



the NHEDA Broadcaster

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NH-TERT Mobile Command Rally & Interoperability Exercise

On May 18, NHTERT held our fifth annual "mobile communications/command post" event. This year the event was hosted by TERT-North and we were headquartered at the NH Department of Safety's Ray Burton Training Facility in Bethlehem. This facility opened in 2015 and is named in memory of long-time Executive Councilor Ray Burton who was a staunch advocate for

public safety across New Hampshire for many years and who helped acquire and equip the facility to serve the northern areas of the state.

Added to this year's event were several communications-based exercises and scenarios. In March a number of NHTERT and NHEDA members, as well as others from around New England, completed FEMA's "Communications Unit Leader" (known commonly as COM-L) training. These COM-L students are required to demonstrate a number of skills to acquire their certification, and we used this exercise to give a number of them a start to their task-book sign-offs. The highlight of the exercise was deployment from the main rally area to four different locations to

simulate evaluating and addressing multiple communications issues that might be experienced in the area (the general scenario was an extreme weather event—which is not at all hard to imagine in this exercise area)! The rally participants were able to practice setting up and operating radio, satellite, and other communications with multiple mobile units, and several NHEDA members and others acted as exercise players or evaluators.

Before and after the field exercise, rally attendees were able to tour the multiple units at the staging area and visit with our vendor/sponsors EXACOM and Base-Camp Connect. This year's major rally sponsor was HealthTrust, and we thank them for their support of NHTERT and our training efforts.



More Photos on Page 3



NH-TERT Mobile Command Rally & Interoperability Exercise

May 18, 2016



CAMPGROUNDS	
↑ SUGARLOAF I	1/2
↑ SUGARLOAF II	1/2
SUGARLOAF TRAIL	1
HALE BROOK TRAIL	2 1/2
ZEALAND TRAIL	3 1/2

A SHORT TRAINING BREAK

The 2014 Boston Brownstone Fire was a nine-alarm fire that took place on March 26, 2014 at 2:42 p.m. in a four-story brick row house at 298 Beacon Street in the Back Bay of Boston. This is an excerpt from the NIOSH Report (National Institute for Occupational Safety and Health) on this Fire.

Role of the Dispatcher during a Mayday

Dispatchers should be the voice of calm during a Mayday. This takes practice. Dispatchers should train in performing their responsibilities so when a Mayday is called, they react instinctively and without delay. A dispatch center/communications center supports fire fighter safety best when adequately staffed. In addition to the call taker and dispatcher, at least one other dispatcher should monitor the fire ground tactical channel during working incidents. In some cases, units on the fire ground DID NOT hear the Mayday, but dispatchers and fire department resources did. In order to ensure fire fighter survivability, the tactical channel should be monitored at all times during working inci-

dents. Dispatchers should also be authorized to immediately contact Command upon hearing any Mayday or emergency traffic communications. This confirms that Command has heard the message and is taking action. The same applies if the dispatcher received an emergency activation from a fire fighter's portable radio. Command should be notified and take action to confirm whether the message is an emergency or an accidental activation.

If the fire department's radios are equipped with channels from other fire departments, the dispatcher should immediately advise these departments of the Mayday situation. Fire fighters have accidentally selected the wrong frequency, and contacted another fire department on their radio. These agencies should be advised that if they hear communications from the distressed fire fighter. This agency's dispatch center should maintain contact with them. DO NOT change frequencies. The other agency should immediately advise the department's dispatcher of the contact, followed by a notification to Command. Command or other designated

officer should go to that tactical channel and communicate directly with the distressed fire fighter. DO NOT ask the fire fighter to change channels. The fire fighter may not be able to do so, or even worse, end up on another channel [IAFF 2010].

The FAO plays an integral role in the department's daily fireground operations. The FAO had a positive impact on the Mayday operation at Box 1579 on March 26, 2014. Upon transmission of the Mayday, the FAO immediately confirmed that the incident commander was aware of the Mayday transmission. Also, FAO dispatchers transmitted the alert tone and ordered radio silence, confirmed the Mayday fire fighter's location, maintained contact with the Mayday fire fighter, assigned a tactical channel for non-RIT operations, confirmed additional alarms with Command, dispatched additional RIT resources, dispatched additional technical rescue resources, ordered advanced life support from the city's emergency medical services, and assisted in conducting a personnel accountability report with Command.

Upcoming Meetings & Trainings

June 15th 2016 at 10am: NHTERT Overview at Belmont PD

July 20th 2016 at 10am: Ethics (A roundtable discussion) at Hampton Fire

August 17th 2016 at 10am: COPSync Training. Location to be determined.

Welcome to NHEDA's Newest Members!

*Louisa Cavanaugh—Merrimack Police Dept
Tiffany Pearce—Carroll County Sheriff's Office*

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.

NHEDA's Director 1 Vacancy Has Been Filled

Lucia Cusimano has been appointed to fill the remaining year Of NHEDA's Director 1 Position. The Director 1 position was left vacant when Jennifer Cloutier was elected to the Secretary Position. Lucia is a 28 year veteran of the Plaistow Police Department—25 of those years as Communications Supervisor. Lucia states that she has “finally come to a point in her career and personal life where she has the time and enthusiasm to share her experience and knowledge with others.

Editorial Team:

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Please join us in welcoming Lucia!

President's Message



By the time you see this, our great nation will have wrapped up Memorial Day celebrations—a perfect opportunity to recognize and honor those who have served and continue to serve and sacrifice, to protect our freedoms. It is easy to be completely caught-up in our daily busyness and perhaps not appreciate some of the things other have given up for us. If you were working during the parades and ceremonies, don't worry—the monuments are always there—stop by, read the inscriptions and take a moment to recognize their significance.

It seems like not too many years ago, as a “touristy” state, we would have considered Memorial Day the beginning of summer traffic, more visitors, and different shifts to cover *the busy time of year*. I think it’s safe to say many of us no longer enjoy a non-busy time of year as our crazy world finds us taking calls about drug issues, family and civil disputes, parking and traffic complaints and crashes, and a slew of other things—from people who live here every day. Many of these everyday issues evolve into significant rescue operations, serious crimes, and intense investigations, and far too many involve threats or injuries to our public safety providers. But as New Hampshire’s first first-responders, we are ready, aren’t we? We’re paying attention to the details and clues from our callers, we’re monitoring and checking our field providers (*even the invincible ones*) to keep them safe, and we’re producing great documentation because we know they need it. Sometimes it may be hard to see, but your Chiefs, your agencies, and your public DO appreciate the great work you do every day.

And speaking of appreciation—my own THANKS goes out to a few NHEDA folks who have stepped up into leadership roles. Lucia Cusimano has been appointed to fill our Director 1 position for the remainder of the 2017 term. Lucia is the Communications Supervisor at Plaistow Police, where she’s worked for 28 years. We welcome Lucia to the Board! MaryKay MacNichol (NHSP) has been appointed the new Chair of the Standards and Certification Committee, and Rob Cole (Hillsborough SO) has been appointed Chair of Training and Curriculum. Along with the Membership Committee (Chaired by Jenn Cloutier), each of these committees carry on important work on behalf of the organization. As previously announced, we’re looking for committee volunteers to help the work move forward. YOU can volunteer at the committee page on nheda.org--what a great way to get involved in your organization! If you have already volunteered, you’ll be hearing from your Chair shortly!

Thank you, for all you do, every day.

Tom Andross

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NH Emergency Dispatchers Association

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