



Dispatch Times

Call of the Month

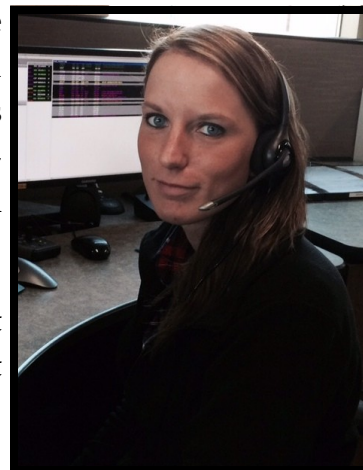
On October 16th at around 17:38 Cassie Gatio answered a call from a man on the bike trail who thought he had seen a small plane crash in a wooded area. Less than a minute later, Emily Smitley took a second call from a man in the area of Morgan's Canoe who had also seen the plane go down. Both callers reported seeing flames through the trees but could only give a vague location in a remote area of the county.



Emily was also sitting Fire Primary that night. She has only been with WCCC since this past January, but she managed this stressful incident quite well. When asked about the call later she said that she was glad to have assistance from veteran dispatcher Jesse Madden, who was also working that night, as well as the initial training that she received on Fire Primary from CTO Dennis Rutter that she feels helped to prepare her to handle critical incidents.

Initial dispatch involved units from ST71, ST31, ST81, ST77, ODNr and the Warren County Sheriff's Department. During the search for the crash site the Technical Rescue Team was dispatched as well as the Coroner. It took units 25 minutes to finally locate the wreckage. OSP notified the National Transportation Safety Board which is handling the investigation.

Emily commented later that working the radio that night was an experience that she will never forget and that it made her proud to work for WCCC. Great job, Emily!



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Mark Your Calendar!



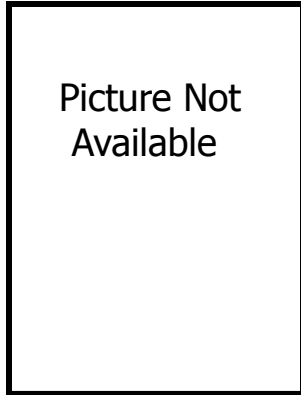
November 6th-
Daylight Saving
Time ends

November 18th-
20th Christmas
In Springboro

November 24th
Thanksgiving Day

Employee Spotlight

Employee of the Month



Tonya Shutts
Employed since 1998

Birthdays

Mike Wiggins
November 8th

Ava Campbell
November 18th

April Kennard
November 26th

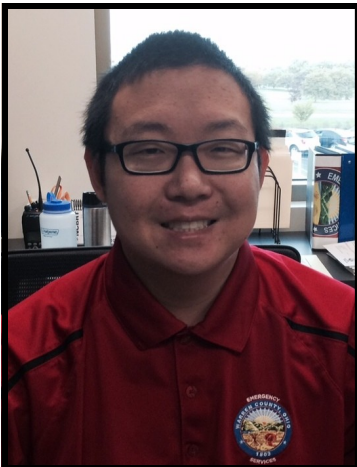
Milestones

Tramel Waddell
Celebrating 12 years

Chris Dill
Celebrating 10 years



Meet our New Employee



David Wood

David has been hired as the new LEPC in EMA. Originally from Chicago, he comes to us from Butler County EMA where he was an Intern working on LEPC and resource management. David is a member of Butler County's IMT team and has been on two deployments doing resource management.

In his spare time, David enjoys cooking, hiking and playing video games.

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!

Ava Campbell
Carmen Carson
MaKenzie Cotton
Brad Edrington
Kelly Fiebig
Cassidy Gatio

Samantha Hall
Liz Hollon
Katrina Kouts
Stevenson Long
Jesse Madden
Rob Plummer

Ashlee Rector
Tonya Shutts
Emily Smitley
Tramel Waddell
Seth Whitlock
Mike Wiggins



Did You Know?

“Onboarding” is a Shared Responsibility!

By Nancy Machulskiy

Research shows that a new hire’s choice to stick with an agency or to move on, largely hinges on their initial impression. New employees come into a new job feeling nervous and helpless. It is the responsibility of all of us to make them feel at ease, familiarize them with their new environment and make them feel like they are part of a larger organization that provides a valuable public service.



Onboarding is the first experience that new hires have with our agency; it is the process by which they are introduced into the department. The process combines tasks such as benefits paperwork and orientation with cultural training that helps the new employee understand how the department works and how they will fit into that environment. It is a joint effort between Human Resources, department Administration, and the new employee’s co-workers.

The CTO that is assigned to the new employee should be a mentor that provides both support and encouragement. This person should maintain a good attitude and a teaching spirit and be eager to help their trainee learn. They should be an advocate for their trainee.



The other co-workers on the shift also play an important role in the onboarding process. Helping the new employee to feel welcome and a part of our team is important. “Information Seeking” occurs when new employees ask questions of their co-workers in an effort to learn about their new job, the policies, procedures and expectations.

Sharing your personal gripes and complaints about management, the people we serve, or even co-workers, only tends to create confusion and doubts for them. Asking questions like, “Why would you leave your previous job to come and work here?” or telling them that “You’re going to hate it here,” is not a good way to make an employee feel valued or put their fears at ease. This type of behavior is disruptive to the training process, counterproductive to the department’s overall goals, and cannot be tolerated. It is to the benefit of everyone to get our new hires properly trained! With everyone’s help we can raise our staffing level as well as our morale.



In The Spotlight

Winter Weather in the Communications Center

By Dawn Levandusky

Winter is rapidly approaching and we'll soon be hit with freezing rain, ice storms, severe snow storms, flooding as a result of residual snow melt, and the subsequent power outages. In the winter months dispatch receives numerous calls in reference to water main breaks, inclement weather, sign damage, pot holes, frozen roadways, damage to roadways, along with various other road hazards. It's important for dispatchers to be familiar with the street colors on the county mapping software to make it easier for them to identify and contact the appropriate agency for callouts. Green, red, and yellow roadways are handled by ODOT, blue and purple roads are handled by the County or Township, and black roads are handled by the City or Village in which they are located. If a callout is requested at an intersection, the dispatcher will contact the highest authority.



The Communications Center takes a significant amount of calls involving disabled vehicles that have been abandoned for various reasons. The dispatchers will ask the caller if the vehicle is marked with yellow caution tape around the mirror on the side of the vehicle that is facing the roadway. This practice reduces multiple units being dispatched to investigate a reported accident or disabled vehicle along the roadway.

To keep everyone safe and prepared for winter weather, FEMA has compiled a list of tips for winter travel. These include carrying a survival kit that includes:

- | | |
|----------------------|---------------------------------|
| Blankets | Extra Clothing |
| Flashlight/batteries | Small can/water-proof matches |
| First aid kit | Sand or cat litter for traction |
| Knife | Toolkit |
| Non-perishable food | Booster cables |
| Shovel | Tow rope |



For a complete guide to preparing your survival kit, visit one of the following sites:

<http://www.cdc.gov/disasters/winter/guide.html> or <http://www.weathersafety.ohio.gov/>

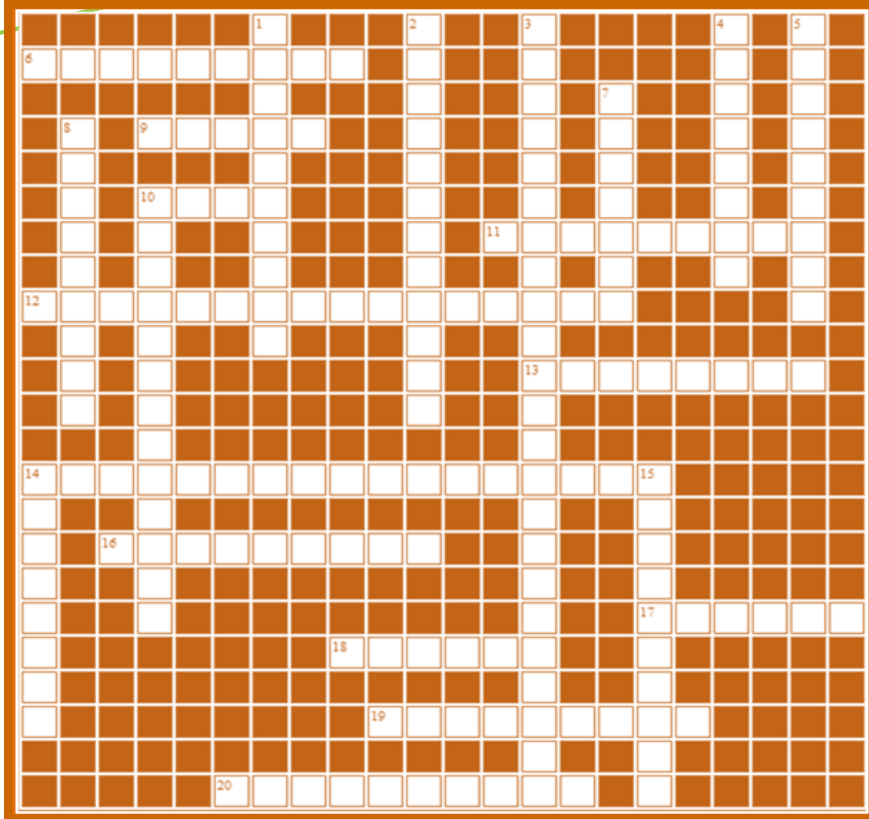
Callouts for the Dog Warden

Just a reminder that the dog warden will only respond out after hours and on the weekends if a dog is sick, injured or vicious. Any other requests will be dispatched and handled by the law enforcement unit assigned to the area where the dog is located.



Happy Thanksgiving!

By Nancy Machulskiy



Across

Down

1. This poet wrote "The Courtship of Miles Standish," a military advisor to the Pilgrims.
 2. What is the famous rock where the Pilgrims first landed; it cracked in half while being moved during the Revolutionary War?
 3. The first one of these took place in New York in 1924?
 4. What character was represented by the longest Macy's Thanksgiving Day balloon at 104 ft in 1939?
 5. Most cranberries come from this state.
 7. The first department store to hold a Thanksgiving Parade, which took place in 1920.
 8. This woman is responsible for Thanksgiving becoming a national holiday; she also wrote the song "Mary Had a Little Lamb."
 10. After the President pardons a turkey they are sent to a park named what?
 14. How long should a 20 pound frozen turkey thaw in the refrigerator?
 15. How many MPH can turkeys run?
6. This was the name of the Indian tribe that shared the Pilgrim's feast.
 9. In what part of the turkey should the meat thermometer be placed for the best results while cooking?
 10. How many women survived the journey from Europe on the Mayflower?
 11. How long did the first Thanksgiving last?
 12. Who was the Captain of the Mayflower?
 13. How many days did it take the Mayflower to reach America?
 14. This President moved Thanksgiving up a week to stimulate Christmas shopping.
 16. This is the name of the settlement that was founded by Captain John Smith.
 17. This is the only poultry that is native to the Western Hemisphere.
 18. Which other country celebrates Thanksgiving?
 19. This was the name of the Indian Chief at the first Thanksgiving?
 20. How high does a cranberry need to bounce to make sure it isn't too ripe to eat?

Where Am I?

If you know the location where this picture was taken, email us at melissa.bour@wcoh.net no later than November 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 Jeff Cepin with Telecommunications for guessing that last month's picture which was taken at the spaceship house on St Rt 123 near Chamberlain Road in Carlisle. Stop by dispatch to pick up your prize!



September Monthly Dispatch

	Total	First Shift	Second Shift	Third Shift
Created the Most Incidents	8,729	Carmen Carson 307 Calls	Ava Campbell 1,191 Calls	Stevenson Long 709 Calls
Most Status Changes	49,074	Carmen Carson 2,617	Bob Anson 4,569	Seth Whitlock 3,115
Total 911 Calls Received	4,570 Calls	631 Calls	1,969 Calls	1,970 Calls
Total 7-Digit Calls Received	10,029	1,490 Calls	4,470 Calls	4,069 Calls
Busiest Day (Based on 911 & Admin Calls)	Wednesday 9/21 610 Calls			
Busiest Time of Day (Based on 911 & Admin Calls)	16:00-17:00 993 Calls			



Warren County Emergency Services

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