



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

www.nheda.org

Vol. 5, Issue 12

April 2013

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2013 NHEDA

Training Conference

April 8, 9 & 10



NHEDA is now poised to conduct it's fourth annual comprehensive training conference for emergency telecommunicators in conjunction with the association's annual meeting and election of officers. In response to the requests of many of our traditional vendors,

the first day of the conference will also consist of a one-day trade expo that will run along side of a number of break-out sessions. In addition

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Red Jacket—North Conway*

*2013 NHEDA Elections
Candidates for NHEDA offices offer insight into who they are and ask for your vote*

*Recap March Training
Evacuation Drill at Grafton
County deemed a success*

2013 NHEDA Training Conference

April 8, 9 & 10

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to regular training tracks being offered, a select number of our vendors will be offering training that will provide deeper insight into the technologies, products and services they offer. These presentations are designed to enhance dispatcher awareness and understanding about the trend-setting things in our industry.

In addition to the break-out sessions being provided by the vendors, there will be dozens of training sessions available that will stimulate the most demanding minds. The entire schedule of break-out sessions is listed on the NHEDA website:

www.nheda.org. Simply click on the 2013 Conference link to view the complete program and schedule.

Both the NHEDA and TERT annual meetings will be held during the conference: NHEDA's meeting on Monday evening at 7:00 PM, and NHTERT's on Tuesday evening in

conjunction with the TERT banquet beginning at 6:00 PM. This year marks the first time that in-



dividual and agency recognition awards will be presented at the NHEDA meeting,

along with the election of officers. Announced candidates for NHEDA offices can be found beginning on page 4. Those wishing to serve in office must have a letter on file from their department chief or director



sanctioning their candidacy. It is also possible to write-in a candidate's name; but

such candidates must assent and must also have a letter on file from their department head.

Aside from the in-depth training being offered, the annual conference is a unique opportunity for emergency telecommunicators to interact and network with one

Special Guest

Maureen Will, Director of Emergency Communications for Newtown, CT, will be



NHEDA's special guest at this year's training conference. Maureen will offer remarks on Tuesday evening at the TERT banquet, and a training seminar on Wednesday. This is one presentation everyone will want to see and hear. ♦



Wanted



Editor-in-chief for the *NHEDA*

Broadcaster. Responsibilities include producing a monthly newsletter that addresses the actions and concerns of the New Hampshire Emergency Dispatchers Association. Editor will answer to the NHEDA executive board of directors for editorial content and direction. Training by the outgoing editor-in-chief will precede the transition to full responsibility. Contact current editor Paul Bagley for details via his phone: 603-673-4078, or his email:

paul@berkshirecottage.com

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2012/2013 NHEDA Board of Directors



NHEDA's outgoing executive board of directors (*from left to right*) are: Cassie Leavitt-President, Bob Dichard-Treasurer, Keith Veale-Board Member, Phil Tirrell-Vice-President, Jennifer Cloutier-Secretary, Paul Bagley-Board Member, Jon Goldman-Board Member, Tom Andross-Board Member and Cecily McNair-Board Member.

The executive board meets at least twice a year and this year will be

Finding Excuses?

It's easy for all of us to find excuses for not accomplishing things. It's even easier to find excuses for not going to things; like monthly NHEDA training meetings. While we busy ourselves with excuse-making, keep in mind that the current president of NHEDA maintains a full-time job as a dispatcher for the Hampton Fire De-



partment, she is a wife and the mother of a six-month-old boy, and she has just recently moved

into a new home. Despite all these opportunities that are perfect for

offering an open session with members at the annual training conference in order to gain insight into the wants and needs of the membership. While NHEDA's leadership has always been open to new ideas from the members, this session is a chance for the executive board to rub elbows with the people they serve.

The executive board can always be reached via the NHEDA website and email:

www.nheda.org



making excuses, she manages to find the time to not only show up for monthly meetings/training, she conducts the meeting while caring for her son. So now, what's your excuse? ♦

April Training

4th Annual NHEDA Training Conference

Go to our website:

www.nheda.org

and click on the 2013 Conference page for a complete listing of training sessions being offered this year.

Welcome NHEDA's New Members

Danielle Gilbert

Belmont Police Department

Jim Medlock

UNH Critical Infrastructure Dependability Lab

Samantha Sawlan

Nashua Police Department

Danielle Levesque

Nashua Police Department

Timothy Dewyngaert

Nashua Police Department



2013/14 NHEDA Candidates



Cassie B Leavitt

Hampton Fire Department

Running for President

Hello! My name is Cassie Leavitt, and I am currently your NHEDA president. I also serve with Keith Veale on the Promotions committee. Currently, I am a fire alarm operator with Hampton Fire/Rescue and have been for the last 6 years. Prior to my calling, I was a senior

dispatcher/lead trainer for UNH Transportation Services. The first conference was my first exposure to NHEDA, and I quickly became a member. At first it was for the discounted rate, but once I dug my heels in and saw all the great work that NHEDA does, I knew I wanted to help.

I am seeking re-election to the Presidency of NHEDA as I feel there is more work to be done and we are traveling in a good direction. I feel like we've set some lofty goals and I would like to see them through.

In my personal life, I am married and we have a beautiful baby boy, Brenden. We just recently purchased our first home in Epping. Thank You.

Cassie Leavitt



Jennifer Cloutier

Berlin Police Department

Running for Director-1

Welcome NHEDA members. I have been dispatching for the Berlin Police Department for 15 years and Dispatch Supervisor and IT Director for the past 8 years.

It was both accidental and fate that I fell into the position of Dispatcher with the Berlin Police Department, as I never would have guessed that I could love this profession as much as I do. During my tenure it has been my main priority to gain as much knowledge of the Dispatching profession as possible to better myself and my department. With that in mind, I joined NHEDA to assist in my efforts about 10 years ago, and was elected Secretary in 2006. The contacts, training, and knowledge I have gained through NHEDA has been extremely valuable to my development in this career.

During my time with NHEDA, I have seen the Association grow leaps and bounds in membership and activity, and it is both an honor and pleasure to be part of that growth. This year I have decided that rather than running for reelection as secretary, I will be running for a director's position. Because the secretary's position is somewhat demanding, I haven't had the time to devote myself to many of the various NHEDA Committees. It is my hope that if I get elected to the Director-1 Position, that I will now have the opportunity to focus my efforts towards these committees. Thank you for your time and I look forward to serving you as Director-1 if elected.

Jennifer Cloutier

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another, and a chance to actually finish a meal at a single sitting. And what meals they are! The Red Jacket in North Conway offers true cuisine in a setting that shows off New Hampshire's virtues during any season.

If beautiful scenery, fantastic food, personal development, professional recognition for jobs well done, stimulating presenters and election of leadership aren't enough for you, there's also a giant indoor family water park at that hotel that is a relaxing place to splash away all your cares. Be there or be square! ♦



Rob Cole

Hillsborough County SD

Running for Director-5

I started off my career in public safety in 1997 when I became an Emergency Medical Technician. I had always wondered what it would be like on the other end of the radio.

Several years later I was hired in May of 1999 with the Hooksett Police Department as a dispatcher. I then left in January of 2000 to work for the Hillsborough County Sheriff's Office. I still work for Hillsborough County, currently in my 13th year. I am running for the position of Director at Large to become more actively involved in NHEDA. I want to help continue moving NHEDA forward to keep no cost or low cost training available for dispatchers. Just as training is invaluable for police, fire and ems personnel, training is essential for dispatchers to keep them safe.

Rob Cole

2013/14 NHEDA Candidates

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March Training

Hands-On Evacuation Drill at Grafton County

On March 23, Grafton County hosted the monthly NHEDA & NHTERT meetings and training. Even on a



cold March Saturday, agency representatives from as far away as Hampton made the trek to Haverhill where they participated in multiple activities. Jane & Bonnie of Hubbard Consulting provided train-



ing on the recently completed Continuity of Operations Plan (COOP) that Grafton County is developing to ensure sustained service in the event of compromise of the Dispatch Center equipment or personnel. A test of Grafton County's MCU trailer was conducted, and Southwest Fire deployed their tower trailer and were able to simulate replacing many of the radio capabilities the County would need in an emergency. NHTERT and

NHEDA members also worked alongside Grafton County Dispatchers within the center, simulating a response to supplement staffing if necessary. While all this was going on, the County's



MCU was also deployed to support fire-ground communications for a multi-department training exercise in Haverhill! Many of the attending agency personnel visited that scene to evaluate the different needs in supporting the Fire Incident Command structure on-scene. Grafton County wishes to thank the NHEDA & NHTERT folks who made the trip and participated in a great day of training!

Agencies who's personnel attended:

Belmont Police, Berlin Police, Concord Fire, Hampton Fire Rescue, Hillsborough SO, Hollis Communications, Lakes Region Mutual Fire Aid, Manchester-Boston Regional Airport, Merrimack SO, NH Homeland Security & Emergency Management, POSRWG, Southwestern NH Fire Mutual Aid and Tilton Police. ♦

By Tom Andross





Tom Andross

Grafton County SD
Running for Director-3

I ask for your support as a candidate for NHEDA Director. I have served as NHEDA Director for several years and previously served as NHEDA

Vice-President, and President in years past. I am actively involved in the NHEDA Legislative, Standards, Training, and Agency Survey, and Conference committees and attend meetings regularly. I am a founding member of NHTERT and currently serve as the State Coordinator, and am currently the President-Elect of the APCO Atlantic Chapter--I would like to be able to continue being a voice for NHEDA with NHTERT & APCO.

On a daily basis I am the Director of Communications at Grafton County. Because I have great staff, I have the flexibility to engage and support NHEDA functions. I would appreciate your support in the upcoming election and look forward to working with you all.

Tom Andross



Jon Goldman

Derry Fire Department

Running for Director-2

Jon Goldman currently serves as the Director of Communications and IT for the Derry NH

Fire Department. Jon has worked as a Police, Fire, EMS, and Air Medical Dispatcher; he has worked both full time, and part time. Jon currently serves as a member of the NHEDA Board of Directors, and is a Past President. Jon obtained his Registered Public Safety Leadership designation through the APCO Registry of Public Safety Leaders, and also serves as a Commissioner on the State of NH E-911 Commission as the NHEDA representative to the commission. Jon has served NHEDA for many years, and looks forward to continuing to serve you, the members.

Jon Goldman



Bob Dichard

Hollis Communications

Running for Treasurer

I began my career in public safety when I joined the Amherst Fire Dept in 1983 and served until

1988. In 1985 I was hired as a part time dispatcher for the Hollis Communications Center. In 1988 I was hired as a Police Officer for the Town of Hollis and served until 1998. In 1991 I began full time employment with the Hollis Communications Center. In 1996 I became Supervisor of the department and continue in that position today. I've been a proud member of NHEDA since its formation in 1990 and a member of APCO International since 1999. I've been with NH TERT since its founding. As for Treasurer, I don't remember when I began serving. I know it's been a long time but not sure what year. Regardless, It would be my pleasure to continue serving as your treasurer.

Bob Dichard

PATIENCE:
What You Have
When There's Too
Many Witnesses.



"All units be advised, dispatch is tired of babysitting. All calls will be forwarded to your units."
-Opert #009





Keith Veale

Manchester-Boston
Regional Airport

Running for Secretary

Hello NHEDA Members! My name is Keith Veale and I currently serve as one of the Directors. For the coming year, I am running for NHEDA Secretary. Among the contributions to NHEDA, I serve with Cassie Leavitt on the Promotions Committee, which is always looking for member contributors, and with the many members and officers on the Conference Committee. It has been my pleasure to serve NHEDA in multiple aspects and I am always looking to our future, how to grow our organization and how to serve the membership better.

Professionally, I am a Communications and Operations Specialist at the Manchester-Boston Regional Airport, a position I have held since 2007. It has always been my goal to be a well-trained and knowledgeable dispatcher, which lead me to NHEDA and from the first day, I was hooked. Personally, I grew up in Merrimack, NH and now reside in Manchester, NH. Along with public safety, concert and marching percussion have been a major passion of mine. Currently, I perform with the Muchachos Drum and Bugle Corps of Manchester and I am one of the percussion instructors for the Londonderry High School Music Department and the world famous Lancer Marching Band and Color Guard.

Along with the Governing Body and other dedicated members, I welcome you to contribute to our very proud organization. I look forward to further serving NHEDA as Secretary if elected.

Keith Veale



Phil Tirrell

Southwest Fire Mutual Aid

Running for Vice-President

Phil Tirrell is Chief Coordinator of Southwest Fire Mutual Aid in Keene; a multi-state emergency dispatch center providing services for fire and EMS. Phil has served NHEDA as vice president over the past year, and is anxious to continue his service in this key leadership role. He is a founding and active member of NHTERT and his agency provides call-answering that insures backup for dispatchers across New Hampshire is available 24/7. Phil humbly asks for your support of his candidacy.

Phil Tirrell



Cecily McNair

Merrimack County SO

Running for Director-4

Cecily McNair is director of emergency communications for the Merrimack County Sheriff's Office that is a multi-town dispatch for law enforcement. She is a founding member of NHTERT, has served as a NHEDA board member for years, and has served as the NHEDA dispatcher academy coordinator for over twenty years. She chairs the standards and certification committee and the training committee, and serves on other standing committees including the conference committee. Cecily asks for your continued support as she seeks another term in office.

Cecily McNair



President's Message

We are on the verge of our annual meeting which is held during our conference. We come together and recap all the amazing things NHEDA has accomplished in the past year and where we shape the future of our organization.

A little over a year ago (February 2012) we put together a survey for our membership to see what we do well, and more importantly what we could do better. After all, this organization is for the benefit of the membership, the emergency dispatchers of the state of New Hampshire. The main reason many of you joined was for networking and training opportunities. However we noticed that the resounding reason why many did not attend our trainings/meetings was that the scheduled meeting/training times were not convenient (just over 49% of those who took the survey reported this!). Our training committee has worked hard to try and accommodate more flexibility into our schedule by holding meetings/trainings on week nights and even a weekend day! Yet we continue to see the same people at our meetings. We are considering going back to a structured schedule to allow those who are most interested in coming are able to do so.

If you are interested in attending a training outside the "normal" scheduled times (i.e.: weeknights, afternoons, or weekends), please take a moment and let someone on the governing body know. Or you can always email myself.

I will close with a reminder of my personal challenge to every member, to attend at least one meeting/training this year, once you see all the great work that we do, and the high quality training we offer (for FREE!) I think you will want to come back again. It would be fantastic to see some new faces at our trainings. We hope to see you soon.

And please, come find me at the conference! Introduce yourself as I'd love to meet you! I'll probably be the one with the kid!

Best regards,

Cassie B. Leavitt

the NHEDA Broadcaster

The NHEDA Newsletter is produced monthly and available free of charge electronically to emergency telecommunicators who serve the people of New Hampshire. Go to www.nheda.org today for details on free membership and other benefits of belonging to NHEDA.

Any NHEDA member can contribute to the newsletter. Email Paul Bagley at:

paul@berkshirecottage.com

Submit articles, photos, training announcements and your ideas for articles.

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