



The Scotland Standard

VOLUME 1, ISSUE 3

DECEMBER 2019



Send the *right equipment*,
With the *right responders*,
To the *right place*,
At the *right time*,
And provide the
right instructions until the
responders arrive.

CHRISTMAS DINNER

Don't forget that our annual Christmas Dinner will be held on Friday, December 20th at 6pm! This will be a pot luck style dinner, so bring your favorite dish! The sign up sheet is located on the bulletin board outside the door of the dispatch room. Feel free to bring your families, children, etc. This is an event we look forward to every year!

CALL CLIP

Kudos to Larinda Robb for doing an excellent job on taking a call related to a stabbing that occurred on Thanksgiving evening. The caller was quite frantic when he called 911, but Larinda continued to remain calm and tried to help calm the caller. Great job Larinda!

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EMPLOYEE SPOTLIGHT



Heather Brown

← Length of Employment: 9 months →

About Me: Heather came to us for part time employment from Robeson County Communications and also works part time at Maxton Police Department. She has been in the 9-1-1 industry for about 5 years now and loves it! She is also the mother of 2 beautiful daughters!

Total percentage of 911 calls answered within 10 seconds:

98%

We Wish You A



Merry Christmas

SOP Review: Kidnappings & Abductions

This month's SOP Review will be SOP 8.7 Kidnappings & Abductions. While most people think of children when talking about kidnappings and abductions, these situations can also pertain to adults as well.

[Redacted text block]

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[Click here for NC CMP website.](#)

He who has not Christmas in his heart will never find it under a tree.

TECH TALK

[Redacted text block]

Thank you for all that you do for the citizens of Scotland County. Have a Merry Christmas and Happy New Year. -Shane



Highest Answer Time Percentage

99.13%

C SHIFT
MJ, Nikala, Jeremiah
& Michael

Highest Total Calls Answered

632

Larinda Robb

586

Michael McQueen



Military Care Packages

This year we have decided that we would like to adopt a few soldiers that are deployed with David Blackmon, Deputy with Scotland County Sheriff's Office. Originally we had planned to adopt a family but several questions were raised and we felt that soldiers would be the best route to go. The care packages will be going to David as well as a few of his colleagues who are also deployed public safety.

You may place all items in the collection box located in the hallway by the Christmas tree and they will be divided into each soldier's package, or you can create your own package to send. Each package will include a stuffed stocking, a handwritten note or card, a homemade calendar from our 911 center, and any other items that may not fit inside the stocking.

No one is obligated to participate, as we all understand that times can be a little tougher than usual around this time of year. However, if you would like to purchase items, it would be greatly appreciated.

A list of recommended items can be found on the last page of the newsletter.

THE FIRST, FIRST RESPONDERS

DECEMBER 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12 Public Safety Meeting	13	14
15	16 Supervisor's Meeting	17	18	19	20 Christmas Dinner	21
22	23	24 Christmas Eve	25 Christmas Day	26 Christmas Holiday	27	28
29	30	31 New Year's Eve				

TRAINING:

December 1-14, 2019
 Continuing Education (Online)
 Richmond Community College
 EMD Protocol 30: Traumatic Injuries (All)
 Listening vs. Hearing in Call Taking (All)



MEETINGS:

December 12, 2019
 911 Public Safety Meeting—10am

December 16, 2019
 Shift Supervisor's Meeting—11am

UPCOMING EVENTS:

December 20, 2019	Communications Christmas Dinner (6pm)
December 24, 2019	Christmas Eve (county offices closed)
December 25, 2019	Christmas Day (county offices closed)
December 26, 2019	Christmas Holiday (county offices closed)
December 31, 2019	New Year's Eve (county offices closed)

**Live the D.R.E.A.M.
 Dedication. Responsibility. Education. Attitude. Motivation.**

When Should You Stay Home Sick From Work?

It is that time of year and the flu is making its rounds, but if you wake up in the middle of the night with a fever, stomach ache or back pain, how do you know whether or not your symptoms justify staying home from work?

Here are a few questions you should ask yourself:

- **How well can you carry out your work duties?** If you are not functioning at a normal level, what will the results be? Will it affect you or the safety of others?
- **Are you contagious?** If you have a viral or bacterial illness, you will expose coworkers and perhaps customers. Staying at home helps contain your germs.
- **Will resting at home help your body to overcome the illness or pain?** Most people ignore the symptoms and continue to work because they can't or won't stay home. By doing this,

people are making themselves worse than if they had just stayed home to rest.

- **Are you taking medications that could impair your ability to work, think, operate machinery or drive?** If you are so sick or in so much pain that you cannot function without medication, you really should stay home. The drugs may affect your normal functions without your realizing it.



Here are some common conditions that make it difficult to work:

- **Stomach flu** with gas, diarrhea

and/or vomiting

- **Cold and flu** with sore throat, sneezing, running nose. You should stay home because of the contagious factor.
- **Sinus infection** with nasal discharge, stuffiness, facial pain and pressure plus headache.
- **Pinkeye.** Besides being highly contagious, symptoms include eye redness, tearing, itching, burning, swelling and eyelids sticking together.
- **Back pain.** Most people figure out ways to manage minor back pain, but if the pain worsens by doing your job—you may want to stay home.
- **Staph skin infections** are contagious after skin-to-skin contact but curable with antibiotics and a bandage.

When in doubt, consult your doctor!
Adapted from WebMD

Rock 2020 Like a Boss!

As a Communications Center, 2019 has been busy, full of life, and so much fun! (You can turn the page to get a glimpse of the highlights.)

Our department has had many accomplishments, but it definitely does not stop there. WE WANT TO HEAR FROM YOU!

Are there any goals you have for 2020? Whether personal or professional, we would like to help you achieve those goals. What about goals for the department as a whole? Is there any specific training you would like to see? Projects you have an idea for?

Are there things within the Communications Center that you would like to see change? We are already a step ahead of you on the uniforms! Ha! Shades have been placed over the windows to keep out that mid-morning and early evening blaring sunburst that was practically blinding. Any other suggestions?

Around the end of December or beginning of January, Samantha will begin meeting with individual employees to discuss their goals. We will go through the lists of your ideas at the January staff meeting! Rock it out!

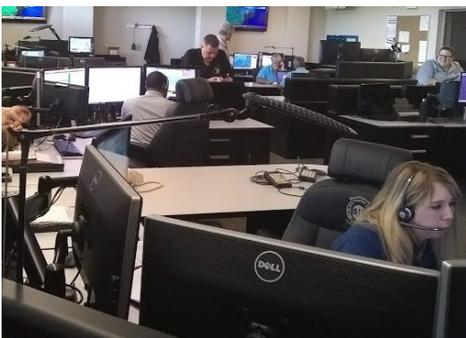


2019 AT

2019 has been a wonderful year for Scotland County Emergency Communications, not only in terms of training advancements, but technological advancements as well. We are working hard towards making our mark in North Carolina's 911 world. These advancements are not just best practices in the industry, but many will be of great value to the citizens in and around Scotland County should they have an emergency arise.

911 Board PSAP Peer Review:

In January of this year, our department went through an inspection by the Peer Review Committee of the North Carolina 911 Board. We were tasked with gathering data, answering questions pertaining to our equipment and operations, 911 board policies, etc. A member of the 911 Board and Communications Directors from 3 other counties visited our center for the inspection. It was found that our department had *no deficiencies!*



Cutover to ESInet: May 1st of this year, our department was one of the first in the state to switch over to the new ESInet phone system. This system replaces old cabling with fiber optic lines to be a managed IP network. It provides the IP

transport infrastructure upon which independent application platforms and core services can be deployed, including, but not restricted to, those necessary for providing NG9-1-1 services.

Executives Seminar at NCMEC:

The first week of May, Samantha was 1 of about 30 participants selected to travel to Alexandria, Virginia for a seminar held at the National Center for Missing & Exploited Children. This was a 3-day seminar exploring and learning about the resources of the NCMEC and the role that local public safety play in helping to bring these victims home. By attending this seminar, our agency has been able to apply to become a partner in the national Missing Kids Readiness Program.



New CAD Server: Towards the middle of June our agency replaced its CAD server. Replacing this server has helped to keep us speedy and efficient!

Comms Week: The last week in July four (4) Telecommunicators attended Comms Week at the Charlotte Police & Fire Training Academy. This is a week long training event that covers 5 different classes, all based within Communications. As part of Scotland County Communica-

tions Tactical Dispatch Team, these Telecommunicators attended the Incident Tactical Dispatch class. Comms Week is only held once a year and is an excellent training experience for those who want to become more knowledgeable with field communications and deployments to emergency situations.



The Statewide Interoperability Coordinator for North Carolina took the picture you see here. Along with it, he said, *"...2 of my students met 3 students (Scotland County 911) from another class. Turns out the 2 deployed to help the 3 during Hurricane Florence and never had the time to actually meet. It was really neat to see them hold back the tears, laugh and now talk about something they had in common. Now they train together and fight together. This makes the hard work of planning this training week worth it. #NoCommsNoBattle"*

Shift Supervisor Summit: Held the last week of August, the "Triple S" has become an annual event where 911 administration comes together with the Shift Supervisors to review and update all standard operating procedures, the training program, address issues, etc. This year's summit was very productive!

A GLANCE

We were able to do a complete overhaul of the SOPs and our training program.



NENA/APCO Conference: Each September our agency attends the North Carolina NENA/APCO Conference. This is a training conference held by our industry's two biggest leaders. One employee from each shift is randomly chosen. No employee is allowed to go a second time, without each employee having had the opportunity to first attend. This year's attendees were Jeremiah McLeod (Telecommunicator of the Year), Nikala Locklear, Meredith Thompson, and John Hudson.

5-Year Strategic Plan: This September our department began working on its 5-year strategic plan. While this will more than likely be a living document, we are glad to ultimately have a plan in place.

Quality Management Peer Review: October 8th our department, along with several others, met for our quarterly peer review meeting with our Medical Director. We had been able to catch up with our quality assurance processes and present a detailed report with statistics. Dr. Nesterstek was very pleased with this and gave great praise to our center.

4 New Consoles: October 17th, we installed 4 new workstations in the 911 center. These additional workstations will help to accommodate not only our department during situations that require more hands on deck, but also Richmond County 911 as we are their backup center.

Southern Software Conference: Each October our 911 administration attends the Southern Software Conference held in Myrtle Beach, SC. Southern Software is our CAD (computer-aided dispatch) vendor. They are a faith-based company out of Southern Pines, NC. This conference allows our administration to stay up-to-date with our software, network with other agencies, and attend training classes.

Major strides with MSAG & map data: Our Public Safety Technology Specialist, Shane, has been working hard to make additions and corrections to our county's MSAG (master street addressing guide). The MSAG ultimately helps us to find exact locations of callers in an emergency. Unfortunately, Scotland County's addressing is behind the times quite a bit, but with Shane's knowledge and hard work, we have been able to get around 80% accuracy in our addressing.

IPAWS Certification: Our agency is in the process of becoming an alerting authority through FEMA's Integrated Public Alert & Warning System (IPAWS). IPAWS provides public safety officials with an effective way to alert and warn the public about

serious emergencies using the Emergency Alert System (EAS), Wireless Emergency Alerts (WEA), the National Oceanic and Atmospheric Administration (NOAA) Weather Radio, and other public alerting systems from a single interface.



PSAP Manager's Class: In November, two of our employees completed the PSAP Manager's Course through Richmond Community College. Congrats Jonathan and Samantha! This is a strenuous 10-month course that goes through the history of 911, legislation, the NC 911 Board, budget and finance, hiring and retention, PSAP technology, and much more!

New Radio Tower: This project has been in the works for about 2-3 years now. By the end of the year, we will have broken ground on building the new tower! This has been a long, stressful road, mainly for Mike, but the ending is near! We are much looking forward to having better radio communications with field units, especially the Sheriff's Office. The new tower will be about 40 feet taller and have all new cabling!

Military Care Packages: Recommended Items

- High-quality socks (high-quality socks will make even the toughest soldier smile)
- Soap (shampoo, body wash, face wash, etc.)
- Toothpaste, toothbrush and floss
- Deodorant (travel size/non-aerosol)
- Lip balm
- Foot powder
- Baby wipes
- Sunscreen
- Hand sanitizer
- Pain-relieving topical cream
- Vicks VapoRub
- Sewing kits
- Lens cleaning cloths
- Reading material
- Handheld video games
- Board games
- Decks of cards
- iPod or thumb drives with movies, music and pictures
- Puzzles
- Plastic model kits
- Baseball gloves/baseballs
- Batteries (AAs and AAAs)
- Pencils
- 3M wall hooks
- Hot sauce (the convenience of Taco Bell sauce packets are great to have in the field)
- Water flavoring packets
- Beef jerky
- Slim Jims
- Granola/Protein bars
- Instant soup in a cup - Cup O' Soup
- Gum
- Sunflower seeds or other nuts
- Oatmeal Raisin Cookies (NOT chocolate chip or M&M cookies - the chocolate melts)
- Snack Crackers - not saltines, but thinks like Trisket, Chickn-in-a-Basket, Ritz, Wheat Thins, etc.
- Cereal - preferably the small boxes that come in 6- and 8-packs
- Packets of Carnation Instant Breakfast
- Small cans of bean dip or cheese dip for crackers
- 'Gaffer's Tape' - it's like duct tape but is fabric instead. Everyone uses black for sure. You can google 'gaffer's tape' to find many suppliers. MATTE FINISH ONLY - no glossy or vinyl shiny stuff!
- dried banana chips, freeze-dried strawberries, freeze-died blueberries, dried apple slices, dried apricots. Need to be in RE-SEALABLE bags.
- Trail Mix (raisins, peanuts, dates, coconut flakes, etc. - NO CHOCOLATE CHIPS!)
- Unrefrigerated dry salami - pre-cut in bags or entire salamis or pepperonis - these are not in the refrigerated section of stores - most have a whitish outer coating of powder/mold and don't need refrigeration
- Raisins (resealable bag)
- Small packets of Gatorade mix