



Dispatch Times

February 2022
Volume 9, Issue 2



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Crisis Awareness Training



On February 9, 11 & 16 Steven Click, Director for the Ohio Office of First Responder Wellness at Ohio Department of Public Safety held a 3.5 hour, Crisis Awareness Training for first responders to include dispatchers, supervisors, law enforcement & fire/EMS. Participants were provided examples of physical and emotional signs that co-workers, friends, family members or employees themselves may be experiencing. Great training!

Floodplain Administration Meeting

Warren County Soil & Water Director, Molly Conley met with Warren County EMA to discuss her role as the floodplain administrator. Talk about a great meeting! We learned the responsibilities of Molly's department and how EMA can possibly utilize some of Soil & Water employees for damage assessment and a seat in the EOC during an activation. There was a ton of information shared and we are looking forward to the continued support we can offer each other's departments.



Mark Your Calendar!



February 17
Random Acts of Kindness Day

February 21
President's Day

February 26
Polar Plunge @ Caesar Creek Lake

March 2, 7:30 pm
Keith Fudge Memorial Balloon Launch @ Communications Center

Employee Spotlight

100th Blood Donation-Supervisor Brian Holtel

Source-Community Blood Center

MILESTONE DONOR BRIAN HOLTEL: ANSWERING THE CALL, DOING GOOD DEEDS & HELPING SAVE LIVES
Lebanon donor Brian Holtel wears many hats and uniforms and are all about answering the call, doing good deeds, and helping save lives. He now wears the jacket of a CBC "Donor for Life" after his milestone 100th lifetime donation Thursday, Feb. 10 at the Dayton CBC.

Brian is a type O positive donor, so his blood has been often in demand, throughout the pandemic and into winter. He supports blood drives all around Warren County, donating as soon as he is eligible to average six donations per year.

To make his 100th donation at the Dayton CBC he juggled time between his 12-hour shifts as supervisor of the Warren County 911 Center. He's also a volunteer firefighter with the Turtle Creek Township Fire Department, and a volunteer Boys Scouts leader for the Sharonville troop.

Brian is a relatively young whole blood donor to reach the 100th donation milestone, yet it surprises him to realize how long blood donations have been part of his volunteerism and his life.

"I started when I was going to UD in '97," he said. "That's 25 years ago now! I tried apheresis a couple of times, platelets and plasma and doubled reds, but I've stayed with whole blood."

He'll celebrate his milestone with his girlfriend Nicole. "My girlfriend was supposed to come with me, this would have been her number five donation," said Brian. "But she wasn't feeling well. She wouldn't go if I wasn't going, but it's something she likes to do with me."

Brian has reached his milestone by staying healthy and staying on schedule. It's a very busy schedule, but he believes in it.

"I just think I can help people, he said. "It's only an hour of my time."



February Birthdays

Jordan Williams - 13th

Stacy Ryan - 19th

Samantha Hall - 23rd

Victoria Lane - 27th

Lesli Holt - 28th

Happy Birthday

February Milestones

Dennis Rutter 22 yrs on the 28th

Chris Carr 22 yrs on the 28th

Congratulations

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!

Jennifer Key - 1010826 - CC 6: Breathing Problems - The caller said an 8-year-old non-verbal child had COVID and had low O2 sats. Jennifer professionally explained to this caller why the questions were being asked when she became impatient with them. By not giving an ETA when asked but explaining that the ambulance would be there as soon as possible with the current road conditions properly did not create an uncontrollable expectation.

April Kennard - 983689 - CC 28: Stroke - The caller's mom may have had a stroke and she was unable to walk. The caller did not think she should have called 911 and asked if she should call another number. April professionally stated, "No, this one is fine, that's an emergency." Not only did she follow the protocol perfectly, but she was kind, empathetic and patient. Awesome work!

Douglas Short - 101304 - CC 60: Gas Leak - This caller thought her neighbor's home had a gas leak but also reported there was possible smoke coming from the dryer vent. Douglas helped her to determine what it was she was actually seeing so an appropriate CC selection could be made.

Paige Barton - 975029 - CC 26: Sick Person - The patient was in a Nursing Home and having severe hip pain. Paige very kind, attentive and patient. She followed the protocol perfectly and the caller said how she appreciated the service. I'm sure the caller wouldn't hesitate to call again. Terrific work!

Paige Barton - 991654 - CC 52: Alarm - This was a fire alarm being reported by the alarm company (ET, I think they said). Paige explained her actions saying, "You're going to hear me go silent. It's just me dispatching the fire department and then I'll be right back." This set the expectation for the caller to know what would be happening. Great customer service!

Douglas Short - 1011347 - CC 17: Fall - The caller said her husband was very dizzy and had fallen. In KQs, the caller advised that maybe the patient didn't fall, but sat down on the floor. As the call progressed, the caller volunteered that she thought the patient may be having a heart attack or a stroke. Douglas clarified why the caller thought that. He expertly made a manual Shunt to protocol 10, all while advising the caller that this was not slowing down the responders.

Victoria Lane - 994642 - CC 13: Diabetic Problem - The patient asked his daughter to call for an ambulance. She was unsure what was bothering him but thought his blood sugar might be low. Victoria did a great job following the protocol and quickly processing this call. During PDI's the caller began to cry and Victoria inquired if the patient was still awake and breathing. She continued to support the caller and provide calm effective support until the responders were right with the patient. Really great job providing care for this patient and guiding this caller. Nice work!

TRAINING ANNOUNCEMENT

MGT 465 – Recovering from Cybersecurity Incidents November 15-16, 2022 (8am-5pm)

Provided by



Course description:

This course is designed to provide guidance for the implementation of an effective cybersecurity incident recovery program from a pre-incident and post-incident perspective. The training focuses on connecting IT with emergency management and is intended for government, critical infrastructure, and private sector personnel who have the responsibility for recovering after a cyber incident. Short term tactical and long-term strategic activities are discussed culminating in the development of an action plan.

Prerequisites:

Students must have a FEMA Student Identification Number (SID) to attend class. To obtain a SID visit cdp.dhs.gov/femasid.

What Will Be Covered

- * Cyber terminology
- * Cyber incident life cycle
- * Threat levels
- * Emergency management
- * Recovery continuum
- * Government's role in cybersecurity
- * Cyber and the incident command system
- * Federal Resources for cyber
- * Key programmatic elements that improve recovery
- * Plan, organize, equip, train, exercise considerations
- * Short-term recovery actions
- * Long-term recovery actions
- * Cyber incident recovery action plan

Suggested Audience:

Government and private sector IT staff
Local administrators and upper-level management personnel
System administration
Risk management personnel
Local government administration
Emergency management coordinators

To register:

Visit the TEEX website, or click on this link: [MGT 465 – Warren County](#).

Where Am I?

If you know the location where this picture was taken, email us at melissa.bour@wcoh.net no later than March 4th. Everyone that has the correct answer will be entered into a drawing for a gift card. Include your name, phone number, department you work for with your guess of the location. Check back next month to see if your name was drawn.



January 911 Dispatch Stats

	County	Franklin	Lebanon	Busiest Day of The Week	Busiest Time of The Day
Total 911 Calls Received	4,832	539	475	County Sunday 224 calls	County 5:00 pm
Total 911 Calls Year To Date	4,832	539	475	Franklin Friday 31 calls	Franklin 6:00 & 9:00 pm
Percentage of 911 Calls Answered Under 10 Seconds YTD (Arrow indicates % increase or decrease from last month)	100% ↑ .07	93.84% ↓ 81.1	95.38% ↑ 2.56	Lebanon Wednesday 34 calls	Lebanon 4:00 pm



Warren County Emergency Services

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

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