



# 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

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[www.nheda.org](http://www.nheda.org)

## NHEDA President Receives Award



Director Thomas Andross from the Grafton County Sheriff's Department was awarded the Police Officer of the Year by the North Country Public Safety Foundation. The celebration which was held at the Omni Mt Washington Resort was attended by many local first responders and political figures. The nomination letter described many of Tom's past accomplishments and his vast commitment to law enforcement and especially communications. Congratulations Tom!



From left to right: Sugar Hill Fire Chief Allan Clark , Grafton County Sheriff's Office Director of Communications Thomas Andross, Tom's Wife Sherri Andross, Tom's Sister Barbara Odell and Retired Woodstock Police Chief Doug Moorhead.





To better serve our members and audience for the NHEDA Newsletter, we are asking that you take a few minutes to complete a short survey.

To complete the survey, please visit this link:

[https://goo.gl/forms/  
AwiMYYumKRpHb1J73](https://goo.gl/forms/AwiMYYumKRpHb1J73)



**NHEDA BOARD  
OF DIRECTORS  
ATTEND THE  
CHESHIRE COUNTY  
SHERIFF'S OFFICE  
OPEN HOUSE.**

From left to right: Phil Tirrell—NHEDA Vice President and SWNHMFA Chief; Cecily McNair—NHEDA Director and Merrimack County Sheriff's Office Communications Supervisor; Arlene Crowell—Cheshire County Sheriff's Office Communications Director; Tom Andross—NHEDA President and Grafton County Sheriff's Office Communications Director.

# NHEDA 2017



RED JACKET MOUNTAIN VIEW RESORT & SPA  
NORTH CONWAY, NEW HAMPSHIRE

## APRIL 10 - APRIL 12

### TRAINING CONFERENCE

#### CLASSES GEARED TOWARD

- DISPATCH PROFESSIONALS

Relevant topics, discussions and classes specifically selected for public safety communications.

#### VENDOR INTERACTION

- Representatives and Product Displays on hand from many companies who specialize in Public Safety and Communications.

#### NETWORKING OPPORTUNITIES

- This event brings dispatchers from all over New England together, offering a chance to build relationships between departments and vendors.

SPECIAL ROOM RATE \$104/NIGHT

Call Red Jacket at (800) 672-0500

Use Group Code:

450218 -

NH Emergency Dispatchers Association

### Full Conference Registrations:

NHEDA Active Member

On or before March 1st, 2017

**\$99.00**

**Associate Member, Non-Member, Spouse/Guest**

NHEDA Active members after 3/1/17

Includes all conference activities

**\$125.00**

**Day Pass Registration – Any One Day**

Includes breakfast and lunch

**\$50.00**

**JOIN NHEDA FOR QUALITY TRAINING OPPORTUNITIES, NETWORKING AND OUR VENDOR EXPO!**

◦ **MONDAY APRIL 10, 2017** ◦

Opening Ceremony, Classes & Vendor Expo

◦ **TUESDAY APRIL 11, 2017** ◦

Classes & Afternoon Super Session

with renowned instructor **Chief Billy Goldfeder**  
NHEDA Annual Meeting, Dinner and Awards Ceremony

◦ **WEDNESDAY APRIL 11, 2017** ◦

Classes & Closing Ceremony

Visit [www.NHEDA.org](http://www.NHEDA.org) for more information.

Vendors & Interested Presenters please contact:

[conference@nheda.org](mailto:conference@nheda.org)

# From The Training Desk.....



## Call Processing Incidents Involving Veterans with PTSD

### SEMINAR DESCRIPTION

This course provides information regarding the challenges that returning military veterans are facing and to prepare Telecommunicators for the possibility of interaction with Veterans in crisis. The focus is on Veterans suffering from Post-Traumatic Stress Disorder or Traumatic Brain Injury.

### REGISTRATION

#### Visit our website at:

[http://www.apcointl.com/institute/schedule\\_registration.html](http://www.apcointl.com/institute/schedule_registration.html)

#### Registration Policy and Fees:

- Your method of payment MUST accompany your registration.
- Payments received in less than 10 days of the start date of the class will be subject to a late fee of \$25.
- Any registration received within ten (10) days of the class start date of the course is subject to a \$25.00 late registration fee.
- Registrations cancelled more than 21 days prior to the start of the scheduled course will receive a refund minus a \$25.00 administrative fee. Cancellations less than 21 days before the class will receive a 50% tuition refund.
- Only one (1) transfer or substitution is allowed. Transfer fee: \$50.00 A late fee of \$25 will apply if applicable
- Complete registration Policy is available upon request.

### CO-HOST INFORMATION

**Host:** Hillsborough County Sheriff's Office  
**Contact:** Rob Cole  
[rcole@hcsonh.us](mailto:rcole@hcsonh.us)  
Ph. (603) 721-9173

### CLASS INFORMATION

**Class #:** 45190  
**Date:** March 6, 2017  
**Time:** 8:00am – 5:00pm  
**Tuition:** **\$199.00**  
"APCO Full and Commercial Members receive a \$20 discount"  
**Location:** Hillsborough County Sheriff's Office  
329 Mast Road  
Goffstown, NH 03045

### LODGING \*

Holiday Inn  
Manchester Airport

2280 Brown Ave.  
Manchester, NH 03103  
Ph. (603) 641-6466  
*7.2 miles from class site*

Homewood Suites by Hilton  
Manchester Airport

1000 Perimeter Rd.  
Manchester, NH 03103  
Ph. (603) 668-2200  
*9.1 miles from class site*

\*Lodging suggested by host agency

**Airport:** Manchester - Boston Regional  
15 - 20 minutes from class site

# Upcoming Meetings & Trainings

**Annual Joint NHEDA and NH-TERT Board of Directors Meeting**—Friday, December 9th at 11:30am at Hart's Turkey Farm, Meredith, NH.

**Stay tuned for the Release of the 2017 Training Calendar!**



## Welcome to NHEDA's Newest Member!

**Linda Westinghouse**—Portsmouth Police Dept

**Edward Walsh**—Portsmouth Police Dept.

**Gregory Calderelli**—Essex County RECC

**Frank Maguire**—Rockingham County Sheriff's Ofc.

**Bethany Drew**—NH911

**Megan Gaites**—NH State Police, Troop F

**Heidi Murphy**—NH Fish & Game

**Joseph Danko-Mensah**—Strafford County DOC

**Kelly McGrenaghan**—Portsmouth Police Dept.

**Tara Laurent**—Greenland Police Dept.

**Kayla Mcray**—Rochester Police Dept.

**Maria Schact**—Londonderry Police Dept.

**Duncan Wentworth**—Carroll County Sheriff's Office

**Matthew LaDuke**—Grafton County Sheriff's Office

**Laura Redmond**—Grafton County Sheriff's Office

## The NHEDA Broadcaster

The NHEDA Newsletter is produced monthly and available free of charge electronically. Go to [www.nheda.org](http://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](mailto:newsletter@nheda.org)

### Editorial Team:

**Jennifer Cloutier**  
Berlin PD

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Hampton Fire

**Keith Veale**  
Manchester Boston  
Regional Airport

**Laura Bartlett**  
NH HSEM

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**Happy Holidays**



# President's Message



It doesn't seem like time for another season of "Happy Holidays", but here it is! Maybe the time passes quicker when we're busy. I know many of our NHEDA activists have been and are still busy—not necessarily getting your Christmas presents ready but more working hard to make sure you, the members continue to have quality training and networking opportunities in 2017 (see info on our annual training conference and other meeting/training information scattered throughout this newsletter!)

Although we are all busy, its hopefully also a season of pausing to give thanks, and perhaps recognize some of the things we may take for granted in this crazy, high-performance profession we're in. Its easy with the many challenges we face every day to lose sight of the good that's maybe just out of sight. In our public safety communications world, maybe you are in one of the agencies that is under-staffed (either temporarily or perpetually)—you may pine for a few more co-workers to share the work and the hours. But you've likely also got some folks who are and have been working right there beside you, doing the best they can to get the job done with what you have—please take a moment to thank them! Maybe you belong to an organization (or two, or....) that you just haven't found the time to get activity involved in, but they're still sending you mail, and they're still having meetings, and they're still flying the flag for whatever your organization's cause is. Please take a moment to think of the (likely) volunteers and people who care enough about the organization to get involved and do what they can on all of the members' behalf.

Take time to think of the things we might have to be thankful for. I've met and worked with many people in our profession who's family supports them in so many ways so they can do the things they do, work the crazy hours, and have the time and energy to be great at what they do. Many a person haven't made it in our work world when they learn we weren't kidding when we asked in the interview "can you work Thanksgiving and Christmas?" or yes, even when the weather's nice (or not) we're still open. So remember to thank those who have, and will continue to, pitch in to help us all through. Be thankful for the managers, Chiefs, Commissioners, Selectmen, and others who have supported your agency when it was time for needed change or funding. Think for a moment of the partner agencies, firefighters, officers, EMS personnel and other responders you serve, and particularly the ones that you know appreciate what you do for them—some of them won't make it obvious, but they do support and need you. And maybe, just maybe, you even have callers that you can be thankful for? Yes, we all get some that are a tad challenging—but think of the majority who were polite, grateful for your help, and *maybe* even said Thank You!

I wish you each a few moments peace in this holiday season to reflect on the great things about our profession, and perhaps one more moment to ponder what you can do to help make it just a little better.

On behalf of the NHEDA Governing Body, I hope you had a wonderful Thanksgiving, wish you a Merry Christmas and a healthy and happy New Year! Thank You, for all you do, every day.

**Tom Andross**



**Stay informed!**



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