

Dispatch Times

So Long and Good Luck to Jan Thomas

On August 31st, current and former Communications Center employees, employees from other departments in the County, members of several police and fire agencies, friends and family gathered to honor and celebrate Jan Thomas as she retired after 30 years of service. Commissioner Pat South presented Jan with a proclamation declaring August 31, 2016 as Jan Thomas Day in Warren County.

Among the gifts that she received was a shadowbox containing her headset, one of her uniform shirts, a tuning fork that was used back



in the day to set the fire tones and all of the Communications' Center patches and badges that she has worn through the years. She also was given a glass plaque with her name, years of service and the dispatchers' prayer engraved on it.



Many other gifts were given by various individuals. Refreshments were provided—each dish a particular favorite of Jan's, so there was a lot of chocolate! Besides being a valuable, experienced Communications Operator she was a true friend and will be missed by all!

September 2016
 Volume 3, Issue 9

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Mark Your Calendar!



- September 3rd -5th**
 Renaissance Festival Opening
- September 5th**
 Labor Day
- September 11th**
 Dog Days at The Beach Waterpark
- September 24th**
 Lebanon Country Applefest 10-7 County Fairgrounds

Employee Spotlight

Employee of the Month



Mike Wiggins
Employed since 2007

Birthdays

Karen Shyers
September 13th

Andrew Farlaino
September 14th

Seth Whitlock
September 17th

Milestones

Keith Fudge
Celebrating 5 Years

Erin Caito
Celebrating 3 Years



Meet our New Employees



Stevenson Long

Stevenson is originally from Wilmington, Ohio where he graduated from high school and later attended Wilmington College. He has worked at AK Steel and was most recently a supervisor for Goodwill Industries.

Stevenson enjoys reading, history and tinkering with electronics. He is engaged to be married next year.

Katrina Kouts

Katrina is from the Franklin area. She attended Franklin High School and the Warren County Career Center where she was in the Legal program. She has worked at Kings Island, Old Navy, Wendy's and Parts Express.

Katrina enjoys spending time with her family, including her sister Kayla. She also likes hanging out with her friends and walking with her new puppy.



Meet the Rest of Our New Employees



Megan Flexner

Megan grew up in Fairfield where she graduated from high school. She attended Butler Tech in the allied Health Technologies program during her junior and senior year. Megan worked at North East Communications Center and at Bethesda North as a Patient Care Assistant.

Megan lives in Milford with her fiancé, Harrison and son, Hunter. She enjoys spending time with her family and taking Hunter to the pool, the zoo, the park and watching him explore new places.

Karen Shyers

Karen has come to Warren County after spending the past 26 years dispatching for Middletown Police Department. She is a Madison High School graduate and has taken some classes at Sinclair Community College.

Karen has a daughter and 3 grandsons. In her spare time she enjoys boxing, reading and cooking. Karen also likes to knit.



This Month's Employee's with Exemplary Compliance Ratings

The following employees achieved a rating with Exemplary Compliance which is 95% to 100% accuracy while using the new protocols. Way to go!



Tiffany Ankeney
Joey Bishop
Chris Carr
Carmen Carson
MaKenzie Cotton

Andy DeWine
Brad Edrington
Kelly Fiebig
Samantha Hall
April Kennard

Rob Plummer
Tonya Shutts
Jan Thomas
Tramel Waddell
Mike Wiggins

Did You Know?

Plain Language Policy Went Into Effect in 2013

By Nancy Machulskiy

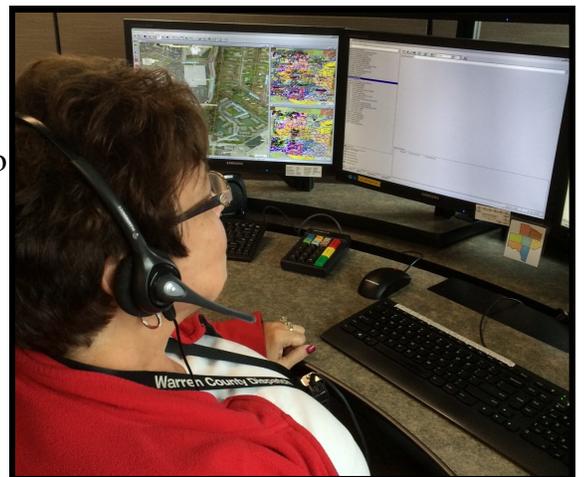
On March 27, 2013 there was a Memorandum for Record issued in Warren County regarding the use of plain language. Warren County, like public safety agencies throughout the US, had used brevity codes for many years. In the early 2000s the move away from these codes gained popularity, especially after the problems that various departments encountered with communications of all kinds.

The use of some codes still persisted anyway. New people, just starting out in Dispatch, are not being taught the old codes during their training. When a Law Unit comes across the radio and tells them that they are, "51 reference a 76," the dispatcher does not have any idea what they were talking about.

As of March 2013, the county switched to 4 Signals that were voted on by the Chiefs and approved by the Communications Board. These 4 are:

- Signal 1 Holding transmission of sensitive information. Caller is holding information relating to a subject that may be within earshot.
- Signal 2 Responder taking subject into custody. For use when a unit plans to take a subject into custody and anticipates possible resistance.
- Signal 3 Responder needs backup or assistance. The situation is unstable but without immediate threat to life.
- Signal 4 Responder in immediate danger. A responder or dispatcher has identified an immediate threat that must be conveyed to backup without alerting the subject.

So just as a reminder to everyone, the Communications Center Training Program no longer includes memorization of the old codes and signals. Some of our employees can still remember what those codes mean, but it is important to note that 40% of our staff was hired since the Plain Language Memorandum of Record was issued in March 2013. Continuing to use the old codes and signals could cause serious delays and/or confusion amongst dispatchers.



In The Spotlight

National Night Out at Patricia Allyn Park

Emergency Services was honored once again to have our booth out at Clearcreek Township's National Night Out at Patricia Allyn Park. There was quite a crowd watching various demonstrations including use of the jaws of life on a wrecked vehicle by Clearcreek Township Fire Department, an impressive performance by a police K-9 unit, and numerous agencies promoting public safety. Emergency Services was promoting emergency preparedness and 911 education.



Call of the Month

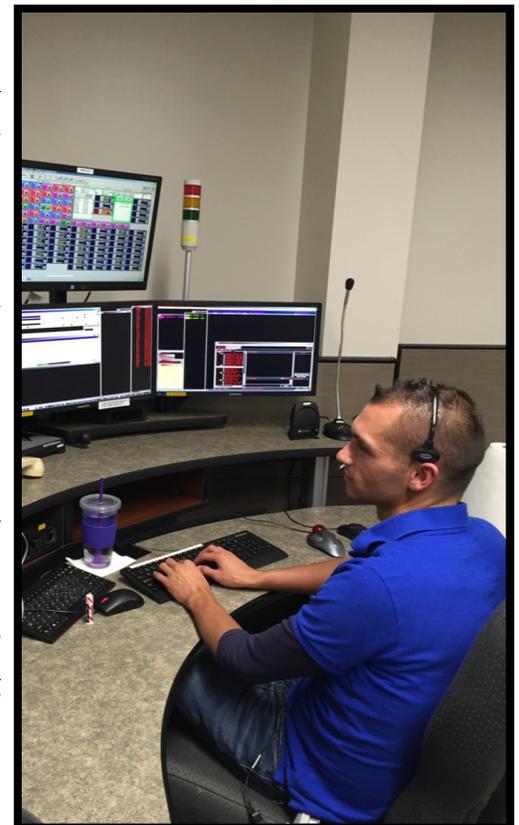
On August 13th, Keith Fudge answered a 911 call from a 13 year-old reporting that her mom and stepdad were fighting. The stepdad had grabbed his wife and threw her onto the floor, injuring her back to the point that she was unable to stand up.

As Keith questioned the 13 year-old, other children could be heard crying in the background. The caller was taking care of her other siblings, keeping them out of harm's way until help arrived.

The caller kept updating Keith on the suspect's current location. Occasionally she would call for the other children to come and stay with her while they all waited for the police to get there.

Keith helped the young girl to remain calm, speaking to her at her level, while obtaining all necessary information as well as instructing her on what she should do.

Good job, Keith!





Training



Warren County Emergency Management Agency

520 Justice Drive Lebanon Ohio, 45036 Ph: (513) 695-1315 / Fax: (513) 695-1715
<http://www.co.warren.oh.us/emergencyservices/>

TRAINING ANNOUNCEMENT

Integrated Emergency Management Course (IEMC) L930

The Warren County Integrated Emergency Management Course (IEMC) is an exercise-based discussion and training activity designed for first responders and community leaders to enhance their knowledge in county and jurisdictional response and large-scale event planning. The training and exercise simulations are facilitated by FEMA Emergency Management Institute instructors and the content is tailored to Warren County's plans and procedures.

IEMC courses include orientation presentations to specific functions, hands-on workshop sessions, and discussion and operations based exercises. The course objectives and modules are selected by the jurisdiction based on critical tasks in the Federal Department of Homeland Security (DHS) Core Capabilities list.



What Will Be Covered

IEMC is a 4 day course designed to build skills required for responders, emergency management, volunteer organizations, and jurisdictional leaders when working together to develop and implement policies, plans, and procedures for a coordinated response to an emergency or event.

- Public Information and Warning
- Operational Coordination
- Intel and Information Sharing
- Threat/Hazard Identification
- Fatality Management
- Infrastructure Systems
- Operations Communications
- Public Health
- Situational Assessment
- Functional EOC Exercise



When / Where

November 14-17, 2016 8 am – 4pm

Urbancrest Baptist Church (Nov14-16)

2634 Drake Rd, Lebanon, OH 45036

Warren County Emergency Management Operation Center (Nov 17)

520 Justice Dr. Lebanon, Ohio 45036

Course Registration

The Warren County IEMC is limited to 75 participants. To register please fill out the [FEMA Course General Admission Application](#) located under the training tab on Warren County EMA's Webpage. E-mail completed form to Lesli.Holt@wcoh.net by no later than **October 1, 2016**.



National Preparedness Month Crossword

By Nancy Machulskiy

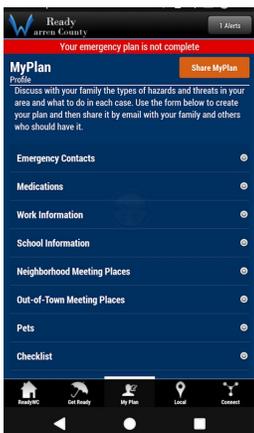


- ALERT
- FLASHLIGHT
- SUPPLIES
- COMMUNICATION
- WARNING
- DISASTER
- WATER
- CATASTROPHE
- PLAN
- EMERGENCY
- RESILIENCE
- AWARENESS
- FOOD
- PREPAREDNESS
- CHECKLIST
- PROVISIONS
- RISK
- SURVIVAL KIT
- HAZARDS
- PREVENTION
- TRAINING
- CAPABILITY
- FIRST AID
- RESOURCES

September—National Preparedness Month!

September is recognized as National Preparedness Month to serve as a reminder to prepare for all types of emergencies that could affect us anywhere we go. This year’s theme is *“Don’t Wait, Communicate. Make Your Emergency Plan Today.”*

Make a plan for contacting family members and decide on a meeting place where everyone will go after an emergency strikes. Think about the unique needs of family members: Does anyone have medications that they need on a daily basis? Are there elderly or disabled members of the family who might need assistance getting out of their residence? Have you thought about how you will care for your pets? These are some of the things that you need to plan for.



You can get more information at: www.co.warren.oh.us/emergencyservices/ or www.ready.gov/September . Also do not forget to download the Ready Warren County app.



Where Am I?

If you know the location where this picture was taken, email us at melissa.bour@wcoh.net no later than September 26th. Everyone that has the correct answer will be entered into a drawing for a prize. Include your name, phone number, department you work for and your guess of the location and any other details. Don't forget to check back next month to see if you are the one that won!

Congrats to Becky Trovillo with Telecommunications for guessing that last month's picture was taken at Morrow's old Front Street railroad bridge. Stop by dispatch to pick up your prize!



July Monthly Dispatch Stats

	Total	First Shift	Second Shift	Third Shift
Created the Most Incidents	8,976	Carmen Carson 294 Calls	Tiffany Ankeney 1,254 Calls	Ava Campbell 796 Calls
Most Status Changes	37,830	Brad Edrington 1,605	Bob Anson 2,365	Seth Whitlock 3,226
Total 911 Calls Received	6,012 Calls	973 Calls	2,772 Calls	2,267 Calls
Total 7-Digit Calls Received	12,840	2,049 Calls	5,075 Calls	5,716 Calls
Busiest Day (Based on 911 & Admin Calls)	Wednesday 7/23 1,388 Calls			
Busiest Time of Day (Based on 911 & Admin Calls)	16:00-17:00 1,222 Calls			

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: [Warren County Ohio Emergency Management](https://www.facebook.com/WarrenCountyOhioEmergencyManagement)

Twitter: [@WCEMAOhio](https://twitter.com/WCEMAOhio)

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