

# Dispatch Times

November 2022  
Volume 9, Issue 11



## SW Ohio Communications Cybersecurity TTX



On October 21st, Warren County Communications Center, EMA & Telecom participated in a regional cybersecurity tabletop exercise. This was a four hour exercise in person and virtually through Teams with surrounding counties. There was great conversations had by all parties involved and the lessons learned will prepare us even more for a cybersecurity attack. Thank you to all who participated.

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### Mark Your Calendar!

**November 2**  
CWG Meeting

**November 15-16**  
MGT 465 Class

**November 18-20**  
Christmas in Springboro

**November 24**  
Thanksgiving



September



Congratulations!

Office Administrator Melissa Abrams



## 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 the recent exceptional reviews. Great job!

**Brittany Creager** - 1266773 - CC 52:  
Alarm - This is a highlighted case for a fire alarm. Brittany did a great job using appropriate clarifying questions during the case.

**Virginia Brooks** - 1262053 - CC 13:  
Diabetic - The caller said her husband was having an episode of low blood sugar and maybe low blood pressure. Virginia did a good job selecting the most specific protocol and omitting the nothing to eat or drink PDI as well. Keep taking calls like this one!

**April Kennard** - 1283041 - CC 17:  
Fall - The caller's husband had fallen in the kitchen and was unable to get up. April displayed excellent customer service with this caller by having a very kind demeanor, providing her with reassurance, and using her name during this call. Nice job!

**Jordan Williams** - 1270656 - CC 17:  
Fall - The caller's husband fell and took the caller with him. Jordan enhanced the protocol and thought outside the box by asking if the caller also needed an ambulance. Jordan used calming techniques with this caller who was pretty worked up initially.

**Virginia Brooks** - 1278332 - CC 17:  
Fall - Virginia used great customer service with the male caller. She offered to stay on the line with him when he had hesitation towards the end of the call.

**Jennifer Key** - 1268632 - CC 31: Unconscious - The caller's mother was unconscious. Jennifer expertly checked on the patient breathing. Jennifer moved easily through Pre-Arrival instructions and monitored the patient until help arrived.



## November Birthdays

Stephanie Abbott - 4th  
Michael Wiggins - 8th  
Sydney Renner - 13th  
April Kennard - 26th  
Ashleigh Gillespie - 26th



## November Milestones

Stacy Ryan - 4 yrs. on the 13th  
Chris Dill - 16 yrs. on the 27th

congrats  
congrats  
congrats  
congrats  
congrats

## Warren County Children Services Trunk or Treat



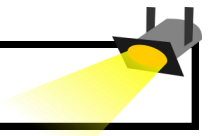
For those children who are in Children Service's custody, they get to have a safe and fun night of trick or treating. What a great event to be part of! We can't wait to participate again next year.

Thank you Sherri Holliday (Administrative Assistant) who volunteered to help pass out candy, frisbees, 911 bookmarks and coloring/activity packets.





# Employee Spotlight



Positive feedback from the surveys that go out to callers. Keep up the awesome work everyone!



Feedback Board

List Focused

The Dispatcher was very eager to help. Had a courteous demeanor and was very attentive, as well as professional. Calling from Texas I was very impressed by how quickly I was assisted and the manner in which your Dispatcher conducted themselves. As a retired Texas Police Officer, a native of Warren County, Ohio I couldn't be more proud of Warren County Communications Division as my Father was a Deputy there in the mid 1960's. I myself started off in Police Dispatch working for Bellaire Police Dept in the late 1970's. Your Communication Officer and the S.O. Can be assured that Quality has been obtained and is obvious to citizens interacting with the Communications Division . D. Moffett

Very professional. Answered all my questions.

vacation check.

Quick, efficient and professional. Exactly what I would want from a dispatcher.

Very attentive and professional to what I was reporting.

She was very helpful and kept me calm. I appreciated her so much! Grateful to everyone!

Friendly and courteous

Friendly, helpful. Useful information

Kennon Coleman was very professional and personable. Not a lot he could do about a stolen catalytic converter but he didn't make me feel like I wasted his time. He was grateful

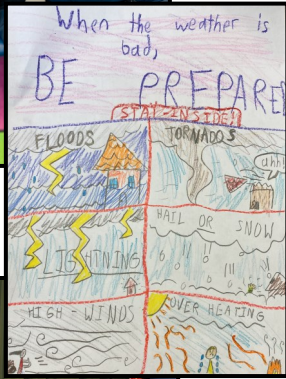


# EMA Goes Back to School

## Visiting Little Miami, Mason, Warren County Career Center & Wayne Local Schools



The EMA team visited multiple schools during the month of October to assist in various safety and preparedness efforts. Many school districts plan exercises, trainings, safety talks and demonstrations to prepare students and staff for disasters and emergencies. EMA is happy to assist the schools in these events!



## Little Miami Safety Week

To kick off the month, EMA partnered with Little Miami Schools' Safety Week. Safety Week included presentations and demonstrations from EMA, fire, police and TRU.



EMA hosted a poster contest with the 2nd & 3rd grade classes at Little Miami Primary School. Mitigation Murphy, EMA's mascot, dropped off prizes and spent the day with the winning classes.

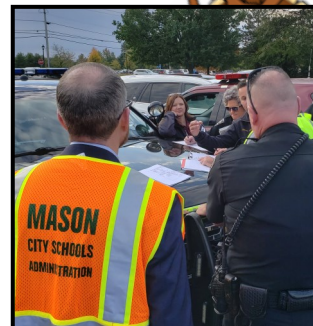


EMA also discussed tornado preparedness tips, having an emergency kit, and fire safety with all 2nd & 3rd grade classes, before heading to the Little Miami Early Childhood Center. EMA visited with Pre-K— 1st grade students to talk about when to call 911 and fire safety tips.

## Mason Intermediate Exercise

In between safety presentations at Little Miami Schools, the EMA team took part in Mason Intermediate Schools' Reunification Exercise. The school practiced what to do in the event the school had to be evacuated, and the coordination of returning students to their guardians by utilizing their existing plans.

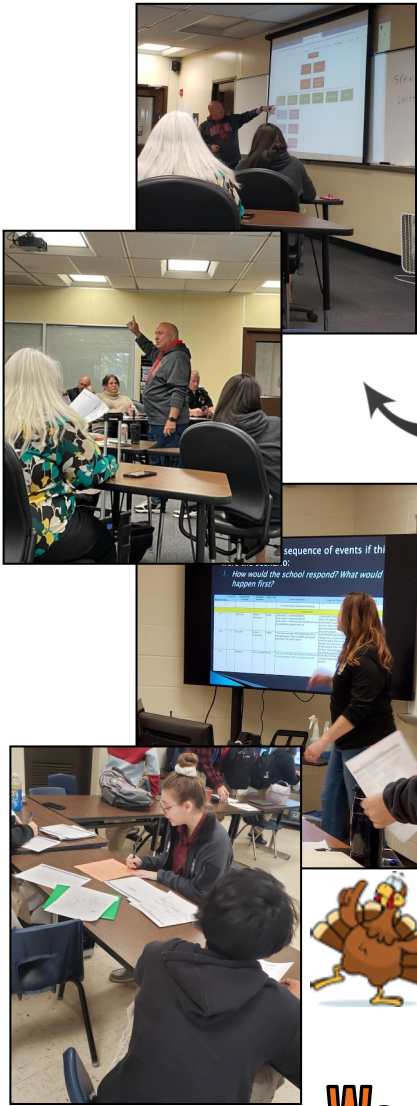
Exercises like this help all involved to be prepared for real world events, and implement lessons learned to improve response efforts. The team at Mason Intermediate, first responders, and community partners all did a great job!



## Exercises at Warren County Career Center

The EMA team has also been supporting the Warren County Career Center with their tabletop exercise and criminal justice class. The Career Center hosted a tabletop exercise to discuss the school's response to an active shooter, and then the process of reunification of students. Warren County Career Center staff utilized current plans and procedures to work through the exercise. This was a great discussion-based exercise to refresh long term staff on their roles, and allow an opportunity for newer staff members to ask questions about processes. Overall, better preparing the Career Center for emergencies that potentially could impact the school.

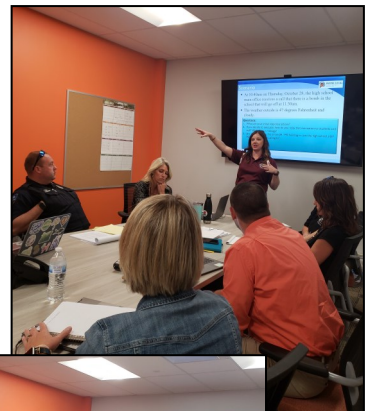
Along with taking part in the tabletop exercise, the EMA team partnered with the senior criminal justice class to teach an exercise development course. EMA has taught multiple sessions about the different aspects of exercise design, including an Introduction to HSEEP, how to develop exercise evaluation guides, creation of injects, and more! Once this exercise development course is complete, the criminal justice class will have developed a functional exercise for the school to utilize.



## Wayne Local School District's Tabletop Exercise

To wrap up the month, EMA facilitated and took part in Wayne Local School District's tabletop exercise. The exercise scenario was about a bomb threat at the high school. Exercise participants discussed the actions they would take to maintain life safety, evacuate students and staff, reunify students with their guardians, and how information would be communicated among school staff, first responders, students, parents / guardians, and the media.

The team at Wayne Local School District hosted a lot of great discussion surrounding their processes of evacuation and reunification. With multiple staff members in new roles, different ideas were brought to the table to improve upon and increase effectiveness in existing procedures. The team at Wayne Local School District did a great job!







# Shout Outs

Yes, in all of these instances employees are “just doing their jobs,” or it’s not a big deal, but sometimes it’s nice to know that you’re appreciated!

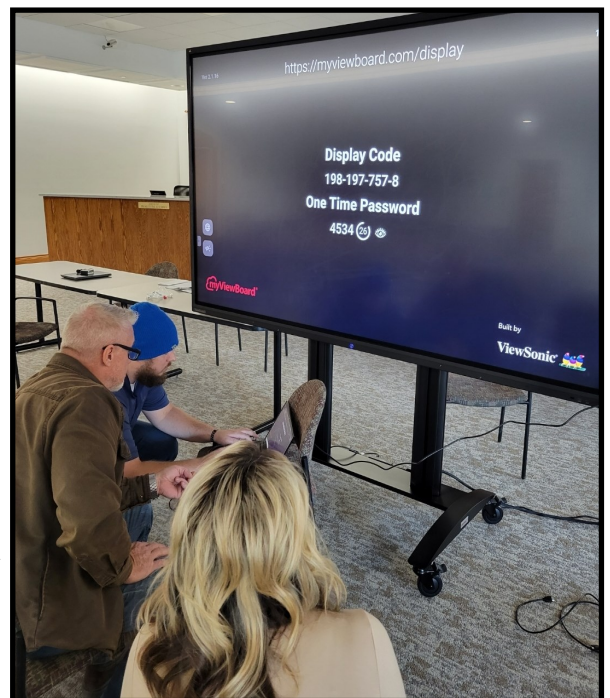
## Warren County Facilities

Thank you for fixing a leak in our windowsill (pictured right), carpet cleaning, building shelves-because we ran out of storage, replacing parts on the dispatcher chairs, adding picture placements on our employee wall, spraying for insects in the offices, hanging up bulletin boards & white boards & shampooing our carpets.



## Warren County Telecom

Thank you for reconfiguring the supervisor’s desk (pictured left), closing out HELP tickets, helping set up for the SW Ohio Cybersecurity Exercise (pictured right) and making our department a top priority!





# Wicklander-Zulawski

## CRIMINAL INVESTIGATIVE INTERVIEWING



Hosted by:

### HAMILTON TOWNSHIP POLICE DEPARTMENT

7780 South State Route 48  
Hamilton Township, OH 45039  
8:00 AM - 4:30PM

**January 17-19, 2023**

Early Price: \$470.00 pp (ends 10/17/22)  
Regular Price: \$495.00 pp (ends 12/17/22)  
Late Price: \$515.00 per person

WZ's team of Certified Forensic Interviewers (CFI®) teach a series of non-confrontational methods to integrate strategic preparation, behavior interpretation, and structured questions which allows an interviewer to successfully adapt to any type of investigation.

WZ training programs qualify for seven (7) continuing education credits per day with many designations, including Certified Forensic Interviewer.

Register online at  
**W-Z.COM**

or call  
**800.222.7789**



V2.0

### ABOUT THE SEMINAR

Obtain training in the latest, most effective interview and interrogation techniques, including the **WZ Non-Confrontational Method**. Learn to assess verbal and non-verbal behavior, become more effective on the focus of an investigation, and obtain reliable information. Gather a variety of non-confrontational interview and interrogation techniques to overcome the resistance of victims, witnesses, informants, and criminal offenders.

The 3-day **WZ Seminar on Criminal Investigative Interviewing Techniques** is designed to teach and reinforce the sound fundamentals of the interview and interrogation process for the professional investigator. This training course offers a broad range of cutting-edge methods and proprietary tools to conduct more effective interviews and interrogations, resulting in identifying the truth more efficiently and with less resistance.

Using actual investigations this course offers a diverse collection of case studies to provide strategic tactics to establish guilt and prosecute the offenders.

### SEMINAR TOPICS INCLUDE

- Rapport
- False Confessions
- Interpreting Behavior
- Elements of an Investigative Interview
- Environment
- Cognitive Interview
- Participatory Method
- WZ Non-Confrontational Method
- Showing Empathy and Rationalizations
- Understanding Resistance
- Developing the Admission
- Obtain the Statement



### WHO SHOULD ATTEND

This course applies specifically to agencies whose personnel may be called upon to interview or interrogate suspects, victims, informants or witnesses of criminal activity. Investigators and associated law enforcement professionals conducting these inquiries will learn to apply interview and interrogation techniques that to uncover the truth and bring these cases to a successful conclusion.

### BECOME MORE EFFICIENT AND EFFECTIVE IN

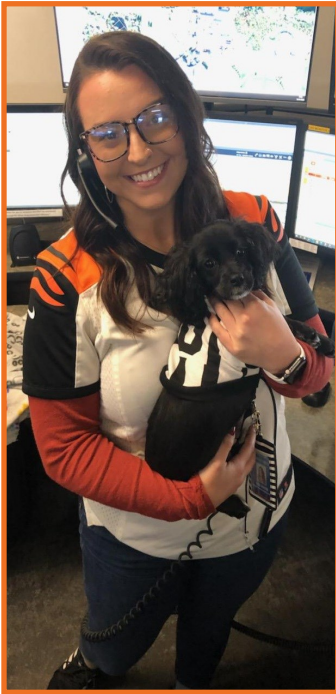
- Using most appropriate method for each case and subject
- Obtaining the truth more quickly and accurately
- Substantiating and closing more successful investigations
- Ensuring statements will be admissible at trial

**Wicklander-Zulawski & Associates, Inc.**

800.222.7789 | 323 W. Galena Blvd | Aurora, IL 60505 | [www.w-z.com](http://www.w-z.com)



# 2022 Halloween Costumes



WHO  
DEY



"Who Ya  
Gonna  
Call?"





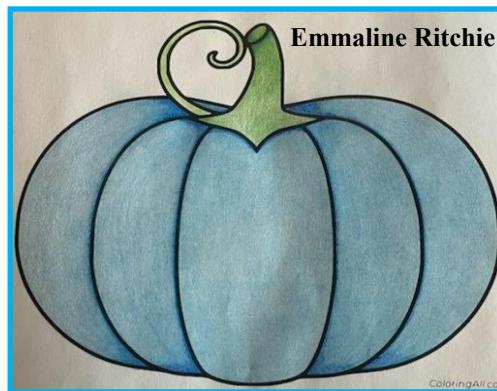
# Where Am I?



How many turkeys can you find in this publication of Dispatch Times?

Send your guess to [Melissa.bour@wcoh.net](mailto:Melissa.bour@wcoh.net) by November 28, 2022 for a chance to win a gift card. Check back next month to see if your name was drawn.

## Dispatch Pumpkin Coloring Contest Winners



### Warren County Emergency Services

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