



the **NHEDA Broadcaster**

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

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NENA Critical Issues Forum

By: Director Cecily McNair, MCSO

October 6-8 | Denver, CO

NENA: The 9-1-1 Association presents

9-1-1 CRITICAL ISSUES FORUM

Data Analytics & National
Telecommunicator Training Standards

The Training and Standards Committee has been working on a project to require all dispatchers to be trained to statewide standards, pass a test, and assure compliance to the set standards. To help facilitate that goal, the NHEDA Board of Directors asked me to attend the NENA Critical Issues Forum in Denver, CO. This Forum was advertised as a national standards and training discussion. So at the beginning of October, I flew to Denver to attend.

On Monday morning, a little over 100 people gathered to begin the forum. After the welcome speeches, we split into 2 groups; Data Collection and Analysis and Standards and Training. There were about 65 people in my group representing agencies from across the country. The only other New England State attending was Vermont 911 training supervisor Barbara Neal.

We soon found out that the forum was not about setting national standards, but about how to become nationally registered. The goals:

1. To be sure all dispatchers across the country are trained to the same standards and don't differ from state to state; to become nationally registered; to assure compliance;
2. Identify barriers and form strategies to overcome those barriers. We discussed that large centers generally have more training opportunities than small centers and that people from those small centers should have the same opportunity for training.

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Highlights in this issue:

The task of creating Training Standards according to NENA!

LRMFA Two-Day Training Held

A Job Well Done by NH Dispatchers

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Meet Your New Editorial Team!

Hello NHEDA, I'm Laura Bartlett. Most of you know me as 911 Agent 133. I'm an almost 7 year veteran at NH E911 where I serve as an EMD and CTO. In that role, my job is to help the caller but also the dispatcher and responders. If you have any questions, please ask. In my spare time, I run a farm with my parents and perpetually work on my house where I live with my significant other Nick and two cats. My email address: bartlett.lauraa@gmail.com I look forward to serving you in this role!



Welcome NHEDA members. My name is Jennifer Cloutier. Many of you already know me as former NHEDA Secretary and current Director. I have been dispatching for the Berlin Police Department for 15 years and Dispatch Supervisor and IT Director for the past 8 years. I make my home in Gorham, NH with my husband, Phil and two daughters, Brenna & Macie. I hope that you enjoy the newsletters that our new editorial team has dedicated ourselves to put together for you. If you have any ideas of topics that you would like to include please don't hesitate to contact me at: Jennifercloutier@berlinpolice.org



Hi NHEDA members! I am Cassie Leavitt, your current NHEDA President. You've seen my musings here over the last year in the President's Message, but now I am taking on a larger role with our newsletter. I am currently working as a Fire Alarm Operator with Hampton Fire/Rescue. I have been an Emergency Dispatcher for 7 years. I recently purchased a home in Epping, NH which I share with my husband, Ben and my son, Brenden, whom you may have seen at some NHEDA events. We look forward to putting together a great newsletter, and we always welcome ideas and suggestions for what you'd like to see here. You can email me at newsletter@nheda.org



**Interested in
Contributing Content to
The Monthly Newsletter?**

**Looking to fill a
Full or Part Time
Communications position?**

NHEDA is always looking for diverse content to put into the newsletter. Are you a Communications Supervisor or Training Officer? How about submitting an Employee Biography for Dispatcher Spotlight. Or sharing a training topic with your fellow dispatchers.

Email: newsletter@nheda.org

Upcoming Training/Meetings

Tuesday December 10th 10am

Omni Mt Washington Hotel

Bretton Woods, NH

NHEDA/NHTERT JOINT BOARD OF DIRECTORS MEETING

**Interested in doing more with
NHEDA?**

We need volunteers to help keep our organization going! We have many active committees who could use some help. Start small! Most committees meet via email or teleconference.

**Email: president@nheda.org with
what you are interested in**

**From All of Us at NHEDA,
We Wish You & Yours
A Very Happy & Safe
Holiday Season!**

A Job Well Done!

On November 15, 2013, The New Hampshire Congressional Law Enforcement Awards were held in Concord. In attendance were United State Senators, Jeanne Shaheen and Kelly Ayotte as well as Congresswomen Carol Shea-Porter and Ann McLane Kuster. Several Law Enforcement Personnel from around the state received this prestigious award and included in this personnel were three very well deserving NH Dispatchers!



The Award for Dedication & Professionalism was presented to Communications Specialist Pamela Zinn of NH State Police. The incident that Pamela received this award for was one where a subject's Aunt had called to report that he told her that he was going to commit suicide at a business that she didn't have the address for. Pamela looked up the address and obtained the subject's vehicle description and cell phone number. Pamela was able to give the address and vehicle description to the responding Troopers and also called the subject. Pamela was able to make contact and keep him on the phone while the Troopers attempted to locate him. When they did, the subject was blue and in grave condition. Pamela had this to say about the award, "I was very happy to receive the award, but I just did my job." Pamela's efforts led the Troopers to find the man that night and in turn saved his life.

The Award for Unit Citation was given to a group of Troopers as well as Communications Specialist John Miller from New Hampshire State Police, Troop F. In August of 2012, Troop F received a report of a domestic disturbance where the male subject was agitated and there were firearms in the residence. Upon arrival, John received communications from responding troopers that shots had been fired. John quickly broadcast a "Signal 1000" as well as handling all of the other notifications and responsibilities needed for an outcome without incident where the suspect was eventually taken into custody. As written on his Commendation, John received this Award "for his superior efforts, involving outstanding conduct and dedication to excellence in the performance of his duties...for his contribution to the successful outcome of this incident."

Submitted by Laurie Roy (Dispatch Supervisor); Recently the Rockingham County Sheriff's Office Dispatch Center was awarded a Congressional Law Enforcement Unit Citation. This unit award honors the Dispatch Center's outstanding performance on the night of April 12, 2012. I was the supervisor working that night. The outcome of the evening was both horrific and tragic. I felt purpose and dedication in the dispatch center at the conclusion of the event. I saw my team pull together and work as an undivided unit during the worst case any dispatcher can imagine. Each dispatcher did their job, not only to the best of their ability but beyond all expectations I had for them. Both dispatchers working the police frequencies did an outstanding job, their voices never betrayed the fact that our heads and hearts were overwhelmed with anxiety, stress, grief and the knowledge that several of our officers had been shot and were still, in fact being shot at.

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NHEDA Welcomes These New Members This Month!

Cassie McNelly—Derry Fire

Dani-Jean Stuart—Hudson Fire

Matthew Steer—Rockingham County Sheriff's Office

On behalf of the NHEDA Membership and the Board of Directors, WELCOME.

We hope that you make the best of your NHEDA Membership and consider getting involved to in our effort to continue moving this organization forward.

(NENA Article continued from Page 1)

There were several national agencies in attendance, Mark Lee from The Denise Amber Lee foundation, Jay English the APCO 911 Services Director, Heather Pearce, Standards Coordinator from Powerphone, and Carlynn Page Associate Director of the International Academy of Emergency Dispatchers.

We locked ourselves in a ballroom for 2 days and discussed things like; What we should call ourselves; How

do we assure compliance; Where do we get funding?; standard of care, quality assurance, testing, grandfathering.

We came out 2 days later with some good ideas and a good base to work from. All attendees were asked to commit to working on a joint national committee. I have made that commitment representing NHEDA and I wait to hear more about when the next teleconference will take place.

In the meantime our work here in NH goes on.



In October we helped Lakes Region with a sponsorship of 2 classes they held. Read on about those classes!

Wednesday October 30th

This was the first of the two days of training and focused on Ethics, Liability, Customer Service and QA\QI. The presenter was Jon Goldman from Derry Fire in conjunction with Dave Larton from FirstContact911. Vendors that were at the function were Mammouth Fire Alarms and Ossipee Mountain Electronics. That evening a social gathering was held for networking.

Thursday October 31st

This was the second day and focus on tactical communications. This was presented by Dave Larton of FirstContact911. Guest speakers were Chief Erickson from Laconia Fire Department and Deputy Chief Brad Ober from Gilford Fire Department. Focus was on dispatchers working at a fire scene.

Summary

The two days of training were to be an all-hazard/all discipline type of training so not to focus on just one type of entity. This was executed and we had a wonderful turnout both days. The New Hampshire Emergency Dispatchers Association was a vital contributor to the event in way of sponsoring funds to lessen the registration costs. Without the help of NHEDA and the other valuable contributors the two day event most likely would not have been such a success.

Submitted by Chris Reynolds LRMFA

APCO Communications Training Officer

Two Course Being Offered at the Laconia, E-911 Facility

December 10-12, 2013

and

December 16-18, 2013

If interested, Contact Deb Bray at dbray@e911.nh.gov
or call 271-6911



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The dispatcher working the fire side was able to coordinate not only a large number of ambulances to respond but assisted the two call takers who were also inundated with calls from field units, outside assisting agencies as well as the people in the community who were concerned for their own safety. A vast amount of information was taken, sorted and disseminated out to officers with a seamless effort. Each dispatcher preformed to the highest degree with no expectation of reward or recognition. So it was an unexpected honor to learn that we were being recognized on a Congressional level. As a dispatcher, receiving that type of recognition for a job that is often thankless meant a great deal, not only to the dispatchers that worked that night but to the entire Sheriff's Office. The dispatchers working that evening were Jason Laing, Melanie Thornbury, William Wyner, Joanne Carter and Laurie Roy. In addition to the unit citation, Jason Laing was also given an award for his dedication and professionalism.

We would like to congratulate all of these dispatchers for their accomplishments.

You all deserve these accolades.





President's Message

Happy Winter!

As we are winding down the 2013 year we can look back on what I feel is a successful year for NHEDA.

Our membership has grown steadily throughout the year. We hosted another successful conference. We had our first ever Awards ceremony. We sent a director to a national conference on training standards. We continue to have a seat on the E911 commission. We work hard to ensure that the emergency dispatcher community has a voice in the state (and that it is heard).

2014 yields some promises as we entered into a joint venture with APCO Atlantic Chapter when they host their conference in the fall. So remember that there will be no annual conference in April, as we are putting our efforts into the fall conference with APCO Atlantic. We will still however be holding an annual meeting in April in conjunction with our awards ceremony. There will be more information forthcoming about that.

Thank you to everyone who continues to make this organization great. I know that there are many countless hours spent on NHEDA's behalf and it's their dedication to our profession that makes all the difference. We continue to see new faces at our monthly meetings and trainings. If you haven't been, I would encourage you to do so.

Remember we do not have a December training/meeting. But we are holding a joint NHEDA BOD and TERT Meeting at the site of the APCO Atlantic Chapter conference site for 2014, the Omni Mount Washington Hotel. Which anyone is welcome to attend.

I am proud to be the president of such a great organization thank you for allowing me to serve in this capacity. I hope you and your family have a very safe and happy holiday season.

the NHEDA Broadcaster

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Any NHEDA member can contribute to the newsletter. Submit articles, photos, training announcements and your ideas for articles. Send material to newsletter@nheda.org

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Cassie B. Leavitt