



Dispatch Times

Customer Service Challenge in Public Safety

(Taken from an article by Ryan Dedmon 9-1-1 Magazine, 09-10-13)

Last weekend, while driving to work I saw the strangest thing: a male transient dressed in black walking down the middle of the street. Fearful that he would be struck by a vehicle, I decided to call the non-emergency number to the local police to report the incident.



The police dispatcher who answered my call was less than enthusiastic as I explained the problem and gave her the location. She answered by saying, "Okaayyy?" This was followed by a long pause which I interpreted to mean that she did not see what the problem was. I attempted to explain why I thought this could be problematic—she sounded frustrated that I would go to such lengths to report such an incident. Then she abruptly cut me off saying that she would send an officer to check, it out and disconnected.

As I continued on my way to work, I wondered if I, a veteran police dispatcher, had ever treated a caller like that. I have my bad days, sick days, and exhausted days. And of course, things like working short-staffed, long shift hours and mandated overtime do not help my outlook. But are these issues valid excuses for the way I treat people who call for assistance?

I recently had to return two dress shirts to Nordstrom. I had had those shirts since Christmas, but the tags were still intact and the Nordstrom employees treated me like a VIP customer during my exchange. While it is true that employees at Nordstrom are customer service experts, second to none., it isn't likely that they have handled the types of callers that Emergency Communications Employees are confronted with everyday. Their Customer Service tricks probably aren't the same ones that we would use.



(cont p.4)

August 2017
Volume 4, Issue 8

Inside this issue:

Employee Spotlight	2
Did You Know?	3
In The Spotlight	4
Puzzle	5
Where Am I?	6
Monthly Dispatch Stats	6

Mark Your Calendar!



August 1st 5-9PM
National Night Out,
Patricia Allyn Park

August 5th
Lebanon, Blues Festival

August 12-20th
W & S Tennis Open,

August 26th – Bike
the 'Boro & Festival,
North Park, Springboro

Employee Spotlight

Employee of the Month



Cassidy Gatio
Employed since 2014

Birthdays

Christina Nethers
August 6th

Bob Anson
August 8th

Dennis Rutter
August 10th

Carmen Carson
August 20th

Milestones

Kelly Fiebig -- 18th
3 years



Personal Day Leave Recipients

Congratulations to the following employees for earning a Personal Day Off for using no unscheduled sick time for 180 consecutive calendar days between January and June! Great job!

January

Brian Holtel 3rd
Dennis Rutter 31st

February

Ron Kronenberger 13th
Doug Short 13th
Bob Anson 22nd
Jonathan Bright 23rd

June

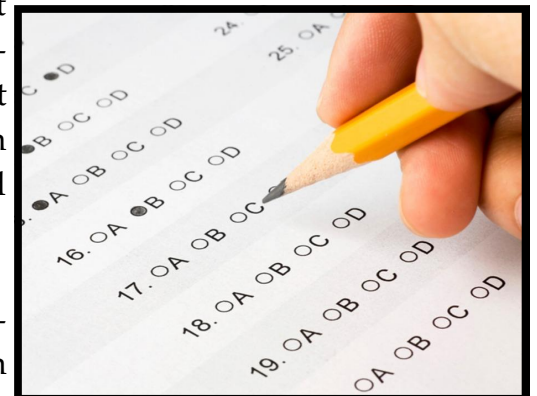
Chris Dill 1st
Stevenson Long 26th

Congratulations! Enjoy you day off!

New Recruitment Testing Conducted on July 20th

There were 28 applicants who took the pre-employment test last month. Three different sessions were available to interested candidates throughout the day to try to accommodate their current schedules. As the results of the examinations are revealed, selection will be made out of the 28 of those who appear best qualified and appointments will be scheduled for interviews.

We feel confident that there were some really good candidates present at the testing and are looking forward to moving forward with the process!



Did You Know?

Steps You Can Take to Prepare Yourself for an Active Shooter Event

By David Griffin



With events such as the shootings at Sandy Hook, the Century Theater in Aurora, Colorado, the shooting in San Bernardino, and the Pulse Nightclub attack, it is apparent that these tragic events can occur in any setting, at any time. Sadly, mass shootings on the job or at other “soft targets” are almost becoming commonplace as they have become fixtures on the nightly news. According to the FBI, 160 active shooter incidents occurred between 2000 and 2013, with a total of 1,043 casualties. Heightened vigilance and carefully planned precautions can help prepare individuals to respond appropriately to incidents such as these.

Most of the time, the individuals responsible for this kind of violence do not just “snap” but may exhibit some of the following behaviors and indicators over time:

- Increased use of drugs, alcohol or both.
- An increase in absenteeism along with vague, physical health complaints.
- Resistance and overreaction to changes in policy and procedures as well as policy violations
- Noticeably unstable, emotional responses and explosive outbursts
- Depression, withdrawal, mood swings, paranoia and suicidal comments.
- Talk about previous incidents of violence and empathy with those individuals who committed them.
- Discussion about domestic issues and severe personal financial problems.

Active shooter incidents evolve quickly and are generally over within 10-15 minutes. Individuals need to be prepared mentally and physically to deal with this type of incident. These are some suggestions that DHS has identified:

- Be aware of your environment and any potential safety threats.
- Identify the two closest exits in any building you may be in. and have an escape plan in mind.
- Evacuate regardless whether others agree to follow; help others escape, if possible.
- Leave all belongings behind.
- If unable to safely exit the building, remain there and secure the doors.
- If you are in a hallway or open setting, get into a room and secure the door.
- As a last resort, attempt to take the active shooter down.
- Keep your hands visible and follow the instructions of police officers once they arrive.

Utilizing these steps can help to minimize casualties in an active shooter situation can help individuals minimize casualties in the event of an active shooter situation. These scenarios are inherently unpredictable making situational awareness imperative. You can get more information at https://www.dhs.gov/xlibrary/assets/active_shooter_booklet.pdf

“When law enforcement arrives at an active shooter scene, their first priority will be to stop the shooter.”

In The Spotlight

Warning Signs of Stress Can Be Subtle

The work of an Emergency Communications employee consists of constant conditioning from the ups and downs of the daily roller coaster ride leaving them extremely alert and unable to relax. Emotional distancing from traumatic calls is essential, but over time the habits that are developed on the job may begin to trickle over into personal life. Emotional distancing from family and friends can be problematic.

PTSD, depression and alcohol abuse can result as well as physical health consequences like weight problems. Here are 5 simple steps that help reduce stress and build resilience:

Be kind to yourself—eat healthy, get plenty of sleep and exercise. Develop a hobby and socialize with people outside of public safety work.

Seek social support.—keeping emotions bottled up during a call may be necessary to do your job but is not a long-term solution.



Do not self diagnose—if you notice that you are having issues, get professional help.

Develop a work—life balance and be aware of when you are feeling anxious. Leave work at work!

Watching your warning signs is a good way to make sure you have the resilience to draw from, in the event of a critical incident.

The Customer Service

(Cont from p.1)

Public Safety agencies are always looking for ways to improve the services they offer. How can we take customer service principles and give them practical application for law enforcement and 911 Communications? After some observation, I saw the answer rather clearly: customer service starts with the individual employee, not with the organization as a whole.

Granted it can be difficult and often challenging to come to work in a 911 Communications Center every day with a smile on your face. Exigent circumstances of life and death leave no room for error on our parts. But take away all of the external factors and there is only one person who decides whether or not you will have a good or bad day at work, and that person is you; it does not matter if you are a manager with years of experience, or if you are the newest trainee in the department. Doing little things, like being conscious of the volume, tone and inflection of your voice or taking an extra minute to further explain why the police cannot provide a caller with assistance, can go a long ways in determining how the public feels we treat them when they contact us for assistance.

If every employee at your department keeps this in mind maybe it will change the public perception of the professional services your department provides. So maybe there is something Nordstrom can teach us—a positive public perception can change the way your department operates, not in regards to policy or procedure, but in regards to the programs implemented at your department to serve the community.

Welcome to Nordstrom

We're glad to have you with our Company.

Our number one goal is to provide outstanding customer service.

Set both your personal and professional goals high.

We have great confidence in your ability to achieve them.

Nordstrom Rules

Rule #1: Use best judgment in all situations.

There will be no additional rules.

August Emergency Preparedness Crossword

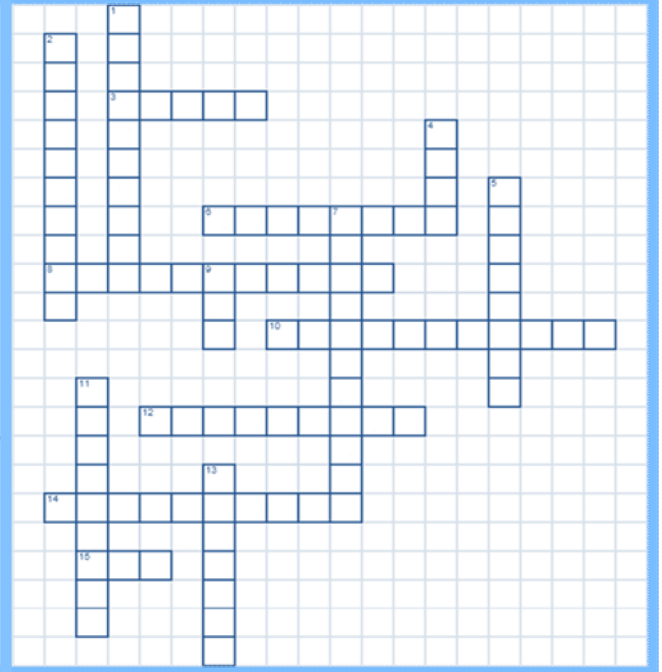
by Nolin Hamlin

ACROSS

3. Since 1964, Warren County has had ____ Presidentially declared disasters.
5. The most important information when calling 911 is the ____ of the incident.
8. ____ States were involved in the first Annual National Night Out.
10. Carrying green lanterns, this group used to patrol the streets to warn citizens of crime and fire.
12. ____ Township in Warren County is home to fire stations 56, 57 and 58.
14. In 1984, this man introduced National Night Out in The Colony, TX.
15. Often known by a well-known acronym, this police "unit" is a well trained, furry sidekick for a police officer.

DOWN

1. If there is an emergency, dial _____.
2. In April 1853, this Ohio city became the first city in the U.S. to have a "professional" fire department made of 100% paid, full-time
4. To make sure your family knows what to do In an emergency, make sure you make a ____.
5. This Presidentially declared disaster affected Warren County in January 1978.
7. There are ____ fire stations in Warren County.
9. Preparedness starts with _____.
11. The ____ can be paged out for an injured dog.
13. This city, once considered as a possible location to build Miami University, is now the county seat for Warren County.



2017 "National Night Out" August 1st at Patricia Allyn Park

On August 1st, Warren County Emergency Services will, once again, participate in the National Night Out by having a booth out at Clearcreek Township's Patricia Allyn Park. Emergency Services will be promoting emergency preparedness, 911 education as well as Emergency Communications as a career choice.

Last year demonstrations included the use of the jaws of life on a wrecked vehicle by Clearcreek Township Fire Department, and an impressive performance by a police K-9 unit,. Numerous agencies promoting public safety offered information and entertainment for visitors. Hours for National Night Out are 17:00 until 21:00.



Where Am I?

If you know the location where this picture was taken, email us at melissa.bour@wcoh.net no later than August 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 Stevenson Long From Communications for guessing that last month's picture was taken at the historic Kings Mansion in Kings Mills. Stop by dispatch during this month to pick up your prize!



June Dispatch Stats

	Total	First Shift	Second Shift	Third Shift
Created the Most Incidents	9,701	Kelly Fiebig 266 Calls	Samuel LeMaster 1,050 Calls	Stevenson Long 1,449 Calls
Most Status Changes	37,723	Carmen Carson 1,602	April Kennard 2,446	Emmaline Ritchie 3,167
Total 911 Calls Received	9,552 Calls	1,253 Calls	4,051 Calls	4,248 Calls
Total 7-Digit Calls Received	10,120 Calls	1,140 Calls	4,749 Calls	4,231 Calls
Busiest Day (Based on 911 & Admin Calls)	Wednesday 6/05 577 Calls			
Busiest Time of Day (Based on 911 & Admin Calls)	16:00-17:00 1,375 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)

Newsletter Editors: Melissa Bour and Nancy Machulskiy
Email: melissa.bour@wcoh.net

