



NHEDA Newsletter www.nheda.org

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

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It's Conference Time Again!

If You're Not There, You're Square!



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Annual training event
promises to be the best ever

Denise Amber Lee Foundation

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speaker at the 2012 NHEDA
Conference

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How TERT Works
By Cecily McNair

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Circle the Wagons Event

April means it is time for NHEDA 's annual conference, and this year's conference promises to be the best ever. From the outset the conference committee put together a training event unlike any other. Break-out sessions included on the schedule offer a wide array of learning opportunities presented by leading experts in their fields. In addition, the latest technology vendors will be on hand to discuss in depth the new hardware and software they offer the emergency telecommunications industry.

NHEDA's keynote speaker at the conference will be **Nathan Lee**, founder

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Wearing the Label with Pride



For far too long many of those in emergency services have uttered the derogatory label, "he/she is **just** a dispatcher," when describing emergency telecommunications. The public often feels the same way because they haven't a clue as to what the job entails. Nobody is **just** any one thing, and dispatchers are so many things to so many people that using the adjective **just** just won't cut it.

When cops are screaming for back up, when fire chiefs are yelling for mutual aid, and when EMS is calling for more manpower, they're all counting on **just** another dispatcher. Dispatchers are the gatekeepers. They are shields for field personnel. They provide a frightened and confused public with an orderly approach to the help it requires. They are sounding boards for the frustrated, confessors for those who have lost heart, and paperwork janitors for those who have yet to learn how to operate a computer. **Just** a dispatcher? I think not! PDB ♦

It's Conference Time Again!

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and president of the **Denise Amber Lee Foundation** (see related article on page 3).

The annual meeting, which is held during the conference, this year will include a vote on the newly proposed **New Hampshire Minimum Standards for the Training of Public Safety Telecommunicators and Dispatchers and the Certification of New Hampshire Public Safety Communi-**

cations Centers. This initiative will, for the first time, create a baseline for the training of communications personnel and provide a yardstick by which emergency communications centers can be measured and operated. It is the first step toward the establishment of a true standard in the emergency telecommunications profession.

As always, the annual conference provides a chance to relax and interact with coworkers and counterparts from other agencies. During social hours, meals and even during exclusive vendor time, NHEDA members have the chance to interact with each other and get to know one another better. This helps

punctuate the many training sessions that are being offered and allows attendees the opportunity to see how everything in the field of emergency telecommunications dovetails across our state.

For those who have yet to register for attendance, go to:

www.nheda.org



Click on the conference page; download a registration form, fill it out and send it in along with payment in order to insure your seat at the table.

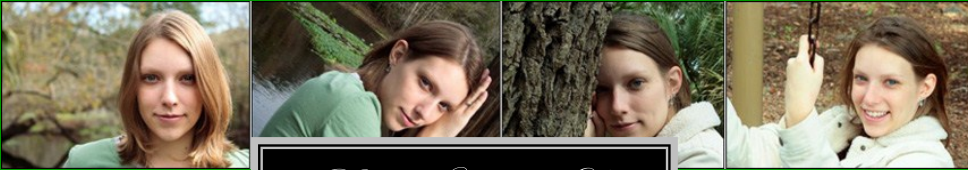
For a complete listing of the wide spectrum of training opportunities being offered, go to the above website and read through the schedule. Also, a special note: pre-



registration is required for all those wishing to attend the WebEOC certification course. Preregistration in also on the NHEDA website. For that class, you can bring your own laptop if you prefer, or equipment will be available for the class.

This is going to be the biggest and best conference ever—don't miss it!





Denise Amber Lee
In fond Memory

What follows is an excerpt from the website of the **Denise Amber Lee Foundation**. Her story is a shocking tale that deserves great attention, especially from the emergency telecommunications community:

Denise's worst and last day on Earth began as most days, loving and providing for her two little boys. January 17, 2008 was no different. While cutting her oldest son's hair, Noah age 2, on the back porch of their North Port, Florida home, a predator named Michael King was cruising the neighborhood looking for opportunities.

Denise Amber Lee was a 21-year-old loving mother of two boys, whose husband worked three jobs so that Denise could stay home and raise their children. Denise was abducted from the Lees' rented home in North Port, Florida in the middle of the day. Somehow the intruder gained entry and control of Denise, who most likely saved her children's lives. Denise's father, Detective Rick Goff, was able to call on all area state, county and municipal law-enforcement agencies to search for Denise and her captor immediately following her abduction. This was one of the most massive, cooperative search efforts that this area ever experienced.

In the hours that ensued, Denise fought mightily for her life. In her battle, she was able to use the captor's cell phone to call 9-1-1, an act she thought would save her life, just like we are taught as children. She was not the only one to call 9-1-1 that day regarding this crime. There were at least four other calls, one from her distraught husband and three from eyewitnesses. One witness gave the local sheriff's department an exact location of the

crime happening right before her eyes. She stayed on the phone for more than nine minutes, identifying cross streets as she continued driving. Despite the fact that as many as four patrol cars were within a mile of the car in which Denise was fighting for her life, due to inefficiencies in the call center, none were dispatched.

On the morning of January 19, 2008, a few heart-wrenching days after she went missing, her body was found.



Nathan Lee, widower of Denise Lee, has dedicated his life to his children and to the cause of training and certifying emergency telecommunications nationwide. He established the **Denise Amber Lee Foundation** as a non-profit organization dedicated to Denise's memory and to advancing the causes of making emergency telecommunications better in the United States.

Nathan Lee is to be the keynote speaker at this year's NHEDA Conference at the Red Jacket in North Conway. He will address NHEDA members at the opening session on Wednesday, April 11th.

You can read the entire story at:

<http://deniseamberlee.org/>



NHEDA extends thanks to Dartmouth-Hitchcock Air Response Team (DHart) for their warm re-



ception and morning filled with instruction. Special thanks goes to paramedic and crew member Samuel P. Provenza for his presentation to NHEDA members on the many capabilities and few



limitations of the DHart helicopter teams. DHart-1 based in Lebanon, and DHart-2 in Manchester, are almost always available to provide medical ground assis-



tance and air transport services to all of New Hampshire's communities. For more information on this valuable resource, go to:

<http://patients.dartmouth-hitchcock.org/dhart.html>



Becoming an EMAP Assessor

Are You Ready to Take the Next Step in Professional Development?

by Brian V. Bovyn

**Emergency Services Supervisor
Manchester Police Department**

In my 24 years of working in the emergency communications field, I have repeatedly asked myself, what else can I do to professionally develop? How can I enhance the job I love and continue to be challenged? And how can I make myself a more valuable employee? If you have asked yourself any of these questions or are feeling somewhat stagnant in your current position, you may wish to consider becoming an Emergency Management Accreditation Program Assessor?

By becoming an EMAP assessor, you take your valuable knowledge, training, and skills and working with a team of peer professionals from all backgrounds which support emergency management, apply those skills and knowledge in peer review of a candidate program measured against a national benchmark standard.

EMAP assessors travel to a candidate program's worksite; they tour facilities, interview employees and staff, and perform extensive reviews of documentation in a six-day onsite assessment visit. EMAP assessors are selected for onsite teams based upon their knowledge, skill mix and areas of

expertise including: finance and administration; hazard mitigation; laws and authorities; planning; training; communications and warning; exercises, evaluations and corrective actions; crisis communications and public education; program management; prevention and security; hazard identification, risk assessment and consequence analysis; incident management; operations and procedures; facili-



ties, resource management and logistics; and mutual aid.

Assessor teams are selected based upon assessor availability and experience. Each assessor selects his or her areas of experience and prioritizes them, and then assessors are picked in the manner mentioned above. Each assessor is generally responsible for three to four standards and their respec-

tive sub-standards. Each assessor while responsible for reviewing documentation and conducting interviews on their assigned standards are responsible for writing up a summary of compliance or non-compliance with the standards.

The assessor team leader is responsible for the orientation meeting, the debriefing/exit briefing and writing the final report based upon the review findings of the assessors on the team. Each team consists of five to six assessors and an assessor team leader, occasionally a liaison staff member from EMAP travels with the team on certain assessments.

What are the Requirements of an EMAP Assessor?

Each assessor must successfully complete a two-day training course and written examination. Successful candidates are then included in the assessor cadre pool and selected based upon need, skill knowledge and availability.

Other requirements to become an EMAP assessor include: five years experience in a position which supports emergency management in a state or local government agency; experience in

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Becoming an EMAP Assessor

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at least one actual emergency in which the emergency plan was implemented and the Emergency Operations Center was opened; participation in at least one emergency operation, training or exercise event within the last year; be knowledgeable and up to date on emergency management principles; provide a writing sample as part of the application, must be able to abide by the EMAP Code of Conduct; must be available for at least one onsite assessment each year; provide references from at least two emergency management professionals that address the candidate assessor's expertise; have no conflict of interest with a candidate program being reviewed; no conflict of interest with any aspect of EMAP that could cause the assessor to not perform an objective program review; must be willing and able to serve as a neutral observer; signature and submission of the EMAP Code of Conduct; and satisfactory completion of EMAP assessor training.

Do EMAP Assessors Get Paid?

The answer is both yes and no. While an assessor **does not** get paid to be part of an EMAP onsite assessment, travel expenses and daily *per diem* are either paid in advance or reimbursed within two to four weeks after the assessment (based upon when the assessor turns in his or her expense report to EMAP). Covered expenses often include airfare and hotel accom-

modations, and the daily *per diem* is based upon US Government GSA daily *per diem* rates for the local area.

EMAP can pay dividends in that there are many opportunities for continued growth and development, excellent professional networking opportunities and professional respect for your important work.

What Type of Onsite Assessments Are Involved?

The possibilities are great in that EMAP conducts onsite assessments for state, county, and local emergency management programs, along with college and university emergency management programs, and also US government agency's emergency management programs.

For assessors who excel and wish to take on greater leadership roles opportunities exist to become assessor team leaders, executive and specialty committee members and special projects.

Samples of Assignments

Examples of the assignments to which this writer has been assigned include onsite assessments for the following emergency management programs; States of New York, Georgia, Maryland, Ohio, Nebraska, Indiana, Vermont, Louisiana and Oklahoma. Also, San Diego County, CA and the University of Texas at Austin as an assessor, and the US Veterans Admin-

istration health program as the Assessor Team Leader. Additionally I have been a member of the Program Review Committee (which determines if the program becomes accredited), the Best Practices in Emergency Management Committee, and the College and University Committee.

Methods for Success

The best way to ensure success as an EMAP assessor is to attend training opportunities (both classroom and online), possess excellent written and oral communications skills, be available for assessments, and continue to acquire new skills through training opportunities offered by EMAP. EMAP does not currently have a lot of depth in its cadre pool of assessors who possess communications and warning experience. While the assessor candidate would have to have knowledge and subject matter expertise in an array of areas, opportunities do exist for those with communications knowledge and experience.

Contact Information

EMAP offers training for new assessors several times a year. If you are interested in becoming an EMAP assessor, contact Ms. Geni Jo Brawner at Emergency Management Accreditation Program (EMAP), phone:

(859) 244-8222

or email her at:

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NHEDA Annual Meeting—Elections

Meet the NHEDA

Candidates

NHEDA's annual meeting will take place at this year's conference at the Red Jacket in North Conway. Candidates for office as of our publishing deadlines are:

Cassie Leavitt—President

Phil Tirrel—Vice President

Jennifer Cloutier—Secretary

Bob Dichard—Treasurer

Tom Andross—Board of Director

Paul Bagley—Board of Director

Jon Goldman—Board of Director

Cecily McNair—Board of Director

Keith Veale—Board of Director

NHEDA bylaws currently allows as many board of director members as the membership wants, provided it maintains a minimum of three.

In addition to these candidates, nominations may be made at the meeting with the proviso that the person nominated assents to the nomination and if absent, conveys to the president their desire to have their name placed in nomination. A ballot vote is required, but if a motion is made and seconded for the secretary to cast a single ballot for an uncontested list of candidates for each office and that motion is voted in the affirmative, it shall be done.

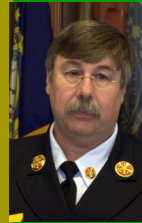
jennifercloutier@berlinpolice.org

If you wish to serve NHEDA in any leadership role, notify Secretary Jennifer Cloutier via email at:

See you there!



Cassie Leavitt
Hampton Fire Department
Current NHEDA Vice President
Candidate for President



Phil Tirrel
Southwest Fire Mutual Aid
Candidate for Vice President



Jennifer Cloutier
Berlin Police Department
Current NHEDA Secretary
Candidate for Secretary



Bob Dichard
Hollis Communication Center
Current NHEDA Treasurer
Candidate for Treasurer

Candidates for Board of Directors

Tom Andross
Grafton County S.O.



Paul Bagley
Mont Vernon Police
Department



Jon Goldman
Derry Fire Department



Cecily McNair
Merrimack
County S.O.



Keith Veale
Manchester-Boston Regional Airport



Becoming an EMAP Assessor

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gbrowner@csg.org

Assessor training is hosted at various locations around the United States including the Emergency Management Institute/National Fire Academy in Emmitsburg, MD and other cities in the United States.

If you wish, you may also email me at:

bbovyn@manchesternh.gov

and I will answer your questions as well.



Welcome NHEDA's New Members

Jonathan Nightingale

Hillsborough County Sheriff's Office

Debbie Bray

Karen Whittaker

New Hampshire E-911

Shaun Shattuck

Derry Fire Department

Lori Comeau

Whitefield Fire and Rescue

Timothy Brunelle

Laconia Police Department

Michelle Breault

Weeks Medical Center

Sabrena Mason-Spillar

New London Police Department

Timothy Doris

Gilford Police Department

Heather Dille

Justin Synder

Peter Buono

Rockingham County Sheriff's Dept.

Mary Kay MacNichol

New Hampshire State Police

Korey Pierce

Plymouth Police Department

Ashley-Elizabeth Trzesiara

Salem Police Department



Under the Dome



NHEDA's Legislative Action committee attended the Senate Committee on Energy and Natural Resources as it took up consideration on HB1133. The bill calls for a change in the formula used for the make up of the 911 commission and gives NHEDA a long-overdue seat on that commission. The bill passed the House and was voted out of the Senate Committee 5-0 and added to the consent calendar. It will likely pass the full Senate vote in the weeks to come. Governor Lynch has stated already that he heartily supports this bill and will sign it when it arrives on his desk.

Also, many members of NHEDA were on hand at the State House when Governor Lynch signed the proclamation calling for recognition of the week of April 8th through 14th as Emergency Tele-



Monthly Training

May 18th - 10:00 Hours

Circle the Wagons!

NHEDA and NHTERT will be offering field training with an array of mobile response vehicles that are designed to take the dispatch center to where the action is. Emergency communication trailers and vans from New Hampshire and bordering states will meet at The NH Police Academy parking lot to allow NHEDA telecommunicators from across the state to work with these sophisticated vehicles. Just touring the inside of the many that will be on hand will provide insight and ideas for improving emergency dispatching in New Hampshire. There will also be practical exercises involved.



communicators Week in New Hampshire. This coincides with the national observance recently proclaimed by President Obama.





NHTERT

Dispatch Mutual Aid by Cecily McNair, NHTERT Preparing for Disaster— How TERT Works



So, we all know about mutual aid and how it works, Right? Fire Departments call for mutual aid when they need manpower or equipment. Police Departments call for back up when they need more units. So, what do dispatch centers do when they need more manpower? Generally, they switch to 12 hour shifts and its “all hands on deck!” everyone works, maybe 7 days a week, until the incident is over or they all collapse from exhaustion. There is a better way!

Contact NHTERT at 603-352-1291 24 hours a day 7 days a week. You do not need to be a member of TERT to ask for help.

When you contact TERT we will ask for a contact name and phone number. The “on call” coordinator will call you back to get information.

What we need to know

What is the nature and scope of the disaster or incident? Is it regional, state-wide, local? Is it a natural disaster, or manmade? Is it a planned event or an unexpected situation?

How many and what shifts will you need to cover and for how many days/weeks?

Do you need a fire, police, EMS, or Multi- disciplined dispatcher?

Are there any hazards to the dispatchers responding to help you, such as – Roads washed out, lines down, etc? If so, we will need to know the best route for responders to use.

What kind of facilities /services you have available? Will you be providing meals or should we come with our own provisions? For responses of more than 1 shift, do you have lodging? Is it a hotel room, barracks, tent, trailer? Are there laundry facilities?

Where and to whom should responders report? Are they going to the Dispatch Center, Mobile Command, Scene or some other facility?

What we do

Once we have all this information, we will provide a single dispatcher, or a team and team leader to respond to your needs.

The team leader takes care of our paperwork and provides you with

a copy that will assist you in the event that your incident is declared a disaster.

We come prepared

When a team is deployed it can be for 1 shift, 2 days or 2 weeks whatever your needs are.

NHTERT is nationally certified so if needed we might respond anywhere in the country.

Members are trained to respond prepared for any circumstances and conditions.

Each team works 12 hours on 12 hours off.

In a national response a team is typically deployed for 10 days to two weeks.

Who Pays for TERT?

Just as in local mutual aid, the responding agency is responsible for its own people. This includes compensation, liability, and equipment.



President's Message



This will be my final message to you as president. I am stepping down after three terms to permit someone else the opportunity to head up this wonderful organization. The decision to step down was not an easy one for me because I have thoroughly enjoyed every minute of my tenure as NHEDA's president. Thanks to the dedication and energy of my fellow officers and board members, and many other members of the association, NHEDA has morphed into a service organization that is extremely valuable to New Hampshire. With the continued commitment and enthusiasm of the entire membership, our state will soon join those across the country that recognize and support the concept of emergency telecommunications being a true profession.

I have long-believed that no one person holds the key to the success of any institution, and I am confident that any, if not all, the active members of NHEDA could serve in any of the leadership roles, up to and including president. After all, emergency dispatching is leadership personified. The start and finish of every emergency evolution rests in the capable hands of an emergency telecommunicator. That being said, I realize that there is plenty of talent available that can ably steer our ship and keep it on a steady course.

I shall remain a very active member of NHEDA and continue to contribute to its success by editing and publishing the newsletter each month. Alas, this is an area where I will continue to need your help. NHEDA is a members-based organization, and the newsletter needs to reflect not only what has been accomplished, but illustrate clearly where that organization is headed. Toward that end, I will need the help of all of you to keep our membership informed with up-to-date stories and articles that help promote our profession. If you have ideas for articles, send them along, even if they're only embryotic concepts. It's been said about me all too often that I can write five thousand words on any subject, and ten thousand words if I know something about it. Overcoming the syndrome of a blank sheet of paper is my forte, but I need to know what you would like included. If you have stories that are pertinent, share them. Members who have yet to attend a NHEDA meeting, conference or training event still have great things to offer and the **NHEDA Newsletter** is a forum for ideas as well as information.

Once again, I sincerely thank you all for three wonderful years as NHEDA's president. I have spent considerable time with all the candidates for this year's election and I can say without reservation that I'm leaving NHEDA in very capable hands.

Meanwhile, my email and phone number will appear in every upcoming issue of the newsletter and I hope to hear from you.

Respectfully,

Paul D. Bagley

The **NHEDA Newsletter** is available free of charge 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 your submissions or ideas to Paul Bagley at:

paul@berkshirecottage.com

(603) 345-1710