



# the *NHEDA Broadcaster*

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

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## NH Fish & Game Visits NHEDA Members in Berlin



On Wednesday, September 16<sup>th</sup> NHEDA Members who travelled to Berlin, were not only treated to a fabulous BBQ Lunch prepared by the White Mountains Community College Culinary Program, they were also provided a great Fish & Game Training by Lieutenant Wayne Saunders.

Lt. Saunders began his training with recounting a rescue last year on Mt. Adams in the NH Presidential Range. That day the location was the coldest on earth—95 degrees below zero!

Fish and Game is beginning their busy season which runs from September to Mid-October in New Hampshire due to the hiking, foliage, hunting and ATV riding seasons converging. These recreational activities bring thousands of people to NH's back country and Fish and Game is responsible for making sure everyone is adhering to the laws and remaining safe.

NH Fish and Game functions on basically a self-funded budget. In recent years they have received some additional funds through the 'Hike Safe' program fees. Hike Safe is basically an insurance program for hikers where if they need to be rescued, costs will be covered.

NH Fish and Game has numerous responsibilities including: OHRV Enforcement; Search & Rescue; Fishing Enforcement; Boating Enforcement; Hunting Enforcement; Stocking Fish; Spring Elver Enforcement (baby eels which are protected in NH and worth a lot of money in overseas markets); Coastal Enforcement; Wildlife Complaints; and Dive Team for evidence retrieval and body recovery. Fish and

Game also has three K9 units throughout the state.

In addition, F&G also investigates Wildlife Crimes that are reported to Operation Game Thief. Operation Game Thief has a 24 hour 800# where the public can report wildlife crimes.

Lt Saunders closed his presentation by talking about some investigations and incidents that he has personally been involved with. He said that he has been working towards getting OHRV registrations put on the SPOTS network. He also spoke of being involved in the Carl Drega incident in Colebrook in 1997.

NHEDA would like to thank Lt Saunders for taking the time out of his very busy schedule to present the F&G Module to our members. NHEDA would also like to thank Berlin Police Chief Peter Morency for treating our members to lunch.





# NHEDA 2016



RED JACKET MOUNTAIN VIEW RESORT & SPA  
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## APRIL 11 - APRIL 13

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

The organization strives to offer first-rate training to our members and continues to lead the way toward statewide standards for NH Emergency Services Dispatchers with innovation, knowledge and proven tactics.

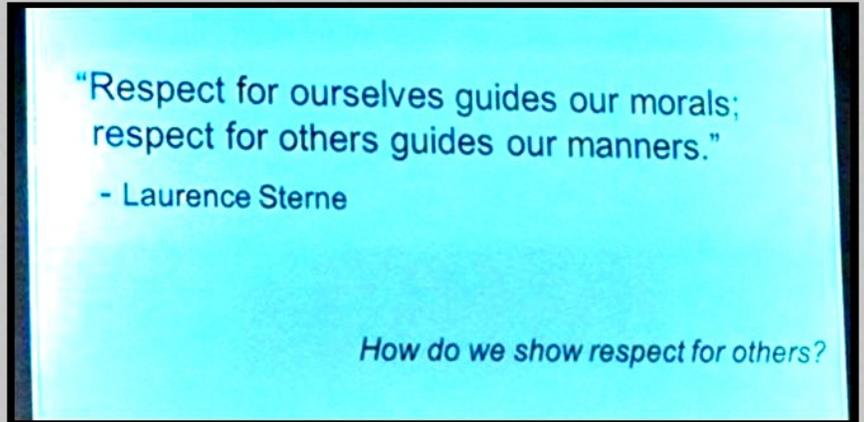
Our organization and it's conference are held up by our peers across the country, as an example of one of the best and progressive dispatch oriented associations in the country.

Learn from many of the finest and innovative minds in public safety and emergency communications.

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

Vendors & Interested Presenters please contact:  
[conference@nheda.org](mailto:conference@nheda.org)

# Photos from NHEDA's Supervisors Seminar



## **EDUCATION / TRAINING OPPORTUNITIES**

# **CRIMES IN PROGRESS**

The Conway Police Department is hosting the Public Safety Group's One-Day Training Seminar "Crimes in Progress" on Monday, November 16, 2015 from 0830-1630.

Cost for the Seminar is \$199.99. You can register online at [www.publicsafetygroup.com](http://www.publicsafetygroup.com) or call 239-676-7467.

If you have any questions, please contact Dispatch Supervisor, Joanne Mackenzie at 603-356-5715

# Who Takes Care of Us?

By: Dani-Jean Stuart, Hudson Fire

Before I came into emergency dispatch as a career I assumed most people who went into Dispatch did it intentionally. I've been around just long enough now to know that there are also folks "happened" to get a job dispatching. Thing is, no matter how we got here, it appears those of us who stay wouldn't choose any other job.

I suspect it's because we're chronic caregivers. What other reason would keep someone coming back day after day to talk a distressed parent down enough so they could coach them to give their toddler CPR, doggedly help locate a frightened caller despite a significant language barrier, or stay on the line with a person in respiratory distress and listen as the caller took their dying breaths while waiting for responders to arrive? While at the same time understanding that responder safety is also Job One and living as best we can by "Everyone goes home at the end of the day"?

And then WE go home. To partners, children, pets, households that need running, elderly relatives who want independence but need some serious care. I recently asked a new coworker how he was doing sleeping during the day and he said, "Fine. I go down to the basement where it's quiet and my wife runs everything so, no problem. How about you?" I said, "I AM the wife!" We laughed about that.

My point here is: Who takes care of us? I know...you're getting ready to scream if I say, "make time for yourself." I'm right there with ya...if I screamed every time someone said that to me? I'd have been someone else's IEA by now!

But be honest. Aren't the people around you accustomed to you be-

ing the one who takes care of it all? Because you truly can give and are OK doing it? Because you're a problem solver who can prioritize and organize and get.it.done like nobody's business? So it really often does come down to our having to care for ourselves. Hang in with me here... 'cause I know you're thinking, "who has time for that," and/or, "well, that's just selfish."

Here's why you need to try. In a study of a little over 200 [predominantly female] emergency dispatchers done by the University of Central Florida in conjunction with the International Academy of Emergency Dispatch, participants answered items in the Stanford Acute Stress Reactions Questionnaire. The answers they gave indicated 17% of the participants showed symptoms of Acute Stress Disorder related to a call they had answered within the 30 days before taking the questionnaire. This result was significantly higher than in what researchers called the "normed" population. And that rates of Secondary Trauma Stress (STS--the stress related to being exposed to a traumatic incident) were also significantly higher than the "normed" population.

None of these results took me by surprise. Nor did this, and I'm quoting: "Adding nuance to our initial understanding of the role of stress in this population, our study also found a higher rate of Compassion Satisfaction (CS) that was unrelated to Acute Stress Disorder (ASD) symptoms indicating that despite these stressful conditions, dispatchers find their role as helpers to be personally rewarding."

And there you have it. We truly are chronic caregivers. (You can read

an article about this...and related studies here: <http://www.iaedjournal.org/content/results-support-previous-findings> ) Or better yet, get your hands on a copy of the March/April 2015 "Journal of Emergency Dispatch" and read the entire study yourself.

So, how are you going to do it? Take care of yourself, or soothe yourself? Listen, if you're suffering symptoms of ASD or STS, get HELP! There are professional resources out there and Critical Incident Stress Management groups can be a place to start. And, please, don't hesitate to check in with your doc for a referral if you need a pro to give you a hand working through some things.

If you just need a quiet boost, then check out one of my favorite resources for self-care. Susan Albers's book, "50 Ways to Soothe Yourself Without Food," gives you fifty ideas of how to soothe yourself...which I equate with taking care of yourself. And many of them can be done in the commercial break of whatever TV show is your favorite. Or when, despite however many channels, there's nothing on!

Sure, grabbing chips or chocolate or crusty French bread with butter is fast and waaay too easy. But try the tip about cocooning. Wrapping yourself up in a soft fleece blanket is just as fast and feeling how cozy it is works wonders. And worth its weight in entertainment value to see how fast your cats, if you have them, come out of the woodwork to camp out on you. I'm already pretty well upholstered but there's something about adding the blanket that makes them want to hunker down, get comfy, and purr on me. And I consider the purr therapy a bonus.

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# Upcoming Meetings & Trainings

**October 21 at 10am:** At NH 911/IPOC, Smokey Bear Blvd, Concord. Module to be presented will be NH Homeland Security & Emergency Management.

**November 18 at 10am:** At the Hills Memorial Library, 194 Derry Rd, Hudson, NH, Hosted by Hudson Fire. Module to be presented is To Be Determined.

**December:** No Meeting in Observance of the Holidays

**January 20, 2016 at 10am:** At the Manchester Police Department. Training will be by the Joint Terrorism Taskforce.

## Welcome to NHEDA's Newest Member!

Nicole Moore—Concord PD

## 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)

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## Who Takes Care of Us?

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Or try adding a couple of drops of lavender essential oil to your CPAP reservoir, if you have one, to help relax you into restful sleep. Or your favorite scent in a diffuser in your bedroom or somewhere near your favorite chair. Or schedule a massage or Reiki session for some healing touch. If this

is too big a chunk of time in your schedule, maybe try a foot reflexology session or hand massage to start, just so you know how rejuvenating it can be.

Starting with small changes builds sustainability. Look for the small spaces of time that already exist instead of "making time" because we all know that almost never happens. Once you learn which coping/soothing strategies work best for you in the small bits of time you have, you can figure out other

spaces to fit them in. And as you feel cared for, maybe even refreshed...recharged...you can come to see that taking care of yourself isn't selfish at all. It allows you to do what you need and want to do in your heart:

Give care and help and comfort to the people who need it while you're working ...and be able to continue providing the same for your loved ones, too.

# Happy Autumn!



# President's Message



Hello NHEDA! I hope your *late summer* is going well. As the leaf colors seem to be changing by the day, I suspect your agency will stay busy as we trade one group of tourists for another.

Last week a group of thirty-five of us participated in another excellent NHEDA Supervisors Seminar, expertly hosted and presented by the Property Liability Trust in Concord. Participants heard presentations on a variety of topics ranging from employee support resources, ergonomics, and the Right to Know Law to name a few. It was certainly great to see some folks we don't see every month mixed with the NHEDA faithful and I believe we all got some quality training and take-away information. It doesn't take long in a room full of communication center managers to quickly remember how much we all have to be thankful for as we consider the talent and skill our individual staff bring to work every day, making our lives so much easier!

Earlier in the month many of us attended another quality training presentation—located a little further North, in Berlin. The New Hampshire Fish & Game “NHEDA II” module was presented by Lt. Saunders and was informative, entertaining, and thorough. Perhaps the highlight of the day was a visit from the Berlin Police command staff, with the Chief reminding us that many Department managers do in fact realize the impact the communications centers have in public safety, and the efforts we've made to improve our profession. You missed out if you didn't attend as the Chief also bought us lunch—although the gourmet buffet produced by the culinary arts department was hardly “just lunch”!! Thank you again Chief Morency, Deputy Valerino, and Communications Manager Jenn Cloutier for the fantastic experience and welcoming us to the “City that Trees Built.”

The brothers & sisters of APCO have been busy preparing for the 2015 Atlantic fall conference—I hope many of you take advantage of the opportunity to attend—there's still time to register and plan your trip to join the Chapter for another great event. Here in New Hampshire we'll meet again on October 21 for the Emergency Management NHEDA II module. The Governing Body continues to e-meet regularly and is always ready for any input, questions, suggestions or concerns you might have—please reach out to any of us.

Thanks, for all you do, every day.

***Tom Andross***