



the **NHEDA Broadcaster**

A Monthly Journal of Information For New Hampshire's Emergency Telecommunicators

A publication of the New Hampshire Emergency Dispatcher Association PO Box 664 Berlin, NH 03570

Vol. 8, Issue 5

May 2015

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NHEDA Annual Conference and Vendor Expo

We recently wrapped up our latest conference and boy, was it a jammed packed three days. Once again the Red Jacket Mountain View Resort in North Conway, NH hosted us. There were plenty of opportunities to meet and talk with vendors, learn the latest information and technologies available. There were many training opportunities as well on all aspects of our profession; from railroad trainings to NHEDA Academy Phase 2 modules and everything in between.



We wouldn't be able to host this annual conference if it wasn't for our generous sponsors. They help cover the costs of providing multiple trainings in a short time span. Where else in the state can you get so much training?



Fourth Annual Mobile Communications & Command Post Rally



May 22, 2015
New location this year!
NH Motor Speedway, Loudon NH
Vehicle Check In: 8:00—9:00am
Rally : 9:00am—3:00pm

Mobile communications, mobile command posts, and other mobile facilities from around New England will be on hand to participate and demonstrate their capabilities in support of Public Safety.

Activities Planned:

- ◆ Equipment displays and demonstrations
- ◆ Vendor Exhibits
- ◆ Sponsorship opportunities
- ◆ Education opportunities
- ◆ Interoperable communications demonstrations and testing

All Attendees and Vehicles must Pre-Register at www.nheda.org



Public Safety Career Day Held At The NH Fire Academy

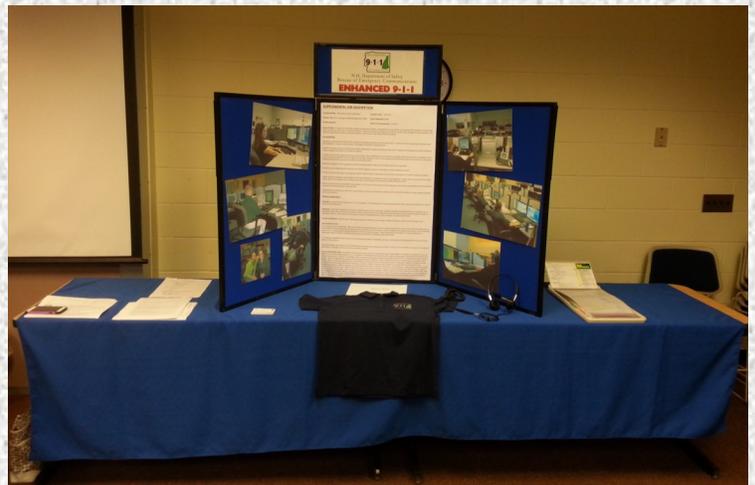
The NH Division of Fire Standards and Training and EMS held their Career Day on Saturday, April 25th. The whole fire academy campus was on display, with tours of the training grounds and a career fair in the classrooms. Representatives from various public safety agencies and technical schools were on hand to speak to interested young minds in attendance.

NHEDA set up a booth in the career fair, where the organization was represented by Captain Ernie Petrin of Concord Fire, Dispatcher Jennifer Dexter of the Grafton County Sheriff's Office, Dispatcher Virginia Gilman of SWNH District Fire Mutual Aid and Dispatcher Keith Veale of Manchester-Boston Regional Airport. Captain Petrin was able to display and explain Concord Fire Department's Computer Aided Dispatch system to those who stopped by our table. Dispatcher Gilman was also able to display

SWNHDFMA's public CAD viewer, which showed a live summary of the active calls that her agency's communications center was handling.

The Director of the NH Division of Fire Standards and Training and EMS, Chief Deborah Pendergast and her staff, were pleased to have NHEDA at the event, where NH-911 also had representatives staffing a booth too. Chief Pendergast said that when students think of public safety, the vital and sometimes exciting role of the dispatch profession is often overlooked. She wanted to expose these would be future responders to yet another emergency services career path.

If you know of a young adult in high school or college that is interested in emergency services, urge them to reach out to the Fire Academy for more information. You might just change a life for the better.



Upcoming Meetings & Trainings

All of the following trainings are the introductory presentation modules which are included in the NHEDA NH Dispatchers Academy.

May 22: NH-TERT Mobile Command Rally at NH Motor Speedway, Loudon, NH.

June 17 at 10am: At Grafton County Sheriff's Department. Modules presented will be Clandestine Labs and State Agencies.

July 15 at 11am: At Hampton Fire. Modules presented will be Troop G and HazMat.

Welcome to NHEDA's Newest Members!

Kathryn Flynn—Hooksett Police Department

Lisa Kirchner—Hooksett Police Department

Frank Jones—Barnstead Police Department

Justin Bellen—NH Division of Forest & Lands

NHEDA To Hold Another APCO Public Safety Telecommunicator Training Course!

September 21—25, 2015

Hampton Police Department

Stay tuned for more details as they become available



NHEDA Annual Awards

On April 13, 2015 following the Annual NHEDA Banquet and Meeting, the 3rd Annual NHEDA Awards were presented to the following people and agencies;

Telecommunicator of the Year

Richard Belanger—Hooksett Police Department

Technologist of the Year

Paul Paquette—Hampton Fire IT Department

Supervisor of the Year

Michael Legere—Manchester Boston Regional Airport Operations

Trainer of the Year

Jon Brooks—NH E911 - Bureau of Emergency Communications

NHEDA Award

Chief Philip Tirrell and the members of Southwest NH Fire Mutual Aid

Congratulations to all of these very deserving award winners! They are just a small handful of the numerous NH Dispatchers who are doing their jobs; saving lives, making a difference, 24 hours a day 7 days a week. Proudly representing our profession.

More Conference Pictures!



Do You See What I Hear?

Jonathan M. Goldman, RPL

On Tuesday April 14th at the NHEDA Annual Conference, the NH Department of Safety sponsored a 90 minute super session presented by Dr. Rich Gasaway. Dr. Gasaway is a retired Fire Chief who has made it his life's work to study Situational Awareness and to help individuals and teams understand the human factors and reduce the impact of situational awareness barriers. He has written countless books including "50 Ways to Kill a First Responder" and numerous trade articles.

Situational Awareness is "A person's ability to perceive AND understand AND keep track of what is happening in their environment (In context to how time is passing) and then, in turn, be able to accurately predict future events...in time to avoid bad outcomes. It sounds like what a Dispatcher does every day, but did you know a Dispatchers situational awareness is passed on to the responders, who take the Dispatchers information and add that to their own situational awareness to better plan their response?

Dr. Gasaway spent 90 minutes discussing how the Dispatchers perception of the situation is triggered from our catalogued memory utilizing our perception, understanding, prediction and intuition.

Stress and other factors such as complacency can cloud our "Pre-Arrival" lens, as well as our responders.

As Dispatchers it is important for us to speak clearly, and say what we mean, as well as mean what we say especially when we are in stressful situations. The same can be said for the responders. One example Dr.



Gasaway used to illustrate this point was what happens when fire companies respond to the local National Guard Armory for smoke in the building, and upon entry they advise they have found the source of the smoke, they have a tank on fire in the back of the building. Does this mean an actual Army tank, or does this mean a large Fuel Tank?

Is a "Gator" something made by John Deere that you drive around, or is a 13 foot long reptile that is waiting to eat you around the corner?

When in stressful situations there are many factors that contribute to our sense of situational awareness to include Responder Overload, and Dispatcher Overload. Stress impacts memory and recall that is why it is so important to have checklists and protocols in writing within easy access to your operations positions. They assist with helping the Dispatchers and the responder communicate better, as each one has mutual expectations, and understand each other's needs.

The success of every incident depends on well trained dispatchers helping responders develop situational awareness and managing information and communications. Without well trained dispatchers, and responders who work TOGETHER we will not be able to work together to "see the bad things coming...in time to change the outcome." If you haven't yet, please take a moment to check out Dr. Rich Gassaway's website at www.samatters.com to subscribe to his podcast. Thank you to the NH Department of Safety for their generous sponsorship of the program, and remember SAMATTERS.



The Knights Watch

I am a member of the Knights Watch
It is my job to watch over my Knights, those who wear blue and red.

To watch my Knights, like a Shepherd watches his flock My Knights are sworn to protect, I swear to protect them My Knights may not always appreciate my work, and sometimes scorn me

My Knights work long hours, as I work beside them My Knights work holidays, nights, weekends, and a shift never ends on time My Knights can be firm and kind, they feel the same as you or I

My Knights will lay down their life for you My Knights will go into a situation, even though they are scared, to save you When all your instincts tell you no, danger ahead, they push on

My Knights are my family, they are my friends My job is make sure my Knights do not get hurt To make sure my Knights go home, after the shift is over

I use all my tools to protect my Knights I stand watch with my Knights, Listening for the call for help, may it never come To think, to pre-plan, to anticipate the unknown, the unthinkable

And to be ready to act if that call for help comes To wait on pins and needles, when my Knight does not answer me To keep a calm voice and a steady hand, when my knight is in danger

For I am a member of the Knights Watch

I am a Dispatcher

By Rob Kyer, Amherst Communications

More Conference Pictures!



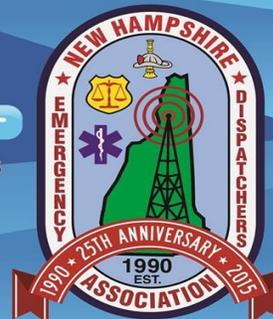
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President's Message



Hello NHEDA!

I thank you for your support in electing me your President. I have to say this organization has a whole different look and feel from the last time I had this position! Director McNair used a great NHEDA history summary at the opening of the awards ceremony--*"who would have thought twenty five years ago..."* As I've had the privilege of serving as a Director for the past *few* years, I

know you're being represented by some of the most capable of our profession and I believe we can continue to make great progress for our organization and our profession.

As we start out the next term, I have a few goals for our organization and the Board. First, we will continue and complete creation of the "NHEDA Phase II Academy" modules. Several are already available and are being presented to the membership. We will also re-energize our research into the potential benefits of obtaining and maintenance of a tax-exempt status. And most importantly, the Board will be continuing to identify, recruit, and train new NHEDA leaders—the true future of our organization!

I would like to take this opportunity to again thank those who attended and/or supported our annual training conference in April. After a rocky start in planning, we concluded with a great conference that was well-attended and provided numerous quality training opportunities to attendees. Our sincere thanks to our exhibitors for attending, and to our generous sponsors who make it possible for us to provide a quality event. We saw some new faces representing some agencies that we don't often see, which is encouraging and we welcome you to enjoy regular NHEDA participation.

Thank you, for all you do, every day.

Tom Andross

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