



The Scotland Standard

VOLUME 1, ISSUE 2

NOVEMBER 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.*

INSIDE THIS ISSUE:

- SOP Review 2
- Tech Talk 2
- Highest Answer Average 2
- Highest Total Calls Answered 2
- November Celebrations 3
- Professional Affiliations 3
- Calendar with Upcoming Events 4
- Social Media: Friend or Foe? 5
- The Tree of Life 5
- Guyger: Lessons Learned 6

CALL CLIP

This month's "call clip" is a call that you have all heard about! On Wednesday, October 30th around 5:30pm our Communications Center received a call about a 3 year old girl who had gone missing. After searching throughout the night and into the following morning, Allyson was found alive and well around 8:30am.

While there was plenty of action in the field, much of it wouldn't have been as easily coordinated without the work of our Communications Center.

The call went over a span of 3 shifts which included Bill Edge,

John Hudson, Taylor Johnson, Kim Leviner, Jonathan Lemmond, Larinda Robb, and Amanda David.

During this incident, we also had our first deployment of our Tactical Dispatch Team which included Melody Jones. Melody's role was to man the command post and keep up with all incoming and outgoing equipment and personnel from all agencies, as well as document all activities taking place on scene.

MJ Campbell was on the ground, mainly assisting in search and rescue operations, but still helping to coordinate coverage for the com-



mand post.

Each of these employees played such a vital role in this operation and Scotland County Emergency Communications could not be more proud to have each of you as part of our team!

EMPLOYEE SPOTLIGHT

John Hudson



← Length of Employment: 1 year, 9 months →

Favorite Part of the Job: Being able to help others in need.

Hobbies: Building guns, shooting, reading, and all things COFFEE!

Total percentage of 911 calls answered within 10 seconds:

99%

VETERAN'S DAY

November 11, 2019



*If the plan doesn't work, change the plan
but never the goal!*

SOP Review: Active Threat

This month's SOP Review will be SOP 8.16 Active Threat.

[Redacted text]

[Redacted text]

[Redacted text]

These types of situations are so random and rampant these days. It's no longer a matter of if something like this will happen, it's a matter of when. Review your protocols. Stay ready!

Tech Talk

I have received good feedback from problems found in the maps. I ask that you continue to provide feedback; this is the only way to find many of the problems. As in last month's newsletter I said that I have imported new data into the maps, I am continuing this process. Therefore you will start to notice some of the changes that you send will be updated on the workstations.

As you have all witnessed, the ANI box keeps coming up on

CAD but only on some calls. This is a VOIP problem; AT&T is aware of the problem and has been unable to come up with a solution as of now. We hope they will be able to correct this in the near future. I realize that you are only seeing this on CAD; the problem is on the phone side. Every time the phone server sends the information to CAD, it pops a new box.



Highest Answer Time Percentage

99.47%

A SHIFT
Melody, Meredith, Katie,
& Michael

Highest Total Calls Answered

738

Taylor Davis

705

Larinda Robb

In November We Celebrate...



During the time of Apartheid in South Africa, when black people were denied their basic human and political rights, two youngsters of different races forge a connection in Cape Town. UN Photo (1982)



International Day for Tolerance 16 November



No Shave NOVEMBER

In the United States and Canada, November is known as National Beard Month or No Shave Month (also known as "No-Shave November") as a way to raise cancer awareness. Australians have a similar month where they grow a mustache instead of a full beard.



world diabetes day 14 November



Professional Affiliations

As an employee of Scotland County Emergency Communications, it is important that you know of the two most well-known professional 911 organizations out there. APCO, the Association for Public-Safety Communications Officials, and NENA, the National Emergency Number Association are where a number of our professional standards originated from. How do you differentiate between the two? APCO is geared more toward the actual operations piece, where NENA is

geared more toward the technological aspect of Communications.

Our agency wants to make sure that you receive the most current and up to date information, so we take on the cost of dues for our employees each year! This gives you access to an abundance of resources for learning, training, webinars, discounts, etc. The best thing you can do is to get involved!

Need to know how to access your account? Just ask!



THE FIRST, FIRST RESPONDERS

NOVEMBER 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2 Turn your clock back!
3 Daylight Savings Ends	4	5	6	7	8	9
10	11 Veteran's Day	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28 Thanksgiving Day	29 Black Friday	30

TRAINING:

November 3-16, 2019
 Continuing Education (Online)
 Richmond Community College
 EMD Protocol 13: Diabetic Problems (All)
 EFD Protocol 60: Gas Leak/Gas Odor (All)
 Managing Stress by Taking Off Your Headset (All)

MEETINGS:

November 14, 2019
 911 Public Safety Meeting—10am (Admin Only)

November 18, 2019
 Shift Supervisor's Meeting—11am

UPCOMING EVENTS:

November 3, 2019	Daylight Savings Time Ends
November 11, 2019	Veteran's Day (county offices closed)
November 28, 2019	Thanksgiving (county offices closed)
November 29, 2019	Black Friday (county offices closed)

Live the D.R.E.A.M.

Dedication. Responsibility. Education. Attitude. Motivation.

Social Media: Friend or Foe?

We all like our social media, be it Facebook, Instagram, Snapchat or some other platform. Many of us share things about our personal lives and ideals that others have expressed that we find interesting. The post may be interesting to you, but could be used against you at a later time.

Majority of the time our social media postings have nothing to do with our jobs and should not disclose the confidential information that we are privileged to. Though the posts you make on social media have nothing to do with your job, many times it is portrayed as part of your job. Example: If a hurricane was coming and you posted for people to stay indoors during the storm, many people would heed your warning due to your position. Be mindful of what you post; you may or may not have a decision making position, all that the community see's is a person from Scotland County Government giving them direction.

In recent events there has been people who were on trial for a crime but convicted based on past social media postings. When it comes to legal proceedings, attorneys are good at digging up information on everyone involved. They look for information on defendants and witnesses. The purpose of looking into this information is to create or destroy character to portray their case and win in court. It is not uncommon for an attorney to search a person's social media pages for information and many times the information that they find is irrelevant, but they use the postings to prove the point they are trying to make.

Be mindful that others watch your every move on social media, and are willing to take an innocent post and use it against you. This not only applies to social media, but email and text messages as well. My purpose is not to scare you but to bring your attention to the subject. -Shane



The Tree of Life

Shift Supervisor Bill Edge receives the first award given for assisting in childbirth by giving instructions by phone. Bill's quick thinking and reliance on protocol helped him to save a baby who, at the time of the call, had just been born and was turning blue. Bill received a certificate and will also receive a white flower on the center's Tree of Life.

The Tree of Life was started in October 2019 as a way to visually show the difference that 911 Telecommunicators make by not only helping save lives, but also bring lives into the world.

Generally speaking, 911 Telecommunicators are known as the "red-headed

stepchildren" of public safety; even having to fight for federal recognition as an emergency responder.

Many view the profession of Telecommunicator as a "desk job" with only the duty of answering the telephone. This could not be further from the truth! Telecommunicators must go through numerous training courses to certify them to do the job, along with abiding by standards and general statutes put in place by professional organizations and, in North Carolina, the State 911 Board.

Visitors are welcome to come and view the tree in the lobby of the Emergency Operations Center.



Amber Guyger: Lessons Learned

If you have watched the news at all recently, then you have probably heard the story of Amber Guyger and Botham Jean. Guyger, a 31-year old former Dallas Police Officer, was recently charged with the murder of her neighbor Botham Jean after walking into his apartment thinking it was hers and mistaking him for a burglar. Regardless of your opinions or views on the case, we can all learn some things from it.

We hear all the time about social media playing a huge part in today's workforce—whether it be reviewing a potential employee's social media accounts or personal actions outside of work, people are losing their jobs left and right for things they never thought would come back to bite them.

In Guyger's case, there were several things that were brought up during her trial that very well may have helped slam a few nails in her coffin. Before mentioning those things, it is very important to point out that Guyger is a white female and Jean was a black male.

Lesson #1: Posts and comments on social media are NEVER private. In Guyger's case, she made some rather questionable comments on social media which could be construed

as violent or wanting to kill someone. To note, these were made well in advance of her shooting Jean. I'm pretty sure she never thought these posts and comments would be

whether or not it was just a bad, distasteful joke does not matter. The circumstance in which they are brought up can make a big difference in how they are later perceived.

Remember, the court of public opinion is usually the harshest court there is.

Lesson #3: Keep your hands to yourself. While hearing of someone having an extramarital affair isn't so uncommon these days, it can always be brought against you in questioning your character. This can be especially damaging when those involved are coworkers. Not only can it reflect badly upon the individuals, but the organization for which they work as well. This is why many organizations have policies against fraternizing.

If you are not familiar with the Guyger, Jean case, I highly recommend you google it.

Not only is this a great case to learn from, but it's a case that hits on so issues in today's society.



Botham Jean's younger brother Brandt Jean hugs former Dallas police officer Amber Guyger after delivering his impact statement to her in Dallas, Wednesday, Oct. 2, 2019. Guyger has been sentenced to 10 years in prison for killing her black neighbor in his apartment, which she said she mistook for her own unit one floor below. (Tom Fox/The Dallas Morning News via AP, Pool)

used against her in the way that they were, nor that she would ever be in a position to have to defend them.

Lesson #2: Text messages are NEVER really deleted. Guyger and her former partner and lover, exchanged sexually explicit and racist text messages between one another.

Whether social media posts or text messages, these things can always come back to haunt you. And

