



Dispatch Times

EMD, EFD & EPD Training

This month Warren County Communications Center begins training for Emergency Medical Dispatch, Emergency Fire Dispatch and Emergency Police Dispatch. This training involves a strategic call taking system that integrates scripted protocols with state-of-the-art software (example below). The structured call taking will give us the consistency and reliability to save lives and reduce liability on all calls. We are very fortunate to be provided with this training in all three disciplines. Call takers and dispatchers will have 68 total hours of training and supervisors will have 100 hours. The clerks at Springboro and Hamilton Township Police Departments along with personnel from the Warren County Career Center, Warren County Sheriff's Office and Warren County EMA will also be receiving the training.

18 HEADACHE

KEY QUESTIONS

- Is s/he **completely alert** (responding appropriately)?
- Is s/he **breathing normally**?
- Is s/he able to **talk normally**?*
- Was there a **sudden onset of severe pain**?*
- Does s/he have any **numbness or paralysis**?*
- Has s/he had a recent **change in behavior** (≤ 3hrs)?*
- (STROKE Symptoms* identified)** Exactly what time did these symptoms (problem) start?
 - Known time frame _____
 - a. **(Unknown)** When was the **last time** s/he was seen to be normal? _____

* **(STROKE Symptoms* identified)** Start the Stroke Diagnostic now (use the P-28 pullout card).

POST-DISPATCH INSTRUCTIONS

a. I'm sending the **paramedics** (ambulance) to help you now. **Stay on the line** and I'll tell you **exactly** what to do next.

* **(Suspected STROKE)** Provide hospital staff with the Stroke Diagnostic Tool results, the symptom onset time, and the name and phone number of any person(s) who witnessed the onset of her/his symptoms.

DLS * Link to X-1 unless:

Unconscious _____ **NABC-1**

Not alert and snoring _____ **NABC-1**

LEVELS	#	DETERMINANT DESCRIPTORS	SEE ADDITIONAL INFO	CODES	RESPONSES	MODES
C	1	Not alert		18-C-1		
	2	Abnormal breathing		18-C-2		
	3	Speech problems*		18-C-3		
	4	Sudden onset of severe pain*		18-C-4		
	5	Numbness*		18-C-5		
	6	Paralysis*		18-C-6		
	7	Change in behavior (≤ 3hrs)*		18-C-7		
B	1	Unknown status/Other codes not applicable		18-B-1		
A	1	Breathing normally		18-A-1		

NOT LICENSED FOR USE IN ANY ON-LINE CALLTAKING POSITION

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Mark Your Calendar!



- January 1**
New Years Day
- January 18**
Martin Luther King Jr. Birthday observed
- January 26**
Active Shooter Table Top Exercise



Employee Spotlight

Employee of the Month



Joey Bishop
Employee Since 1999

Birthdays

Nancy Machulskiy
January 11th

Melissa Bour
January 25th

Jan Thomas
January 30th

Rogers Radcliffe
January 25th

Milestones

Ashlee Gibson
Celebrating 4 Years

Joey Bishop
Celebrating 17 Years

Birth Announcement

Congrats to Emergency Communications Operator Erin Caito on the birth of her son Christian Joseph Caito. Joseph was born December 9th at 11:03am. He weighed 9.8 lbs and measured 19 1/4 inches. Mom and baby are home and doing great!



Meet our New Employee



Rogers Radcliffe **Emergency Communications Supervisor**

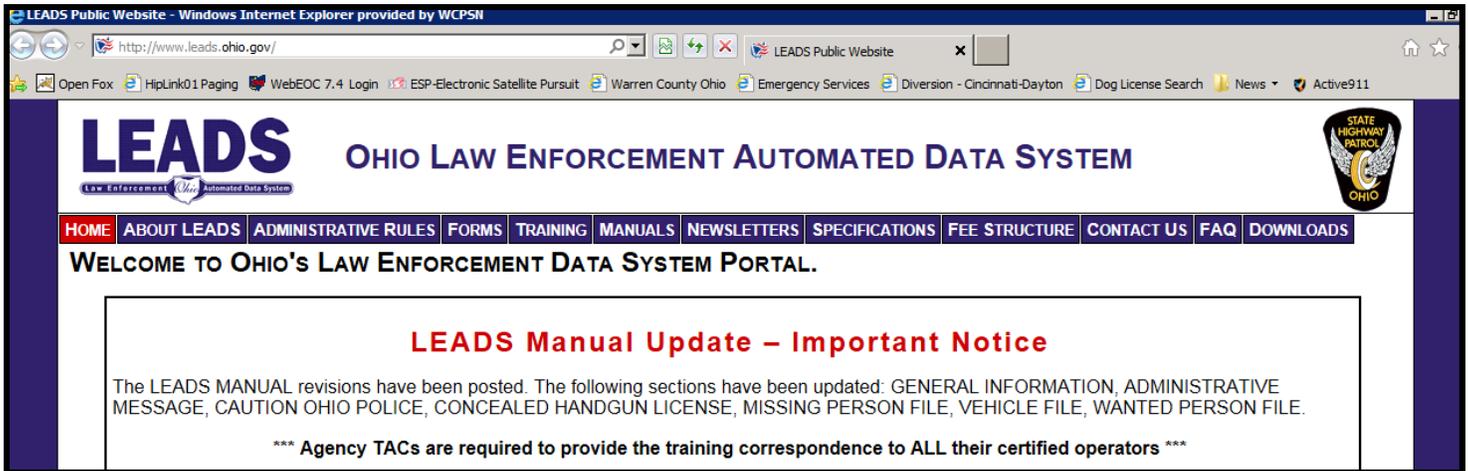
Clifford Rogers Radcliffe is originally from Detroit, Michigan. He attended Fisk University in Nashville, Tennessee where he received a B.A. in Public Administration. Roger was a Captain in the U.S. Army Military Police and served during Desert Storm in 1991. Roger retired after 14 years from the Michigan State Police. He also worked as the Senior Manager at Detroit Public Schools Transportation and dispatched at the Detroit Police Communications Division for 9 months. Roger and his wife live in Dayton and have five adult children and 2 grandchildren .

Did You Know?

LEADS Reminders

- **LEADS Public Website**

The LEADS Public Website is your one stop for all your LEADS info. Going to www.leads.ohio.gov will take you to the main website where you have access to LEADS Admin Rules, newsletters, forms you may need, past training power points, and much more information. This website is accessible through your MDC so you can pull it up in your vehicles.



- **Reminder for Agency TACS**

Just a reminder that you are responsible for making sure that all LEADS operators for your department read and sign off on the monthly newsletter, the *LEADing News*. This is accessible through the LEADS Website. If you have questions please feel free to call dispatch.

- **LEADS Tests**

Eventually all MDC's will be updated so that users will have the ability to take their LEADS test on their MDC and not have to schedule time to come into dispatch.

Where Am I?

If you know the location where this picture was taken, email us at melissa.bour@wcoh.net no later than January 25th. 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 Telecom for guessing last month's picture which was taken at Big Tree Plantation in Salem Township. Stop by dispatch to pick up your prize!



In The Spotlight

Franklin Township Annual Santa Run Parade

By: Joshua Moyer with contributions from Chief Steve Bishop

Each year the Franklin Township Fire Department hosts an annual Santa Run Parade. Both the Twincreek and Hunter stations hold their own parade, typically on the second Saturday in December. During the Hunter parade, Santa can be seen sitting atop a fire engine, driving through the community so all of the kids can come out and greet him. The Twincreek station has their Santa in a custom built enclosed trailer that allows each child to briefly visit with Santa as they make their way through the community.



The first Santa Parade was in 1975 and was coordinated by the members of the Hunter Volunteer Fire Company. In 1990, the parade expanded to include a food and toy drive. As the members of the fire department make their way around the community, they collect gently used toys and non-perishable food items from citizens.

Over the years the food was donated to the Franklin Free Food Store, but for the last five years the food and toys collected have been donated to the Vineyard Church who has a food and clothing mission located in downtown Franklin.

The senior pastor, Chuck Wolfenbarger, said the mission services 1,600 Franklin area families. Cash donations are also collected and donated to the church's mission efforts.

This tradition has become a highlight for the community and members of the fire department for many years. Members of both stations donate their time and hard work every year to coordinate and participate in the parade, assuring every family has the best chance possible to see Santa.



Puzzle Pursuit

By: Nancy Machulskiy

Public Safety Sudoku

			E	A	M			
O	A			C				
	E					M		
		L	A	M			C	
I		O		E		P		M
	M			O	N	I		
		A					N	
				L			I	O
			I	N	C			

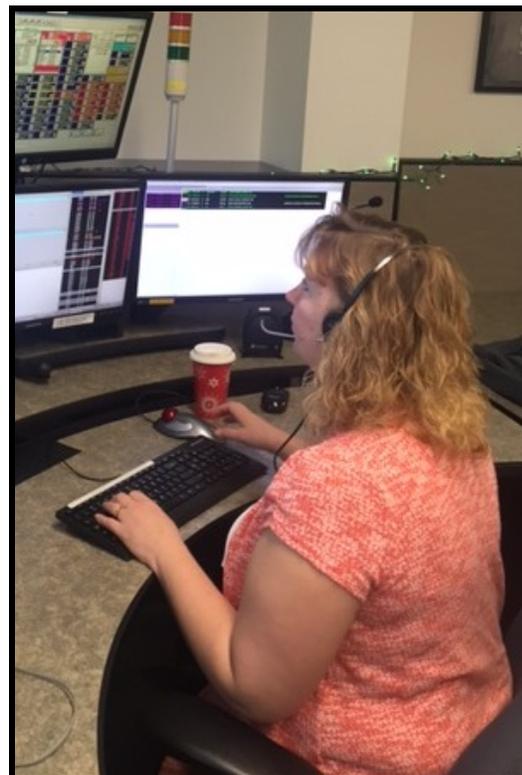
Unscramble the letters in the puzzle to reveal one of the members from the public safety arena. _____

Call of the Month

On Wednesday December 2nd, ECO Samantha Hall received a 911 cell phone call with no one on the line. After a short pause, a female came on the line and said "I'm sorry, this is Royalmont Academy," then she laid the phone down and walked away leaving an open line. While ECO Hall continued to monitor the situation on the other end of the line, she created an incident, coding it as a "Nature Unknown" and noting in the comments that the female sounded "frazzled." She heard children and an adult male in the background. As units responded, Hall noted exactly what she heard and typed it into the call. She was able to do a Phase II (GPS Location) to pinpoint exactly where the cell phone was located at the school. Mason Police Department quickly arrived on scene to discover that a subject had overdosed and needed a life squad.

The Communications Center receives countless 911 cell phone hang-ups and silent calls every day. Most of the time these turn out to be accidental dials, however, after handling many of these types of calls during their careers, Communications employees develop the ability to recognize when there is a serious emergency situation going on.

Great job to ECO Hall for recognizing that there was a serious emergency and putting forth the extra effort to help resolve it.



November Monthly Dispatch Stats

	Total	First Shift	Second Shift	Third Shift
Created the Most Incidents	7,371	Joey Bishop 289 Calls	Tiffany Ankeney 1,035 Calls	Erin Caito & Cassidy Gatio 354 Calls
Most Status Changes	45,729	Ashlee Gibson 1,554	Bob Anson 2,773	Robert Plummer 2,737
Total 911 Calls Received	4,314 Calls	603 Calls	1,929 Calls	1,782 Calls
Total 7-Digit Calls Received	10,888	1,572 Calls	5,284 Calls	4,032 Calls
Busiest Day (Based on 911 & Admin Calls)	Thursday 11/12 855 Calls			
Busiest Time of Day (Based on 911 & Admin Calls)	16:00-17:00 1,049 Calls			

Warren County Emergency Services

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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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