



The Scotland Standard

VOLUME 2, ISSUE 2

FEBRUARY 2020

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.

This month's Call Clip was submitted by Shift Supervisor Bill Edge.

On Friday, January 17th Telecommunicator Katie Blackmon received a 9-1-1 call from a female stating that her granddaughter appeared to be having a miscarriage. The tissue/fetus was in the toilet and the patient was

hemorrhaging heavily.

Katie, following Emergency Medical Dispatch Protocol, was able to coach the patient onto the floor and instruct the caller on massaging the patient's abdomen to reduce blood loss. EMS arrived 7 minutes after dispatch.

Katie was compassionate, remained calm, and was constantly and consistently coaching the caller and patient.

Job well done!!!

Congrats

INSIDE THIS ISSUE:

- SOP Review 2
- Tech Talk 2
- Highest Answer Average 2
- Highest Total Calls Answered 2
- 9-1-1 Anniversary 3
- Calendar with Upcoming Events 4

EMPLOYEE SPOTLIGHT



MEREDITH THOMPSON

Length of Employment: 1.5 years

About Me: Meredith began working with our department in August 2018. To know her is to also know her precious son, Caleb. Meredith is a single mother who works tremendously hard and always puts her best foot forward. She is definitely an asset to our department.

Total percentage of 911 calls answered within 10 seconds:

99%

Happy Workiversary!

- 2/10 MJ Campbell
- 2/10 Jonathan Lemmond
- 2/10 Michael McQueen
- 2/10 Sharon McIntyre
- 2/16 Katie Blackmon
- 2/16 John Hudson
- 2/26 Shane Sligh

Happy Birthday!

- 2/4 Melody Jones
- 2/19 Megan Bristow
- 2/20 Mike Edge

Happy Anniversary!



February 16, 1968 • February 10, 2015

This month we celebrate the 52nd anniversary of the first 9-1-1 call that was made in the United States as well as the 5 year anniversary of Scotland County Emergency Communications being a consolidated 9-1-1 center.

The first 9-1-1 call was made on February 16, 1968 by Alabama Senator Rankin Fite in Haleyville, Alabama. After its initial acceptance in the late 1960s, 9-1-1 systems quickly spread across the country. By 1979, about 26 percent of the United States population had 911 service, and nine states had passed legislation for a statewide 9-1-1 system. Through the latter part of

the 1970s, 9-1-1 service grew at a rate of 70 new local systems per year, according to the NENA. Approximately 50 percent of the U.S. population had 9-1-1 service by 1987. In 1999, about 93 percent of the U.S. population was covered by 9-1-1 service.

On February 10, 2015 the newly built Scotland County Emergency Communications Center became operational. The idea of consolidation was brought about by recommendations of the North Carolina 9-1-1 Board. The goal of the North Carolina 9-1-1 Board is for Public Safety Answering Points (PSAPs) to operate effectively and efficiently

while utilizing the latest 9-1-1 technology, tools, and resources. This initiative is a statewide initiative with many consolidations having taken place over the last several years.

This consolidation, however, would not have been possible without the funding from the North Carolina 9-1-1 Board's consolidation grants as well as Homeland Security grants available through Emergency Management. Scotland County was able to construct a state of the art, technology savvy 9-1-1 Communications and Emergency Operations Center without putting the financial burden on the county itself.

THE FIRST, FIRST RESPONDERS

FEBRUARY 2020

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5 Power 911 Phone Training	6 Power 911 Phone Training	7	8
9	10 Happy 5th Anniversary!	11	12	13 Public Safety Meeting	14	15
16	17 Supervisor's Meeting	18	19	20	21	22
23	24	25	26	27	28	29

TRAINING:

February 9-22, 2020

Continuing Education (Online)

Richmond Community College

EMD Protocol 7: Burns/Explosions

Conflict Management Skills in a High Stress Atmosphere

MEETINGS:

February 13, 2020

911 Public Safety Meeting—10am

February 17, 2020

Supervisor's Meeting—11am

UPCOMING EVENTS:

February 6, 2020

Our department will go LIVE with Automatic Call Distribution

February 10, 2020

To celebrate our 5th year in operation, we will be serving cake, chips, and drink to staff!