

Dispatch Times

Happy New Year 2022

January 2022
Volume 9, Issue 1

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These dispatchers brought the new year in with style, while keeping our county safe! From left to right; Jeanne Johnson, Cassidy Gatio, Paige Barton, Jenny Key & Sophia Abrams.

Mark Your Calendar!



January 5
Communications
Work Group

January 17
Martin Luther King Jr.
Day

January 19
National Popcorn Day

Employee Spotlight

Jennifer Key Employee of the 4th Quarter 2021



"I would have to say out of all the calls I have personally handled here on the radio or the phone my most memorable call to this day would still be my plane crash in Harlan Twp. Thankfully on the other end of my line was an off duty Harlan Twp firefighter who was very helpful and gave me all the correct information I needed to get the fire department and officers to the scene as fast and safe as possible."

"Over the past years of me being here I have definitely learned I love overtime but its also very important to take time to yourself. Also learned that there is always new stuff to learn and education in this profession is endless if you look for it."

"One of my biggest challenges is what I feel like is tough for anyone in this profession which is child calls and elderly calls. Also feel another challenge for me personally is taking time off for myself I just always want to help out where I can especially if there is posted overtime."

"In my spare time I love to hangout with family and friends and love traveling different places."

Congratulation Jenny!

January Birthdays

Kristin Osborn - 10th

Melissa Bour - 25th



January Milestones

Joey Bishop 23 yrs on the 4th

Ashlee Rector 10 yrs on the 17th

Kim Adams 2 yrs on the 27th

Kim Jent 2 yrs on the 27th

Jeanne Johnson 2 yrs on the 27th

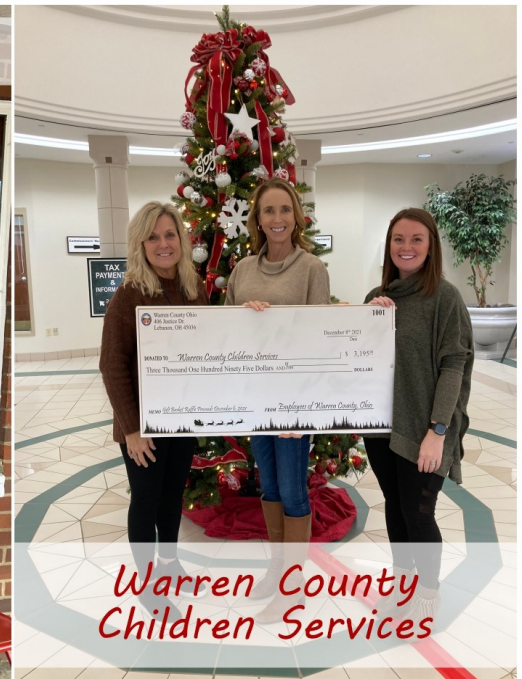


Training New Dispatchers

A dispatcher is on a 1 year probation while they learn the position. It's not an easy job and it's certainly not easy for the trainer themselves. They put an overwhelming amount of time and dedication into making sure the new dispatcher gets the training they need to keep our first responders and community safe. In 2021 we hired 6 new dispatchers and 5 are still here. Samantha Hall, Training Coordinator spends 6-8 weeks with the trainees reviewing policies, performance expectations, geography, agency familiarization, LEADS and much more. Thank you trainers; Rob Plummer, Samuel LeMaster, Brandy Cooper, Doug Short, Jeanne Johnson, & Dennis Rutter.

The Annual Warren County Basket Raffle

Each year Warren County Office of Management & Budget coordinates a basket raffle for all county employees. All money collected from ticket sales is donated to a local food pantry and Children Services to purchase Christmas gifts for children in foster care. This year they saw a record amount of \$6,390 raised! Also this year, Dispatcher Doug Short won one of the baskets, congratulations Doug!



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 some of the exceptional reviews. Great job everyone!

Carmen Carson - 945479 - CC 17: Fall - The caller's husband fell from his wheelchair and needed help up. Carmen was compliant from start to finish. Her customer service was awesome. It was a pleasure reviewing this call. Nicely done!

Samuel LeMaster - 949548 - CC 52: Alarm - This caller needed dispatch on an unknown type of alarm that was going off in her basement. Samuel did a great job with active listening during this case as the caller had volunteered a lot of information. The caller volunteered tons of information that Samuel correctly applied to Case Entry and Key Questions. This allowed him to move efficiently through the call and also get the responders notified quickly. Super work!

Tonya Cornett - 962661 - CC 17: Fall - The caller had fallen and injured her hip. She was really concerned about not having a lights and sirens response. Tonya reassured her that she made a notation of her request and continued to process the call respectfully and courteously. Tonya did a great job communicating with this caller and showing empathy.

Douglas Short - 940385 - CC 53: Small Animal Rescue - This call was for a cat stuck in a tree case. Douglas did great gathering all needed information from the caller to ensure the responders had a clear picture of what was happening.

Carmen Carson - 958641 - CC 11: Choking - The caller was distressed because she had something stuck in her throat. Carmen was calm, professional and very pointed in her instructions. Carmen followed the protocol perfectly and really guided the patient through this situation. Her performance was terrific.

Jeanne Johnson - 950850 - CC 17: Fall - The caller's husband had fallen while putting up Christmas lights. The caller sounded a little distressed but Jeanne's tone was amazing. She followed the protocol perfectly and delivered outstanding service. This family thanked you for your help. Well done!

FREE 1-Day Crisis Awareness Training

Presented by: Steven Click

Location: Warren County Emergency Services: EOC
520 Justice Dr
Lebanon, OH 45036

Wed Feb 9,2022 0800-1200 - Dispatchers/Law Enforcement/Firefighters
Fri Feb 11,2022 0700-1100 – Supervisors/Command/Management Personnel
Wed Feb 16,2022 0800-1200 – Dispatchers/Law Enforcement/Firefighters

LIMITED SEATING email **Samantha Hall** at Samantha.Hall@wcoh.net with date and # attending

Crisis Awareness

Provides first responder participants examples of physical and emotional signs that a co-worker, family member, friend, or the employee themselves may be in crisis after a traumatic event. This course gives some possible signs and symptoms as well as techniques to help someone who may benefit from assistance. Issues discussed include physical, cognitive, and emotional responses to trauma, alcohol / drug issues, relationships, techniques, and strategies for working through the effects of a traumatic incident.



Steve retired after 36 years with the Ohio State Highway Patrol. During the last 2 ½ years of service with the Patrol, he served as the Commander of the Ohio *ASSIST* program which provides pre-critical incident training and post-critical incident aftercare for first responders and their support persons. Steve has been active in peer support since 1993 and was twice deployed to New York City after the 9/11 attacks to work with the NYPD peer support team. In 2002, he helped create the first peer support program for the Ohio State Highway Patrol and oversaw the program until his retirement in 2018. Steve is trained in CISM and is ICISF trained for group and individual response. After his retirement, Steve served as the First Responder Liaison for Ohio Mental Health & Addiction Services. Steve serves as a resource to first responders, their agencies, community providers and local ADAMH / MHRB Boards.



EMA Provides Public Education to Peers and Citizens

One of the primary missions of any emergency management agency is to provide public education to help the community better prepare for, mitigate, respond to, and recover from emergencies and disasters. The goal of public education is to build more resilient communities that can withstand the effects of disasters, recover quicker, and be less reliant on outside assistance. Warren County EMA provides several public education opportunities throughout the year, and EMA staff ended 2021 helping to educate students and peers.

Warren County EMA Presents to Its Peers at Winter Conference



Lesli Holt, Operations Manager for Warren County EMA, was recently selected to present at the Emergency Management Association of Ohio's (EMAO) Winter Conference. EMAO is an association of professional emergency managers in Ohio who connect to review legislation, share best practices, and work with Ohio EMA to make positive changes in the field of emergency management.

Lesli's presentation was titled, "Hazard Mitigation Without The Use of a Contractor". She described the recent process Warren County used to update its Hazard Mitigation plan, shared their research resources, and handed out examples of the analytic documents the county used to rank hazards

Since her presentation, Lesli has received several requests for additional information and guidance to help other counties update their Hazard Mitigation Plan without using a contractor. The innovative way Warren County completed this process will now help other counties get to know their communities better and plan for mitigation activities which will make them more resilient.

Warren County EMA at Little Miami School's Safety Week

Warren County EMA was asked to help celebrate Safety Week at Little Miami Schools. EMA staff members Sydney Renner, Emily Reynolds, and Lesli Holt spoke to second and third grade students about emergencies and disasters and how to better prepare for them. Students learned the difference between weather watches and warnings, where to seek shelter when indoors or outdoors, and what to do if they are in an area under a tornado watch or warning.

EMA staff also discussed fire safety with students including the importance of having an evacuation plan and family meeting place and why families should practice their fire response plans. At the end of the safety talk, students were encouraged to build or update their family emergency kit, choose a family meeting spot for evacuating out of their homes, and practice their fire response plans with their families.

Warren County EMA would like to thank Little Miami Schools for the invitation and opportunity to help educate students about preparing for emergencies and disasters!



Did You Know?

Warren County Jail

The Warren County Jail currently has approximately 200 available beds in the jail. There is no reason at this time to make a call to the jail to see if they are accepting. They have plenty of space for the foreseeable future.

Emergency Services is Hiring

We are currently accepting applications for dispatchers and our new position, administrative assistant. Job descriptions & qualifications can be found on the Warren County website [Warren County Ohio - The Incredible County](#)

LEADS

LEADS (Law Enforcement Automated Data System) is used for the purpose of administration of criminal justice and cannot be used for any other purpose ie. checking a friend's driving record. Violators for unauthorized use could be enforced with a felony of the fifth degree. Test cases are provided for when you are in a training situation. Please reach out, if you need those.

Personal Day Leave Recipients of 2021

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

Sophia Abrams

Kim Adams

Paige Barton

Ginny Books X2

Jonathan Bright

Chris Carr

Brittany Carvalho

Kelly Fiebig

Doug Short

Cassidy Gatio

Brian Holtel X2

Kim Jent

Jeanne Johnson

Jenny Key

Ashlee Rector X2

Dennis Rutter

David Sauer

Mike Wiggins

Amber Wilson



2021 Emergency Services' Christmas



A special thank you goes out to Keith Fudge's family for bringing the dispatchers meals for Christmas Eve and Christmas Day. They brought a meat & cheese tray, bread, potato salad, chips, meat & vegetable lasagna, salad, garlic bread and trays of cookies and killer brownies, all from Dorothy Lane Market. We really appreciate their generosity.



Ugly Christmas Sweater Contest

(Left) Supervisor, Chris Dill went all out and even dyed his beard grey and wore his Buddy the Elf sweater. (Right) Dispatcher, Kelly Fiebig sticking with her cat themed sweater. Both looked great!



2021 Emergency Services' Christmas



Sidney Renner, EMA's LEPC Grants Coordinator & Emily Reynolds, EMA's Planner with Mr. & Mrs. Claus (longtime water dept. employee Ed Fugate and his wife).

Thank you to Auditor Matt Nolan, Recorder Linda Oda & Treasurer Barney Wright for making this possible for Warren County past & present employees and their families!

This year the dispatch supervisors gave everyone a personalized dispatcher ornament, a headset bag, candy cane and a scratch off lottery ticket.

Thank you Supervisors!



"Santa's favorite Dispatchers" working hard on Christmas. Left to right; Kim Adams, Ginny Books, Sarah Haught, Kim Jent, Tesci Davis and Emmaline Ritchie. Thank you to all that worked over the holidays.

Guess The Christmas Song Pictures With Mitigation Murphy

By: Sydney Renner

Congratulations to Shari Huff from The Board of Elections for guessing all six Christmas songs.

Stop by the Communications Center to pick up your gift card.

Answers:

1. Let it Snow
2. Mele Kikimaka (Hawaii Christmas Song)
3. Jingle Bells
4. Blue Christmas
5. Baby it's Cold Outside
6. We Three Kings



December 911 Dispatch Stats

	County	Franklin	Lebanon	Busiest Day of The Week	Busiest Time of The Day
Total 911 Calls Received	5,784	550	618	County Fridays 958 calls	County 6:00 pm
Total 911 Calls Year To Date	77,972	7,866	67,057	Franklin Fridays 107 calls	Franklin 4:00 & 7:00 pm
Percentage of 911 Calls Answered Under 10 Seconds YTD (Arrow indicates % increase or decrease from last month)	99.93% ↑ .07	95.02% ↑ 1.07	92.82% ↓ 3.6	Lebanon Saturdays 113 calls	Lebanon 12:00 pm



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
Facebook: @WCOHEMA
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Newsletter Editor: Melissa Bour



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