



The Scotland Standard

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APRIL 2020

National Public Safety Telecommunicator Week

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.

During the week of April 12—18, we will be celebrating National Public Safety Telecommunicator Week. Originally we had planned to have our annual dinner on April 16, 2020 at 6pm. However, with the current COVID-19 Pandemic, we have decided to postpone this dinner until further notice.

We want each of you to know just how appreciated you are! You work so hard and do such a great job. We are truly blessed to have the team that we do. Each of you bring your own strengths to your shifts and to the center, overall. We couldn't do what we do without YOU!

While we are all human and make mistakes, we want you to remember this: Don't ever take the harsh criticism of someone who could never sit in your seat and do the job that you do. YOU ARE APPRECIATED AND WE DO THANK YOU!

Sincerely,
Sam & Mike

While we are all human and

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EMPLOYEE SPOTLIGHT

MICHAEL MCQUEEN



Length of Employment: 19 years

Having worked as a Telecommunicator with EMS for 14 years, Michael transitioned over to the county's current Emergency Communications department when the agencies consolidated. To know Michael is to know that he absolutely adores his dog, Stonewall.

Total percentage of 911 calls answered within 10 seconds:

94%

Happy Workiversary!

HAPPY BIRTHDAY

04/16 Samantha Dutch
04/16 Taylor Davis

04/14 Bill Edge



SOP Review: Pandemic Outbreak

This month's SOP Review will be SOP 8.24—Pandemic Outbreak.

Call Processing – Medical

Protocol 36 is used to screen for “flu-like” symptoms to hopefully eliminate unnecessary exposures. This protocol will be in use when the caller's initial information identifies the Chief Complaint as one of the following. If other flu symptoms are not identified, return to the original Chief Complaint and complete the call.

- Protocol 6 - Breathing Problems
- Protocol 10 - Chest Pain/Chest Discomfort
- Protocol 18 - Headache
- Protocol 26 - Sick Person

Throughout the questioning, you only need to identify 2 positive responses and the criteria is met. If you go completely through the protocol and the patient does not meet the criteria, you will be shunted to the appropriate protocol.

Call Processing – Fire and Law Enforcement

- The calltaker will process the call as usual.
- Prior to ending the call, the call taker will screen the caller by asking the following questions:
 - Have you or anyone at the location traveled outside of Scotland County recently?
 - Do you or anyone at the location have fever and respiratory symptoms? (cough, breathing difficulty, or other respiratory symptoms?)

Because we do not use ProQA to process law calls, the Telecommunicator will make a note in the call that the screening was completed and any symptoms the caller or others at the location may be experiencing.

When and how to screen callers:

Medical Calls: this protocol will be in use when the caller's initial information identifies the Chief Complaint as one of the following:

- Protocol 6 - Breathing Problems
- Protocol 10 - Chest Pain/Chest Discomfort

Pandemic Outbreak (continued)

- Protocol 18 - Headache
- Protocol 26 - Sick Person

Fire Calls: the screening should only be completed on service-type calls, such as someone wanting their fire alarm checked, someone whose carbon monoxide alarm is going off, etc. This tool should **not** be used in emergency-type situations, such as a structure fire, vehicle fire, etc.

Law Enforcement Calls: the screening should only be completed on calls that are already occurred and not in progress, such as a stolen license plate, breaking and entering (already occurred), fraud, etc. This tool should **not** be used in emergency-type situations, such as a domestic in progress, shooting, shots fired, breaking and entering in progress.

Dispatch Procedure

Medical Calls: EMS personnel will recognize Protocol 36 as being the call type for those who are being screened for COVID-19. Therefore, we should not have to advise them of whether or not the caller/patient has screened negative or positive.

Fire & Law Enforcement Calls: The Telecommunicator dispatching the call shall advise at the end of the transmission that the screening has been completed and the patient (or persons at the residence) are “at risk.”

As a reminder, if there is an agency that is being dispatched to a call after the initial page has gone out, they will need to be notified whether or not the patient is considered at risk. An example of this would be when EMS requests rescue to be paged for lifting assistance.

Highest Answer Time Percentage

96.13%

**D SHIFT
Jonathan, Amanda, Larinda, &
Michael**

Highest Total Calls Answered

691

Meredith Thompson

686

Larinda Robb

COVID-19 PANDEMIC

Tech Talk with Shane

We all have to change our passwords on a regular basis, and remembering these new passwords can become painstaking. Here I have given some guidelines on how to make a strong password and how to keep up with them.

When creating a strong password, the first step is do not use letters to create actual words. Use a combination of letters, numbers, and symbols to create the password. Second, do not use your name or date of birth. If that is the only way you can remember the password, mix up the placement as in example 2. Use phrases instead of people's names as in example 3.

Example:

Bad Password	Good Password
PaSSwORd	p@\$sw0Rd
sHane0311	1hN1\$@E3
Four score and seven years ago	4\$c0Re&7yr\$AgO

Above are good examples of how you can keep your password safe, but the security of them also comes with the security of keeping up with them. Don't write them down on paper, this is something that can be lost and picked up by someone else and give them access to your accounts. Use a password manager app, or the notes function on your cell phone. As long as you need a password to access your phone or your face, you are creating a secure way to store the password.

Avoid reusing your passwords, if someone has figured out your password in the past then reusing a password will allow them the possibility of getting in. Many times hackers will try old passwords to see if you have reused passwords. This also goes for various accounts. Always try to use a unique password for all accounts requiring a password.

The most important is DO NOT SHARE YOUR PASSWORD! It may seem innocent to share a password with a friend or coworker, but if that person uses your password at a later time to access your information then you are responsible for what happens on your account. Especially on work accounts. It is not worth losing your job for the actions of others. They should have their own passwords to access what they need.

1. What are the symptoms associated with COVID-19?

Many but not all patients have fever and cough. In fact many patients may not have a fever. Other symptoms may include sore throat, fatigue, nausea/ vomiting, muscle aches, chills, and diarrhea.

2. What conditions will determine if we lockdown the 9-1-1 to keep staff on-site?

Honestly, I do not have an answer for this yet. But, I can tell you that this would only happen in the worst-of-the-worst situation. Ideally, if anything, essential personnel would be allowed to drive to and from work even if the county or state was on “lockdown.” This is why it is super important for everyone to have their ID badge with them and to make sure the badge you have says “ESSENTIAL PERSONNEL” on the back. If it does not, please let me know as soon as possible.

3. What will I do with my kids if we have to lockdown at the Center?

You would need to follow your family’s contingency plan.

4. If we have to lockdown at the Center, will I be paid for the time spent there?

Yes—you will be paid.

5. Can we create a social media page to push out information to the public?

In order to keep information streamlined, we will be passing information on to the county’s Public Information Officer to publish on the county’s social media pages and website.

6. If we have to lockdown at the Center, will there be a schedule created similar to the one we did for our most recent hurricanes?

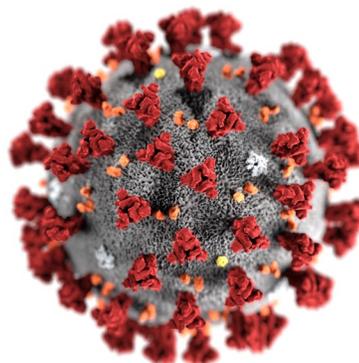
More than likely, yes. But it will also depend on the call volume. The pandemic is a little different in that we knew what to expect and when to expect it. There has never been a situation like this, to the degree of this pandemic, in modern history. There are still so many “unknowns.”

7. If we have to lockdown at the Center, can I bring electronics and other activities to keep me occupied during downtime?

Absolutely! As long as the items you bring do not take up a large amount of useable space, go for it!

8. What is the plan if someone in our Center tests positive for COVID-19?

We have developed a very thorough Continuity of Operations Plan that addresses this issue. Please refer to that plan.



CHAOS COORDINATORS

APRIL 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	17	18
19	20	21 Citizen's Academy Tour	22	23	24	25
26	27	28	29	30		

TRAINING:

April 5-18, 2020

Continuing Education (Online)
 Richmond Community College
 EMD Protocol 5: Back Pain
 Liability—How to Protect Yourself and Your Agency

MEETINGS:

April 9, 2020

911 Public Safety Meeting—10am

April 13, 2020

Supervisor's Meeting—11am

Note: Due to the COVID-19 outbreak, our Staff Meeting and Telecommunicator Week dinner that was scheduled for April 16th will be postponed.

UPCOMING EVENTS:

April 12-18, 2020

National Public Safety Telecommunicator's Week

April 21, 2020

Scotland County Citizen's Academy Tour—6pm
 Hosted by Scotland County Sheriff's Office

National Public Safety Telecommunicator's Week—what is it? Every year during the second week of April, the telecommunications personnel in the public safety community, are honored. This week-long event, initially set up in 1981 by Patricia Anderson of the Contra Costa County Sheriff's Office in California, is a time to celebrate and thank those who dedicate their lives to serving the public. It is a week that should be set aside so everyone can be made aware of their hard work and dedication. Each year for National Public Safety Telecommunicator's Week, administration schedules fun, themed days for our Telecommunicator's to participate in. This year will be no different! Check them out below!

Sunday, April 12

PUBLIC SAFETY DAY

Wear a t-shirt representing a public safety profession. Whether it be 9-1-1, law enforcement, EMS, or fire—we are all in this together!

UNITY DAY

Each shift should come together and decide in what way they will dress alike. Whether its themed or matchy-matchy, this should be a lot of fun!

Monday, April 13

Tuesday, April 14

PATRIOTIC DAY

Show your American pride with red, white, and blue!

Wednesday, April 15

CRAZY SOCKS DAY

Show off your funkiest socks! Get creative with it!

Thursday, April 16

THROWBACK THURSDAY

Dress as yourself from back in the day!

PAJAMA DAY

It's Friday, so stay comfy! Dress in your comfiest, coolest PJ's from head to toe! (Must be workplace appropriate)

Friday, April 17

Saturday, April 18

RANDOM DAY

Dress however you please!
(Must be workplace appropriate)

TELECOMMUNICATOR'S WEEK