDA Broadcaster

The NHEDA Newsletter is produced monthly and available free of charge electronically. 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. Submit articles, photos, training announcements and your ideas for articles. Send material to newsletter@nheda.org

Jennifer Cloutier
Berlin PD

Cassie Leavitt
Hampton Fire

Keith Veale
Hillsborough County
Sheriff's Office

Laura Bartlett
NH HSEM

Austin Brown
New London PD

Looking Ahead to 2018.....

By: Chief Jonathan M. Goldman, RPL

The 2017 NHEDA Annual Training Conference is now just a memory, as it took place in April. Just up ahead though is the 2018 Training Conference. With summer just winding down, and the 2018 Training Conference only eight months away, the Training and Education Committee is still hard at work. Did you know, the conference Training, and Education committee works all year long to produce a conference educational program that meets the high expectations our attendees have come to expect. I have had the distinct pleasure of being the Chairman of this committee for two conferences, and look forward to working on the 2018 conference as soon as summer winds down.

Each year we ask conference attendees to fill out conference evaluation forms. These forms are looked at by the entire conference committee, and each sub-committee uses the feedback to guide their individual committee responsibilities for the next year.

For instance, the Conference Committee might use the feedback to add or reduce meals if a certain meal receives feedback that attendees would prefer something different. If there was overwhelming response for a sushi bar for instance, we may try and offer a sushi bar, or if there was an overwhelming response that a certain dish wasn't well received we may try and remove that dish from next year's menu.

The Training and Education Committee uses these evaluations as a way to shape future educational session during the conference. The Training and Education Committee has reviewed the 2017 Conference Evaluation forms, and we are proud of the overwhelming response we have received, but 2018 will prove to be an even better training conference. We will be integrating some more law enforcement dispatch specific programs into the conference in 2018. The Supersession programs seem to be working well for scheduling purposes, and are well received, and we realize they have been Fire Dispatch specific the last couple of years. We be hosting a LAW ENFORCEMENT Supersession speaker for 2018 that we are excited for. Although we cannot announce it yet, we have received commitment from a vendor to not only sponsor the Supersession Speaker, but to put us in touch with an individual with a great message that they use regularly for their own corporate speaking needs.

Do you know a presenter, or speaker who has a program or message that would be an opportunity for Dispatchers to learn from? Do you know a Police or Fire Dispatcher, Police Officer, Police Chief, Firefighter, Fire Officer, or Fire Chief who you have seen present before that you really enjoyed? Maybe someone you have heard has a great presentation or message? In January of 2018 we will begin soliciting a "Call for Papers" this is an opportunity for speakers and presenters to submit a proposal of their presentation to Training and Education committee for inclusion in the schedule. If you know someone whose presentation would be a great addition to the program feel free to forward the Call for Papers to them, or send an email to the Training and Education Committee and we will track them down. This is your opportunity to help us build a great educational program.

***If you have any comments, suggestions, or want to volunteer with the 2018 Conference,
Please contact: conference@nheda.org.***

Director's Message



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There were no computers, no headsets, no speed dials, pagers, faxes, e-mail, or SPOTS – I had 2 phones, (one for police, one for the Sheriff's Office), a radio (about the size of a refrigerator laid on its side), a 15 minute playback recorder, a radio log sheet (hand written) and a typewriter. Alarms came in on a digitizer that was several feet away and made horrible buzzing and ringing noises when it went off. A typical shift was taking a phone call, dispatching it to the officer, typing it into the log, and assisting the officer any way you could while he was on that call for service.

If an Officer made a motor vehicle stop and requested a license and history you had to take the information, switch frequencies, call SPHQ on the radio, get the information, write it down, then switch frequencies back again and read the license status and history back to the officer (all the while, logging everything that you did). It was a very time consuming process. A couple of years later, we were lucky enough to be given a micro-fiche machine and film, we got an updated package of film every 2 to 3 weeks; that were 3 weeks old when we got them. We used those to look up plate, vehicle, and owner information. (Yup that's right DMV information was 5 to 6 weeks old when we got it.) We delivered paperwork by setting up relays between officers in different towns and they would pass it on to the next town and the next until it arrived at its location. As my career moved along, so did improvements in technology. We got computers, reel to reel recorders later digital recorders, facsimile machines, later known as fax machines, beepers (aka) pagers, CAD programs, bag phones then cell phones, the internet, smart phones, and now texting and videos! We have gone from 10-codes to plain language, and analog radios to complex simulcast radio systems.

I attended several meetings in the early years of NHEDA even back before we became an official association in 1990 and became a card carrying member in 1994. Since 1995, I have served on at least 1 committee every year. I have been a regional representative, Treasurer, Secretary and Vice-President, Chair of the Training committee (for many years I was the only one on the training committee), and finally a Director for the past 10 years or so. I have seen many successes and failures, changes, both good and bad, active memberships and times when we only had 1 or 2 meetings per year. I can't tell you how much I learned from my fellow dispatchers over the years, tips and tricks, (which we now call "best practices") how to write policies and procedures, and the fact that we needed policies and procedures, training topics that I couldn't possibly list, and made friendships that have and will last a lifetime. I encourage you to invest in your profession and improve your chances for career advancement by joining NHEDA and becoming an active member. I attended these meetings, training sessions, and conferences on my own time, and my own dime since 1994 and it has paid off in so many ways. What I learned through NHEDA gave me the knowledge and confidence to build a dispatch center in 2010 and to build a simulcast radio system in 2017.

So as I complete more than 28 years of service here at Merrimack County Sheriff's Office, I will leave you with these words; Learn everything you are able to from any source available, make contacts in every part of your profession, network with your peers, learn something new every day, most of all be professional! This job has been the most: demanding, time consuming, frustrating, challenging, burdensome, sad, devastating, traumatic, hopeless, satisfying, engaging, lifesaving, exciting, hopeful, ecstatic, gratifying, rewarding, productive, fulfilling, best job in the world. I am proud to have been a Telecommunications Professional, and I am going to miss it! I have always told people that I have the best job in the world – I'm a woman, and they pay me to talk!

You can reach me at cecilymcnair@gmail.com Take care all, and be the best you can be!

Dispatcher 1 signing off the air – KRK930 Merrimack County Dispatch Time Clear

Cecily McNair