



The Scotland Standard

VOLUME 2, ISSUE 6

JUNE 2020

THANK YOU

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.

Many of you may remember the terrible thunderstorms that came through the weekend of May 22, 2020. Started late in the afternoon on Friday, there were torrential downpours paired with heavy wind and lightning strikes. This continued sporadically throughout the weekend. Over that weekend, our Telecommunicators answered over 1,500 calls, with 431 of

them being between 5pm and midnight on Friday.

While this may not seem like much to some larger 9-1-1 centers, it can be quite overwhelming for a center as small as ours with only 3-4 people on shift at a time.

We are extremely proud of our Telecommunicators and the way they conduct themselves during stressful times.

The teamwork and comradery show most during times like this.

THANK YOU FOR ALL YOU DO!



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EMPLOYEE SPOTLIGHT



MEGAN BRISTOW

Length of Employment: 3 years

Megan originally started with our department in September 2015. She has been back full time with us since March of this year. We enjoy her spunk and personality. She keeps us laughing and on our toes!

Total percentage of 911 calls answered within 10 seconds:

96%

JUNE BIRTHDAYS

- 06/09 - MJ Campbell
- 06/21 - Samantha Dutch

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

SOP Review: Requests for Rehab

This month's SOP Review will be SOP 8.2 (I) - Requests for Rehab. While we have already gone through what I like to call "fire season," we are beginning to more regularly have days with higher temperatures. Because of this, I thought it would be a good idea to go through our policy on dispatching medical assistance and rehab on fire calls.

The EMS supervisor shall automatically be notified by phone and Station 31 shall be paged to all working structure fires when any of the following conditions apply:

- The heat index outside is 90 degrees or higher;
- The calltaker has knowledge while on the

phone that the fire is, in fact, a working structure fire;

- Units get on scene and advise Communications that the fire is a working structure fire.

A working fire is defined as a fire that is not contained and is continuing to spread. Exceptions to this would be when units on scene request rehab outside of the specified conditions.

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



CONGRATULATIONS MELODY!

We would like to congratulate Melody Jones on her recent graduation from Guilford Technical Community College. Melody graduated with honors on May 28th, 2020 with an Associate in Applied Science in Emergency Management. Melody has been with Scotland County Emergency Communications since September 2015 after previously having worked in healthcare. She is the A-Shift Supervisor, a member of our Tactical Dispatch Team, currently enrolled in the North Carolina PSAP Manager's Program

through Richmond Community College, and is the 2019 Supervisor of the Year. Melody juggles her responsibilities gracefully as she is a mother of 2 and the wife of Sergeant Justin Jones with the Laurinburg Police Department. Our department is thrilled to have Melody as part of our team and we look forward to seeing her continue to flourish.

**WAY TO GO MELODY!
WE ARE SO PROUD OF YOU!**

Highest Answer Time Percentage

97.82%

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

Highest Total Calls Answered

771

Jeremiah McLeod

723

Larinda Robb

TACKLING BURNOUT IN THE WORKPLACE

By Hank Berkowitz

It's the middle of summer. You're working an overnight shift again while it seems as if everyone else in the world is relaxing at home with friends or family or getting a good night's rest. But if you think you're the only Telecommunicator burning the proverbial candle at both ends, you're not alone.

Any of this sounding familiar?

Defining Burnout

Burnout is the result of chronic unmanaged stress, and symptoms include feeling worn down and depleted of one's physical, mental and emotional capacity and durability. As a result, sufferers often feel overwhelmed, exhausted and feel that work is no longer meaningful. Experts say there are two types of burnout: short term and long term. Short-term burnout is a highly stressful time in your life that involves a move, a wedding, a huge project or a big conference. Long-term stress is more daunting because it has no finite end. Long-term stress manifests itself in a series of life patterns that can follow you from job to job or from relationship to relationship.

Admit It: You're Stressed

Most burned-out folks are going so fast they don't even realize it. It can be a big problem in any office when there's too much to do and not enough time to do it. Perhaps it's common sense to realize that honesty in the workplace, not work/life balance per se, is what helps peo-

ple reduce stress the most. If you're in the lead role in your office, strive to create a culture where coworkers and superiors can be honest with each other about what's expected and what they're doing, and deal with any new problems on the horizon.

Stress Remedies

Some folks meditate or do yoga to cope with stress. Some run or take long walks. Others hit the heavy bag or whack a few buckets of balls at the driving range or batting cage. However you choose to burn off steam, experts say it's important to recognize the earliest signs of burnout and understand the coping mechanism that works best for you. We're learning that stress management is a "personal journey" that neither your human resource department nor a trusted coworker can really help you with. Take lots of short mental health breaks throughout the day—and don't feel guilty about doing so. It's essential to re-energize and recharge regularly. The biggest issue is recognizing the problem and doing something about it that makes sense to you and that gets results.

Hank Berkowitz is moderator in chief at associationadviser.com.

<https://psc.apcointl.org/2015/08/14/tackling-burnout-in-the-workplace/>

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

JUNE 2020

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

TRAINING:

June 7-20, 2020

Continuing Education (Online)
 Richmond Community College
 Protocol 21: Hemorrhage
 Customer Service: Back to Basics

MEETINGS:

June 11, 2020

Public Safety Meeting—10am

June 15, 2020

Supervisor's Meeting—11am

UPCOMING EVENTS:

June 21, 2020

Father's Day

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.

Calls Per Agency Type

Law Enforcement*	2,982
EMS*	647
Fire	132
Other*	240
Total	4,001

Phone Calls

9-1-1 Calls	2,949
Administrative Calls*	5,740
Total	8,689

Dispatch Radio Transmissions

Law Enforcement	32,186
EMS	12,845
Fire/Rescue	4,955
DSS*	441
Total	50,427

Averages by Telecommunicator

Incidents	286
Phone Calls	621
Radio Transmissions	3,602

[JUNE HOLIDAYS]

There were so many fun celebrations for the month of June that I just had to share! Get your ideas rolling!

DATE	HOLIDAY
Wednesday, June 3	National Egg Day
Thursday, June 4	National Cheese Day
Friday, June 5	National Donut Day
Sunday, June 7	National Chocolate Ice Cream Day
Monday, June 8	National Best Friends Day
Wednesday, June 10	National Iced Tea Day
Thursday, June 11	National Corn on the Cob Day
Sunday, June 14	National Flag Day
Tuesday, June 16	National Fudge Day
Thursday, June 18	International Sushi Day
Sunday, June 21	Father's Day
Sunday, June 21	World Day of Music
Monday, June 22	National Onion Ring Day
Saturday, June 27	National Bingo Day

June is also...

- National Candy Month
- National Country Cooking Month
- Pride Month