

Dispatch Times

January 2023
Volume 10, Issue 1

Thank You to everyone that dropped off goodies to our Communications Center over the holidays!



This is the 2nd year in a row that Keith Fudge's family has dropped off Christmas Eve and Christmas Day dinners from Dorothy Lane Market for the working crews .

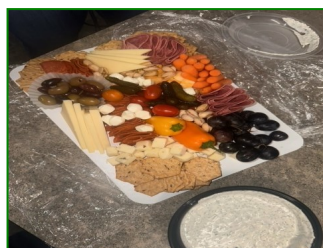
Chief 81, Dusty Vinup and his daughter dropped off a very nice charcuterie board.

Case Towing dropped off boxes of Esther Price chocolates.

The Deerfield Twp. Walmart sent up individual care packages with Gatorade and snacks.

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Mark Your Calendar!



January 4
CWG Meeting

January 16
Martin Luther King Jr. Day

Happy New Year



November



Congratulations!

Training Coordinator Samantha Hall

Exceptional Calls

A percentage of the Communications Center's calls are reviewed by an outside service called Quality Performance Review (QPR). This includes quality assurance and accreditation services allowing us to have unbiased reviews of random pulled calls. We receive weekly and monthly reports from them. Below are the recent exceptional reviews. Great job!

Brittany Creager - 1296408 - 31: Unconscious - The caller said his wife was unconscious on the floor. Brittany did a great job having the caller get the patient on her back to open her airway. The patient began to wake up before help arrived. Brittany calmly remained on the line and reading the arrival interface instructions.

Jordan Williams - 1335662 - CC 10: Chest Pains - The caller said her husband thought he was having a heart attack. Jordan did a great job repeating questions when needed on this call. The caller put the patient on the phone. Jordan seamlessly transitioned from a 2nd party caller to a 1st party caller while changing the answer in Case Entry to 1st party caller. This was the best way to ensure the DLS instructions are more appropriate. Jordan did a nice job with the aspirin diagnostic tool as well.

Jennifer Key - 1327214 - CC 30: Traumatic Injury - The caller said her mom was walking down the stairs when she felt a pop in her knee. The caller was concerned about her child seeing her grandmother on the stretcher and wanted to leave before responders arrived. Jennifer did an excellent job showing understanding and telling the caller that we were trying to get through the call quickly so the child would not have to see that. Jennifer even asked to speak with the caller's dad to finish DLS instructions so the caller could leave.

Exceptional Calls (cont.)

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April Kennard - 1343315 - CC 19: Heart Problems - The caller was very upset and crying. April told the caller to take deep breaths which helped to calm her. The caller handed off the phone in Case Entry and the patient came on the line. He said he thought he was in A-fib. April did excellent outside of the box thinking on this call. She told the patient to have his wife complete the tasks on X-2 to try to keep her mind occupied and give her something to do until help arrived.

Alexander Lucas - 1352723 - CC 6: Breathing Problems - The caller said her 5-year-old was having trouble breathing. She was clearly worried about him. Alexander provided excellent customer service with this caller by reassuring her and remaining on the line with her.

Michael Wiggins - 1348035 - CC 52: Alarm - This caller needed dispatch on a commercial fire alarm activation. Michael correctly selected CC 52 -Alarms to process this case via the Sub-Chief Complaint of Alarm monitoring company. Michael also relayed all appropriate PDIs to this caller ensuring she would know what to do and expect next.

Kimberly Adams - 1342287 - CC 52: Alarm - This call was for a fire alarm activation. Kimberly did a great job with active listening during this case which allowed her to answer some Key Questions on her own

Employee Spotlight

January Birthdays

Melissa Bour - 25th



January Milestones

Joey Bishop - 24 yrs. on the 4th
Kim Adams - 3 yrs. on the 27th
Kim Jent - 3 yrs. on the 27th



Personal Day(s) Earned in 2022

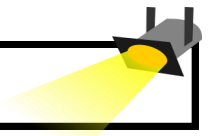
Congratulations to the following employees who earned a personal day off (or 2) for no unscheduled sick time in 180 consecutive calendar days!

Paige Barton
Joey Bishop X2
Virginia Books
Jonathan Bright X2
Carmen Carson
Brandy Cooper

Chris Dill
Brian Holtel
Kim Jent X2
Sara Orr
Dennis Rutter
Jordan Williams



Employee Spotlight



Positive feedback from the surveys that go out to callers. Keep up the awesome work everyone!

Feedback Board

List Focused

The dispatcher was very helpful and made me rest assured that the area would be searched.

She was professional, courteous, friendly. I can't say enough good things about her

Very polite and thorough.

Very polite and prompt

Friendly

He was very polite and pleasant when handling my call.

Quick, courteous. She clarified details & location

Professional prompt

Was very pleased with the complaint taker and the professionalism she demonstrated.

Very efficient and listened well

She was incredibly helpful and kind in regards to my concern and who to

Professional, empathetic, did a great job listening and directing me to the appropriate officer.

Warrant Confirmations

The Communications Center can send a hit confirmation after a few items are met:

1. The unit runs a subject, and we receive a warrant hot hit in LEADS/RMS
2. Verify that the wanted hit matches the subject they ran
3. The unit must be out with the subject
4. The warrant must be within the pick-up radius

Pick-Up Radius

- 1 – Interstate or Enter into NCIC
 - 2 – Any place in Ohio
 - 3 – Ohio within 100-mile radius
 - 4 – County of want and adjacent counties
 - 5 – County of want
- A – Entering agency only – no action by other agencies
L – Jurisdiction of the department of want only

When these items are met Communications will send a Hit Confirmation.

What happens when the subject has multiple warrants?

When a subject has multiple warrants and the road unit asks the Communication Center to confirm the warrant/s (after above is met), the Communications Center will confirm ALL warrants that are within the pick-up radius. Per LEADS, we are not allowed to choose what warrants we want to confirm and what warrant not to confirm. Once the Communications Center gets confirmation and the road unit has no local charges, the road unit can then decide which department they would like to meet for transfer.

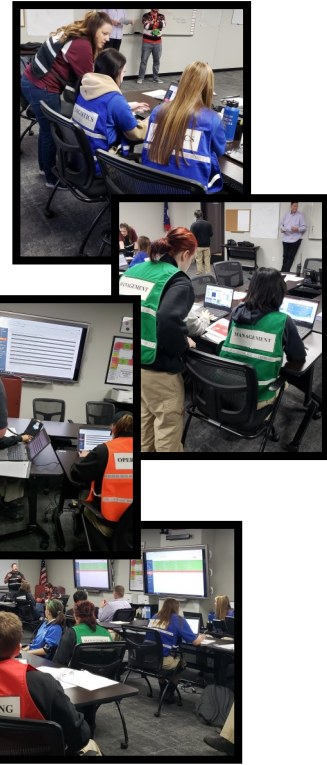
EMA Spotlight

WCCC Students Participate in EOC Exercise

Warren County Career Center (WCCC) senior students in the Criminal Justice program have spent the semester with the EMA team learning what an EMA is, how EOCs work, and how to develop tabletop and functional exercises. To wrap up the semester, the students visited the EMA team. The visit included a tour of dispatch and EMA offices, and the participation in a functional EOC exercise. This exercise served as the first time outside partners were able to test EMA's new virtual EOC software. Additionally, we are told this is the first time in the region (and possibly in the state) where a county EOC functional exercise was completed with only high school students serving in the EOC roles.

The students did a great job playing the roles assigned to them! The EMA team was able to provide them with an EOC experience, and they were able to provide valuable feedback to the team about the new software.

Thank you to the WCCC for their partnership this semester allowing EMA the opportunity to educate students on EMA / exercises, and thank you to Ohio EMA Southwest Specialist, Phil Clayton, for his assistance and guidance in the exercise!



EMA Opens Red Cross Shelter in Morrow

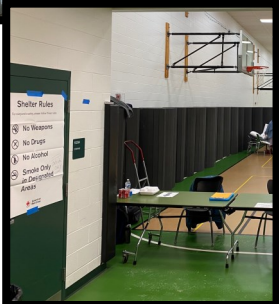
On December 22nd – 24th, a severe winter storm impacted the state, bringing 45+ mph winds, extreme wind chills reaching -25 degrees Fahrenheit, and heavy snowfall. These high winds and extreme temperatures led to dangerous road conditions and power outages impacting thousands. In Warren County, power outages were seen throughout the day, but the Village of Morrow and Hamilton Township areas were greatly impacted as the majority of residents were without power for 14+ hours. The outage started on the morning of the 23rd and lasted into the overnight hours.

EMA worked with Duke Energy on power restoration efforts throughout the day. As the afternoon progressed and weather conditions continued to cause complications restoring the power, EMA, along with Duke Energy, the Salem / Morrow Fire Chief and Little Miami Schools, decided to open Little Miami High School as an

overnight shelter for residents. American Red Cross was contacted to assist in the opening and operating of the shelter.

With the help from Salem / Morrow Fire Department going door to door alerting residents of the shelter and the Warren County Sheriff's Office and Morrow Police Dept. for transporting residents who needed transportation to the shelter, numerous families were able to escape the cold until power was able to be restored.

A huge thank you to the Salem / Morrow Fire Department, Warren County Sheriff's Office, Morrow Police Dept., the American Red Cross, and Ohio EMA Southwest Specialist, Phil Clayton, for their dedication and assistance coordinating, opening and operating the shelter during this winter storm!





I WILL HEROIC DEEDS RESPONDERS IN FAITH RESPOND

MARCH 3 & 4, 2023

MIAMISBURG, OH

2nd Annual Conference Celebrating, Honoring, and Connecting
First Responders in Faith

Featuring Keynote Speakers:



JEREMY STALNECKER

Marine Corps Veteran, co-founder of Mighty Oaks Foundation, host of the "March or Die" podcast, and Author of: "March or Die," "Leadership by Design," "Offensive Faith," and "The Truth About PTSD."

JASON SAUTEL

Retired Firefighter from the City of Oakland Fire Department, co-host of the "Faith Forged in Fire" podcast, and author of "The Rescuer."



ADDITIONAL TRAINING TOPICS INCLUDE:

- Responding to mental and spiritual well-being.
- Responding to physical well-being.
- Responding to your faith.
- How to support your First Responder as a spouse/significant other.
- Powerful testimonies from First Responders.

CONFERENCE DETAILS:

- Open to traditional First Responders: (Police/Fire/EMS/Dispatch/Corrections/Probation/Chaplains & Support Personnel.)
- Spouses/significant others encouraged to attend.
- Location: SouthBrook Christian Church
9095 Washington Church Road, Miamisburg Ohio, 45342

FREE EVENT!
REGISTER BY SCANNING THE
QR CODE OR VISITING
HEROICDEEDS.ORG



Join Our Teams

We are currently hiring for:

- ⇒ Emergency Communications Operators
- ⇒ Emergency Communications Supervisor
- ⇒ EMA Operations Manager



Those interested, please visit the Warren County website for an application and job descriptions.

Congratulations Assistant Fire Chief Tim Simpson

On December 16, 2022 Clearcreek Fire District celebrated Assistant Chief Tim Simpson's 36 years of service. Tim has always been an advocate for our Communications Center. He has dedicated so much of his time to committees and projects for which we will forever be grateful. The Clearcreek Township Trustees named Station 21 the "Timothy Scott Simpson Clearcreek Fire District Station 21." Congratulations Tim, on your retirement!



Mitigation Murphy Christmas song pictures are listed below. Congratulations to Jeff Cepin with Warren County Telecom! Your gift card can be picked up at the supervisor's desk in the Communications Center, 520 Justice Dr.



1



2

1. "You're a Mean One Mr. Grinch"

2.. "Rocking Around The Christmas Tree"

3. "We Three Kings"

4. "Run Rudolph Run"



3



4



Warren County Emergency Services

520 Justice Dr
Lebanon, OH 45036
(513) 695-1315

Stay connected with us by:
Website: [www.co.warren.oh.us/
emergencyservices](http://www.co.warren.oh.us/emergencyservices)
Facebook: [@WCOHEMA](https://www.facebook.com/WCOHEMA)
Twitter: [@WCEMAOhio](https://twitter.com/WCEMAOhio)

Newsletter Editor: Melissa Bour



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