



The Scotland Standard

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JUNE 2021

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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This month's call clip highlights our newest Telecommunicator, AJ Politsch. The following was submitted by one of AJ's trainers.

In the wee hours of the morning on May 24, 2021, AJ heard an in-progress domestic where the male subject had broken into the female's house in order to speak with her. This ended up leading to an assault. Because of AJ's quick decisiveness to remain silent on the phone with an open line, he may have prevented his caller from further potential harm.

Congratulations AJ! Great job!

It is very easy to become complacent in the job of 911. Most people would not believe the amount of misdials, pocket dials, prank calls, etc. that we receive on a regular basis. That makes it easy to dismiss calls where you do not have a person talking to you right away. Fortunately, through training and policy review, AJ knew to listen on the line for any type of background noise that could be an indicator of a problem or emergency.



EMPLOYEE SPOTLIGHT

NATHAN "JAB" JONES



Length of Employment: 2.5 years

Nathan has been a part time employee with our department since October 2019. He works full time with the UNCP Campus Police. During his free time, he volunteers with Evans Crossroads Fire Department in Maxton. Nathan has proven to be a loyal, dedicated member of our team and we are so thankful to have him!

Total percentage of 911 calls answered within 10 seconds:

97%



June 9th MJ Campbell
June 21st Samantha Dutch

All progress takes place *outside* the comfort zone. —Mark Twain

SOP Review: Hazardous Weather Operations

This month’s SOP Review will be SOP 4.6 — Hazardous Weather Operations.

HAZARDOUS WEATHER NOTIFICATION (NOT TORNADO WARNING)

- Receive weather statement from DCI, National Weather Service, telephone, and/or radio
- Click on the “Select Group” then “Scot Weather” on radio console
- Press “All Weather Page”
- Click “Simul Select” then click on all LEO channels to remove them.
- Click “Page Select” then “Weather Alert”
- Give watch or warning message in a brief, concise manner and ending with “time, Scotland Clear”
- Make a copy of all incoming correspondence and fax to “group” called “weather”
- In case of a weather “warning,” be prepared to activate the iPAWS system at the request of the Emergency Management Coordinator.
- Be prepared to contact other persons on the county call out list should you be asked by Emergency Management.

TORNADO WARNING

- Receive weather statement from DCI, National Weather Service, telephone, and/or radio
- Click on the “Select Group” then “Scot Weather” on radio console
- Click “Page Select” then “Scotland”
- Click “Weather Alert” page and give location and direction of travel of the sighted tornado ending with “time, Scotland Clear”
- Simul Select LEO channels and give location and direction of travel of sighted tornado ending with “time, Scotland Clear”
- CAD call with call type “Weather”
- Make a copy of all incoming correspondence and fax to “group” called “weather”
- Advise Emergency Management.
- Be prepared to activate the iPAWS system upon authorization.
- Be prepared to make other notifications as necessary and required.

In the event of an actual tornado, contact the Communications Director and Assistant Director and all available communications personnel as needed to come to the Communications Center.

Highest Answer Time Percentage

99.19%

A Shift

Melody Jones, Taylor Davis, Michael McQueen

Highest Total Calls Answered

705

Lauren Simmons

688

Amanda David

CONGRATULATIONS

Shift Supervisor Melody Jones took the initiative to apply for and is one of the recipient's for NENA's 2021 Gold Line Scholarships. This scholarship includes a complimentary registration to the National NENA 2021 Conference & Expo held in Columbus, Ohio, complimentary registration to a one-day pre-conference course of her choice, and a \$1,000 travel stipend. In total the scholarship is valued at around \$1,800.

Melody is elated to attend her first national conference in July. She will be able to network with 911 professionals from across the nation and be part of networking events specifically for North Carolina residents. We are proud of you, Melody!



MELODY & SAMANTHA



Recently, Assistant Director Samantha Dutch was granted a scholarship for APCO's Certified Public-Safety Executive (CPE) course. The course consists of two 12-week online courses and finishes with a 10-day capstone seminar in Daytona Beach, Florida. Currently, there are only four other people in the state of North Carolina who have completed this course, one of which is no longer in the industry. This scholarship is valued at \$3,500.

Samantha is very excited to embark on this journey that will begin in January 2022. This is Samantha's second scholarship awarded in the last year. She is currently finishing up the year-long Registered Public-Safety Leader course also through APCO.

Burnout In Dispatch

Burnout in dispatch can be defined as “fatigued by overworking” or being apathetic to the job and the stresses it comes with. It can also cause irritability, lack of motivation, and less than acceptable job performance. In a presentation at the virtual NC Public Safety Communications Conference, Zachary Dykes with Missouri State Highway Patrol presented “The Jaded Dispatcher”, which provided detail about how to prevent this when you are on the job for years. Zachary advised that some of the contributions to burnout on the job can include, but are not limited to, no respect or disrespect from co-workers, red tape, and the interference with or lack of a private life. This can be true to many telecommunicators, and other factors that can contribute may include the morale of the working environment, lack of acknowledgement for a job well done, and the constant horrors that we as telecommunicators hear. We only hear the bad things, yet they stay in our heads, and we create a picture of what may be occurring.

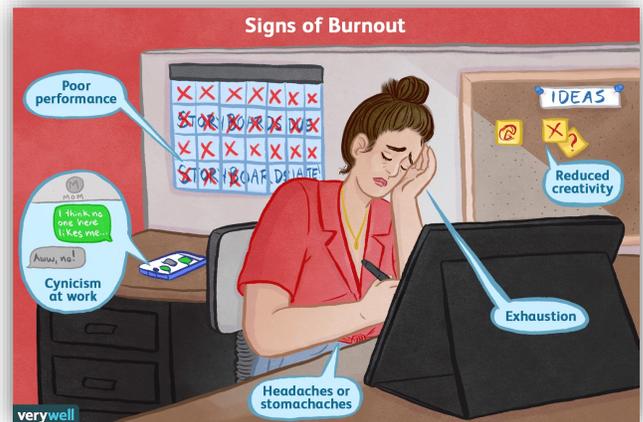
The dictionary defines burnout as “the condition of someone who has become very physically and emotionally tired after doing a difficult job for a long time.” I can see that definition being correct in our field, as well as the field units we work with. After all, we are the ones sending responders to these crashes, shootings, or other incidents where the scene is anything but pleasant. Many of our responders and ourselves likely need to talk to someone about the things we’ve seen and heard, but many are fearful to try to seek help due to the stigma surrounding mental health matters. (Just a side note: Our county offers EAP services, free of charge, and they are confidential.)

Burnout in telecommunicators can come from working and working and working, with no end in sight. This is found in agencies that have minimal staffing and constant turnover. Working endlessly can lead to physical and mental exhaustion, making you dread going into work every day.

Warning signs of burnout include:

- ◆ Frequent headaches
- ◆ Stomach or other digestive issues
- ◆ Restlessness/Inability to sleep

- ◆ Heart palpitations/Chest pains
- ◆ Panic Attacks
- ◆ Irritability/Anger



These physical and psychological signs can lead to the behavioral signs, which include the employee being less productive, more absences, decreased teamwork, and increased substance use/abuse.

For the supervisors, make sure you are checking in with your team. Each one has a different grasp on how they feel based on how everything is going, so make sure you speak with all of them. Be sure to acknowledge your team’s successes, but don’t ignore the mistakes. Communicate with them, but not talk down to them. Provide your team with support and encouragement while ensuring they understand their roles. Having open communication is key to having better morale.

To close, preventing burnout is one’s own responsibility. Learn to say no sometimes when asked to work extra shifts, find a creative outlet that lets you free your mind from the calls you hear at work, or volunteer in your community to do something good. Don’t let the job become your life. Make time for you.

Written by Supervisor Melody Jones

Every job is a self-portrait of the person who does it. Autograph your work with excellence.

JUNE 2021

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

TRAINING:

June 6-19, 2021
 Continuing Education (Online)
 Richmond Community College
 CPR
 Physical & Mental Wellness

June 8, 2021 Cybersecurity Fundamentals EOC
(Select personnel only)

June 14-17, 2021 ICS 300 & 400 Richmond Community College

MEETINGS:

June 10, 2021 10am Public Safety Meeting (Admin Only)
 June 14, 2021 11am Supervisor's Meeting
 June 16, 2021 7pm Fire Commission Meeting (Admin Only)

UPCOMING EVENTS & HOLIDAYS:

June 20th Father's Day

PUBLIC SAFETY STATS

- **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	
4,318	
Response by Agency Type	
Law Enforcement*	3,205
EMS*	788
Fire	225
Other*	101
Phone Calls	
9-1-1 Calls	3,230
Administrative Calls	4,191
Total	7,421
Answer to Dispatch Time (seconds)	
Law Enforcement	109
EMS	74
Fire	139
Other	306
Dispatch Radio Transmissions	
Law Enforcement	58,797
EMS	19,060
Fire/Rescue	8,077
DSS*	444
Total	86,348
Averages by Telecommunicator	
Incidents	308
Phone Calls	530
Radio Transmissions	6,168