



# The Scotland Standard

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MAY 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.

On Friday, April 24th at 11:26am, a frantic call was received regarding a 12 year old child who had become unconscious after experiencing a severe asthma attack. He was not breathing. Due to the calltaker following the Emergency Medical Dispatch protocol and relying on her experience and training, she was able to control the situation, remain calm, and

provide CPR instructions to the caller. CPR was still in progress when EMS arrived on scene. The child was revived and transported to the hospital. Had this calltaker not have followed her protocol and been able to give lifesaving instructions to the caller, there is a very good possibility that this child would not have made it. Hats off to

you, Amanda David! You did a great job!



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## EMPLOYEE SPOTLIGHT



### LARINDA ROBB

← Length of Employment: 1 year, 5 months →

Larinda came to us with a vast knowledge of dispatch in the EMS field. Having previously worked in Savannah, Georgia and Oregon, Larinda has been an excellent addition to our team!

## HAPPY BIRTHDAY

05/05

Amanda David

05/23

Nikala Locklear

Total percentage of 911 calls answered within 10 seconds:

**97%**

Highest Answer Time Percentage

**98.94%**

D SHIFT  
 Jonathan, Amanda,  
 Larinda, & Michael

Highest Total Calls Answered

**669**

Katie Blackmon

**614**

Jeremiah McLeod



Talent is a gift, but your attitude, work ethic, and character are things you have to develop yourself. -Rebekah Harkness

# SOP Review: Tactical Dispatch Team

## CALL OUT PROCESS

Upon being notified and briefed of the situation, the Team Leader will make the decision as to whether or not the team deploys and who will respond based on the type of call-out. The Team Leader will notify the other team members and the supervisor on duty of who will be responding.

## RESPONSIBILITIES

[Redacted text]

The Tactical Dispatcher(s) will report to the on-scene supervisor or team leader. They will then receive a situation briefing from the on-scene supervisor and commence tactical dispatch operations.

The Tactical Dispatcher will handle all radio traffic to the Command Post, and post and update criminal activities, suspect information, threat conditions, incident site information (maps, diagrams, and sniper plot), incident log, etc.

The Tactical Dispatch Team will also be responsible for notifying any additional resources deemed necessary, such as law enforcement, fire department, EMS, utilities, hospitals, victim services (Red Cross), etc.

## LOCATION

When the Command Post is located at the Emergency Operations Center, the Tactical Dispatch Team member will work from a console within the Communications Center away from the on-duty staff.

When the Command Post is located at the incident site, the Tactical Dispatcher shall respond with the team to that designated location.

## DOCUMENT STORAGE

The designated Team Leader will complete an after-action report after all call-outs. The report will be completed within 72 hours of the conclusion of the call-out

[Redacted text]

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

# TECH TALK WITH SHANE

As most of you know, we had a cyberattack in the month of April. These attacks are normally aimed at stealing data, crashing systems, or both. Due to the destructive nature of these attacks, I feel that it is imperative that you know what to do to protect the 911 Center and the County Networks.

## Signs of an attack:

- You see something downloading – this can be from an attachment in an email that you opened, from a website that was visited, or autonomously without you doing anything.
- Your mouse starts moving on its own
- Typing on screen that you are not inputting
- Popups that are persistent on everything that you open. Many times these popups refuse to close.
- Data is missing
- Things stop working.
- Software or browser add-on's that you are not familiar with.
- Random shutdowns or restarts – this may also be from windows updates, if it pops up a message saying a windows update needs to restart

this PC - that is normal

- Ransom message appears on the screen.
- Email that your password has been changed and you have not changed your password
- Slower-than-normal network speeds.

## What to do:

- Notify your supervisor immediately.
- Unplug network cable (I will be getting with each shift on how to do this)
- Call someone from administration staff.
- Do not turn off computer
- Do not attempt to correct the problem.
- Do not use any of your user names or passwords until told to do so by Mike or Shane
- Use the center cell phone to take pictures of any pop-up's or messages that appear on the screen.

If you come across any situation that you feel does not seem right about your computer system, tell your supervisor and make the call to someone in the administrative staff. **DO NOT ignore the situation— it is imperative that we know.**

It has become tradition that during National Public Safety Telecommunicator Week, we award a Telecommunicator of the Year. This year, we also chose to award a Supervisor of the Year. A few months prior to NPSTW, our staff begins to vote on who they think should be awarded. Coupled with a review of merit, the votes of staff determine who receives the awards.

This years Telecommunicator of the Year award was received by Taylor Davis. Taylor has been with our department for just over a year. During this time, she has excelled as a Telecommunicator. Her drive and dedication are contagious and she always displays a positive attitude. Here are some things her peers had to say about her:

- Taylor always has a positive attitude, works very hard, is always on time, and helps any way she can.
- Taylor caught on very quickly and was awesome

when she got released from training! Also, she always has a good attitude. She never gets snappy with anyone.

- Taylor is quick to learn and very steady. She is smart, and holds herself together well in the crunch. She is always ready to go above and beyond in her duties and is willing to help anytime she is asked.

This years Supervisor of the Year award was received by Melody Jones. Melody has been with our department for about 4.5 years. She was promoted to A Shift Supervisor in June 2017. Melody always strives to do her very best and likes to make sure her team is doing their very best as well.

In addition to Shift Supervisor, Melody is a certified Communications Training Officer, Quality Assurance Reviewer, and a member of our Tactical Dispatch Team. Here are a few things her peers had to say about her:

- I have come so far since I first started and I owe a lot of that to Melody. She takes time to explain things to me and will go above and beyond to help make me and our shift better.
- Melody is always quick to help, extremely knowledgeable and works extremely hard. She deserves this soooo much!

Both Taylor and Melody are very deserving of these awards. We are proud to have both of you on our 9-1-1 team. Thank you for all that you do!

Other awards given during this time include:

- 2019 Perfect Attendance: Taylor Davis
- 2019 Most Calls Answered: Jeremiah McLeod (8,229)
- 2019 Most 911 Calls Answered: Larinda Robb (3,550)



Pictured: Communications Director, Mike Edge with Telecommunicator of the Year, Taylor Davis

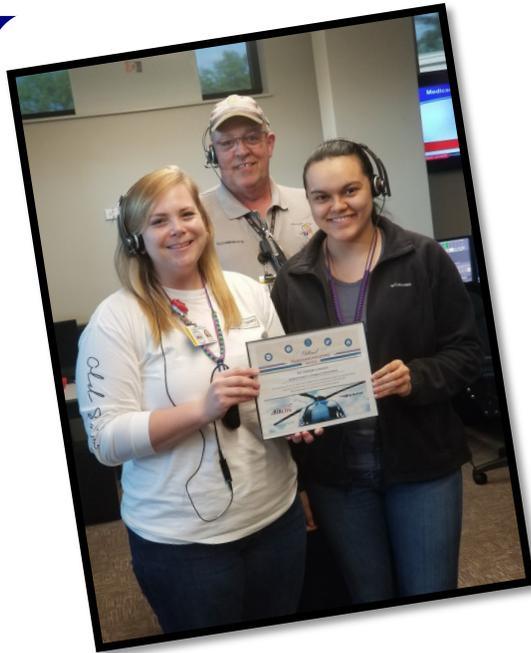


Pictured: Communications Director, Mike Edge with Supervisor of the Year, Melody Jones

# EMPLOYEES OF THE YEAR



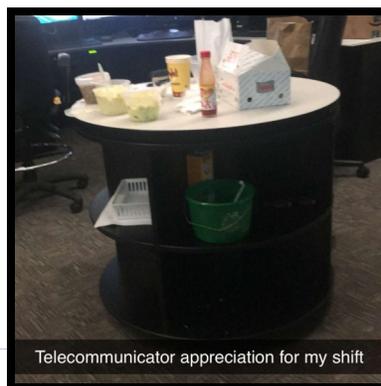
# NPSTW Highlights



We want to send a BIG “THANK YOU” to AirLife for delivering the HUGE box of goodies! The coffee mugs, Gevalia coffee, koozies, note pads, pens, etc. were greatly appreciated! That was so incredibly kind of you guys! To show appreciation, a few staff members decided to do a quick photo op! Pictured (left to right): Katie Blackmon, Bill Edge, Taylor Davis, Amanda David, Jonathan Lemmond, and Larinda Robb.



It would just not be Scotland County Emergency Communications if we didn't have staff like these two! For Unity Day, staff was given the opportunity to create a theme for their shift. With all the recent hype over the Netflix documentary Tiger King, Telecommunicators Megan Bristow and Meredith Thompson decided to dress up as the infamous Carole Baskin and Joe Exotic!



Telecommunicator appreciation for my shift

Jonathan decided to show appreciation for his shift by providing dinner! I mean, lets just be real...what Telecommunicator do you know is going to pass up food?!



**Mother's Day**  
Sunday, May 10th

**National Police Week**  
May 10th—May 16th

In 1962, President John F. Kennedy signed a proclamation which designated May 15 as Peace Officers Memorial Day and the week in which that date falls as Police Week.



**Peace Officers Memorial Day**  
Friday, May 15th

In honor of federal, state and local officers killed or disabled in the line of duty.



**National EMS Week**  
May 17th—23rd

In 1974, President Gerald Ford authorized EMS Week to celebrate EMS practitioners and the important work they do in our nation's communities.

**Memorial Day**  
Monday, May 25

Commemorates all men and women who have died in military service for the United States.

**National Missing Children's Day**  
Monday, May 25

Designed to highlight the problem of child abduction.



**LET'S CELEBRATE!**

## MAY 2020

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

**TRAINING:**

**May 10-23, 2020**

Continuing Education (Online)  
 Richmond Community College  
 Protocol 17: Falls  
 Protocol 73: Watercraft in Distress  
 Responding to Domestic Violence Callers

**MEETINGS:**

**May 14, 2020**

911 Public Safety Meeting—10am

**May 17, 2020**

Supervisor's Meeting—11am

**UPCOMING EVENTS:**

**May 10-16, 2020**

National Police Week

**May 25, 2020**

Memorial Day (offices closed)

**May 17-23, 2020**

National EMS Week