



The Scotland Standard

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NOVEMBER 2020

OCTOBER 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 Tuesday, October 6th just after midnight a 9-1-1 call came in regarding a patient who was experiencing ineffective breathing. The caller was the patient's son who stated the patient was gasping for air.

Once the calltaker obtained the address of the incident, he immediately began giving the patient's son instructions on how to deliver CPR. After several minutes, the patient began breathing normally again. Congratulations Michael McQueen! You did an excellent job!

As Telecommunicators, our job is not only to dispatch help to those in need, but to do what we can to help the caller until that help arrives. We know and understand that it can be frustrating for citizens to call 9-1-1 and have to answer a variety of questions. However, it is vitally important for our citizens to know and understand that by answering our questions, we are able to help them until help arrives to the scene.

In this particular instance, had the caller been hostile and refuse to listen to the Telecommunica-

tor and his instructions, the outcome could have been deadly.

At Scotland County Emergency Communications, we require all of our Telecommunicators to go through extensive training on how to handle medical situations. This training allows them to give CPR instructions, birthing instructions, instructions on how to deliver Narcan, check for classic symptoms of a stroke and much, much more.

Thank a Telecommunicator. They help save lives, too.

EMPLOYEE SPOTLIGHT



Lauren Simmons

← Length of Employment: 3 months →

We are excited to introduce Lauren Simmons! Lauren has previous dispatch experience with Fayetteville Police Department. She moved to Scotland County a couple of years ago when she married her husband. Lauren is an animal lover and even brings her coworkers fresh eggs from her chickens. Lauren doesn't have much longer in her training and will hit the ground running!

Total percentage of 911 calls answered within 10 seconds:

98%

Birthdays & Work Anniversaries

11/1—Jeremiah McLeod (3 yrs)
11/5—Larinda Robb (2 yrs)



The calm voice in the dark night.

SOP Review: EMS Race Line Procedure

This month's SOP Review will be SOP 9.3 (G) - Race Line Procedure.

Whenever EMS responds to a call in which the patient is experiencing a STEMI (ST-elevation myocardial infarction), or full-blown heart attack, the patient is transported to First-Health in Moore County.

The Reperfusion of Acute Myocardial Infarction in Carolina Emergency Departments (RACE) project is a collaborative effort to increase the rate and speed of coronary reperfusion through systemic changes in emergency care. The project is based upon the collaborative efforts of EMS personnel, physicians, nurses, administrators, and payers from six regions and 122 hospitals throughout North Carolina. To activate the RACE line, follow the procedures listed below:

1. EMS will notify via radio that they have a Code STEMI.
2. The medics on scene will contact the EMS

Supervisor and the supervisor will decide whether EMS will transport or if contact needs to be made with LifeLink.

3. If EMS is transporting, they will contact us through 911 to be transferred to the RACE line. This phone call is to be recorded.
4. If LifeLink is needed to transport, the Telecommunicator may be asked to contact them by phone to respond to the scene.



Don't forget that as an employee of Scotland County Emergency Communications, your APCO membership dues are paid for. This means that you are a member of an international, well-recognized, professional 9-1-1 organization at no cost to you. I encourage you to take advantage of this membership by volunteering to serve on committees, attend free online training, receive discounted training, etc.



Highest Answer Time Percentage

99.13%

**C SHIFT
MJ, Jeremiah, and Nikala**

Highest Total Calls Answered

752

Amanda David

695

Taylor Davis

TELECOMMUNICATORS:
Nameless. Faceless. Fearless. Priceless.

NOVEMBER 2020

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

TRAINING:

November 5-18, 2020
 Continuing Education (Online)
 Richmond Community College
 Protocol 16: Eye Problems
 Law Enforcement Intelligence Update

MEETINGS:

November 12, 2020 10am
 Public Safety Meeting (Admin Only)

November 16, 2020 11am
 Supervisor's Meeting

UPCOMING EVENTS:

November 1, 2020 Daylight Savings Time ends
 November 11, 2020 Veteran's Day (County Offices closed)
 November 26-27, 2020 Thanksgiving Holiday (County Offices closed)

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	
4,262	
Response by Agency Type	
Law Enforcement*	3,242
EMS*	641
Fire	125
Other*	230
Phone Calls	
9-1-1 Calls	3,127
Administrative Calls	6,938
Total	10,065
Answer to Dispatch Time (seconds)	
Law Enforcement	104
EMS	93
Fire	112
Other	104
Dispatch Radio Transmissions	
Law Enforcement	59,313
EMS	15,197
Fire/Rescue	5,111
DSS*	1,586
Total	81,207
Averages by Telecommunicator	
Incidents	304
Phone Calls	719
Radio Transmissions	5,801