



The Scotland Standard

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CALL CLIP

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.

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On Sunday, June 28 at around 8pm, just two hours into her night shift, Nikala Locklear answered a 911 call for a mother in labor. At just 2 minutes into the call, the baby girl was delivered.

Its not every day that a Telecommunicator will have the extreme privilege of assisting with delivering a baby by phone. In fact, this is something that not all Telecommunicators will experience in

their career, and this was a first for Nikala!

Nikala remained calm as she gave birthing instructions followed by instructions for tying off the umbilical cord and delivering the afterbirth.

Nikala will be receiving a Child Delivery award as well as a white flower on our Tree of Life.

CONGRATULATIONS NIKALA!
You did an excellent job!



EMPLOYEE SPOTLIGHT



NIKALA LOCKLEAR

← Length of Employment: 2 years →

Nikala joined our department in August 2018 after having worked with Pembroke Police Department. Nikala has a heart for public safety, specifically emergency communications and always strives to be the best she can be. Her nickname? Serg.

Total percentage of 911 calls answered within 10 seconds:

97%

JULY BIRTHDAYS

07/02 - Jeremiah McLeod
07/18—Meredith Thompson

Always remember that its your VOICE in the darkness that gives HOPE to those who really need it.

Life of Contact Crises Takes Emotional Toll on 911 Operators

By Christina Ng

July 7, 2014— -- For Brooklyn Mundo, the profound stress of being a 911 dispatcher is encapsulated in the day that she took a call from a Florida hair salon where four people had just been gunned down.

She remained calm throughout the ordeal, hung up the phone, went outside, wept for 10 minutes and then she had to “suck it up, brush it off, go back in and take another call.”

Mundo is no longer a 911 phone operator, partly because of the personal toll the job demanded of her.

“Your body starts to live in crisis mode because you’re always dealing with the crises of other

people,” Mundo of Casselberry, Fla., told ABC News.

“I didn’t realize it right away, but over time I noticed that I was almost getting numb where it was difficult for me to have a soft heart to the people I really care about,” she said.

Mundo's experience is similar to many other emergency dispatchers, the faceless voices of calm and reason who help people through their most difficult moments.

These literal first responders go unrecognized for the life-saving work they do, and the emotional and psychological trauma also often goes

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SOP Review: Chain of Command

This month’s SOP Review will be SOP 2.1 (A) - Chain of Command.

The chain of command for the Communications Center begins with the Shift Supervisor. The Shift Supervisor reports to the Assistant Director who will then report to the Director of Communications for matters concerning the Communications Staff.

Police/Sheriff/Fire/EMS service personnel have been advised that any complaints and/

or concerns regarding Communications Staff members are to be directed to designated personnel within their agency who will then contact the Assistant Director and/or Director of Communications. At any time the Director of Communications may be notified as the situation dictates.

Please refer to our SOP manual for a full review of this policy.

Highest Answer Time Percentage

97.82%

**A SHIFT
Melody, Meredith, Megan and
John**

Highest Total Calls Answered

635

Michael McQueen

624

Taylor Davis & Katie Blackmon

unrecognized. It is work that can exact a significant toll on dispatchers, sometimes to the point of being diagnosed with post-traumatic stress disorder.

“For a person calling 911, it is the one worst moment of their lives,” former Vancouver 911 dispatcher Rae-Lynne Dicks told ABC News. “They don’t know or understand how the system works other than that’s the number I’m supposed to call when my life is falling apart or something is on fire or somebody’s having a heart attack or any of the many thousands of reasons a person would have to call 911.”

“For the 911 operator, the call-takers, that’s what they hear all day,” Dicks said.

The spectrum of calls includes pocket-dials, stolen bikes, medical emergencies, violence and unimaginable horrors that some call-takers “wish to God” they could forget.

“People think, ‘Oh, they’re just dispatchers. It’s their job. They’re used to it,’” Georgia 911 supervisor Elaina Fincher told ABC News. “No, we’re really not. You don’t ever know what you’re going to get when you pick up that phone. You never know.”

Some emergency centers have both 911 operators, also called call-takers, and dispatchers. Operators answer the calls and talk to members of the public, finding out what their emergency is and where they are. Dispatchers communicate with and deploy police, firefighters and EMS to the scene. In some places, one person does both jobs.

For 911 emergency staffers across the U.S. and Canada interviewed by ABC News, the first thing they must learn to do is to maintain their cool, no matter what is happening at the other end of the phone line.

“The minute you hear somebody scream, your initial reaction is, ‘Oh my God’ and you start freaking out. But you just have to — no matter how hard your heart is pounding — you have to keep your voice calm and it takes a while to learn that,” said a Colorado dispatcher who

asked that her name not be used.

While maintaining a calm voice can be learned, many said they just can’t learn to shake some calls. A number of the operators said that calls involving children are particularly difficult as well as calls where they hear someone die, whether it is from injuries or suicide.

Emergency Dispatchers Can Suffer PTSD

“Having that thought in your mind stuck with you that when somebody does decide to pull the trigger while they’re on the phone with you, you’re the last voice that person has heard forever,” Fincher said. “They’ll never hear another voice and yours was the last one.”

“And then hearing somebody admit on the phone that, ‘Hey, I just stabbed my husband in the chest and he’s bleeding’ and stuff like that,” she continued. “Having a person call and say their 5-year-old child’s leg was just amputated by a bear trap ... stuff like that just sticks with you.”

Fincher said those are the unforgettable calls that “haunt you, that you wish to God you could just block out.”

Once emergency services are on-scene, the callers usually hang up and the call-takers never know the outcome of the situations.

“After that heightened call, when we hang up, we don’t have any closure. We don’t know the end result of what happened,” said a dispatcher named Victoria from Massachusetts, who asked that her last name not be used. “Imagine yourself reading a really intense novel that you cannot put down and you turn the page and the last two chapters have been ripped out.”

The tolls of the job affect operators’ personal lives in various ways.

Some like Robert Schumacher, a dispatcher in Antioch, Ill., say they work hard to “compartmentalize” the different parts of their lives.

“I try to leave it at the door,” Schumacher said.

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"One recent call, it came home with me and bothered me for a day or so, but then you have to let it go. There's nothing I can do personally. I did everything I could to help this person. I've never had any issues with PTSD or anything like that."

Others can't prevent the traumas of work from seeping into their personal lives.

Mundo, the Florida dispatcher, said 911 dispatchers and operators are expected to be as emotionally tough as hardened cops.

"In law enforcement, there's this sub-culture or subconscious thought that says, if you need counseling, if you need help, then maybe you can't take it," Mundo said. "It's kind of like a hero complex where you feel like you're saving people all the time and even if you need help, you just want to brush it off and say, 'You know what, forget it. I'll just keep going.' You just want to push through it when you really do need some help."

Fincher reached her "breaking point" in 2012 when she was at the park with her daughter and realized that she was agitated all the time.

"If we keep this bottled up, we're bound to explode and have a mental breakdown," Fincher said. "I had reached a point where I was just so tired all the time, I was angry all the time and I really didn't know why."

She went to see a doctor and was diagnosed with PTSD from her job. Part of her treatment included making a Facebook page for 911 operators and dispatchers that provides a community for support and sharing.

The operators and dispatchers celebrate the joys of successful calls, whether it's keeping a

parent calm until they discover that their missing child has been hiding in the closet or talking someone through an injury until help arrives.

Michelle Lilly, a member of the Department of Psychology at Northern Illinois University, co-authored a study on the emotional stress endured by 911 operators and dispatchers.

911 Operators' Long Term Toll

"They're handling tons of calls in which they are experiencing pretty strong emotional distress and response to them. People handling calls where parents have found their child drowned in a pool and having a sibling in the house with a knife that's trying to attack the other or having to talk to people who are literally dying within a natural disaster. I mean just horrifying calls," Lily said.

"You don't have to be on the scene, you don't have to be a police officer or a firefighter to be traumatized by these calls. So there certainly was PTSD symptomology," she said.

The National Emergency Number Association said the field has begun to appreciate "the long lasting and severe physical and psychological effects" of the 911 jobs, according to Ty Wooten, NENA's director of Education and Operational Issues.

The group recommends that 911 centers create an eight hour course for employees on recognizing and handling the effects of stress.

Lily said the mental toughness demonstrated by the 911 crews was remarkable and was an illustration of how "resilient" they are.

"I think our rates of psychopathology are actually pretty low," she said.

Employee Assistance Program (EAP)

Employee Assistance is a confidential, no cost benefit for employees or family members. Visit the [EAP site](#) for more information on services and locations. This benefit is arranged by FirstHealth of the Carolinas. Click [here](#) for quick look at the EAP brochure.

1-888-278-4595



CHAOS COORDINATORS

JULY 2020

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9 Public Safety Meeting	10	11
12	13 Supervisor's Meeting	14	15	16 Staff Meeting	17 APCO/NENA Meeting	18
19	20	21 Peer Review Meeting	22	23	24 NC 911 Board Meeting	25
26	27	28	29	30	31	

TRAINING:

July 12-25, 2020

- Continuing Education (Online)
- Richmond Community College
- Protocol 22: Inaccessible Incidents/Entrapments
- Protocol 72: Water/Ice/Mud Rescue
- Processing Calls / Quality Assurance

MEETINGS:

July 9, 2020

Public Safety Meeting—10am

July 13, 2020

Supervisor's Meeting—11am

July 16, 2020

Staff Meeting—6pm

July 17, 2020

APCO/NENA Chapter Meeting

July 21, 2020

Peer Review Meeting

July 24, 2020

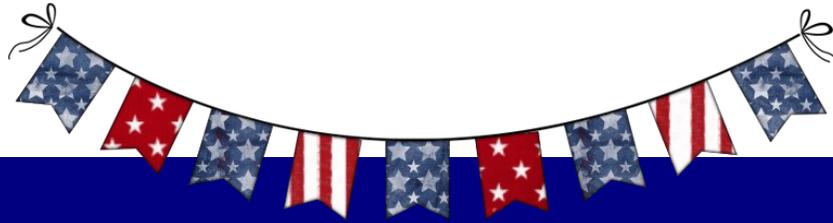
NC 911 Board Meeting

UPCOMING EVENTS:

July 4, 2020

Independence Day (Observed Friday, July 3)





PUBLIC SAFETY STATS

The Public Safety Stats section is new to this month's issue of The Scotland Standard. This idea was derived from our friends at Iredell County.

- **LAW ENFORCEMENT**— includes calls for the Laurinburg Police Department, Wagram Police Department, and Scotland County Sheriff's Office.
- **EMS**— includes calls for Scotland County EMS and Braveheart.
- **OTHER**— includes calls for DSS, DOT, Utilities, County Animal Control, etc.
- **ADMINISTRATIVE CALLS**— includes non-emergency calls such as after-hour calls rolled over from various public safety agencies, alarms, responder calls for roster updates, to request times, copies of calls, etc.
- **DSS**— our Telecommunicators monitor the DSS radio channel for DSS employees that are in the field.

Note: The dispatch radio transmissions do not include the state 800 VIPER radio channels that are monitored by our Telecommunicators, or any of the 800 VIPER Events channels that may have been used for special operations during the month.

Total CFS for the Month

3,961

Response by Agency Type

Law Enforcement*	3,052
EMS*	659
Fire	74
Other*	156

Phone Calls

9-1-1 Calls	2,446
Administrative Calls	4,203
Total	6,649

Answer to Dispatch Time

(seconds)

Law Enforcement	107
EMS	80
Fire	107
Other	92

Dispatch Radio Transmissions

Law Enforcement	34,042
EMS	12,313
Fire/Rescue	3,432
DSS*	567
Total	50,354

Averages by Telecommunicator

Incidents	283
Phone Calls	475
Radio Transmissions	3,597