



Dispatch Times

April 2022
Volume 9, Issue 4

National Telecommunicator's Week April 10-16

Inside this issue:

National Telecommunicators Week	1
Employee Spotlight	2
New Employees	3
EMA	4
Where Am I	5
	6
	7



Mark Your Calendar! 

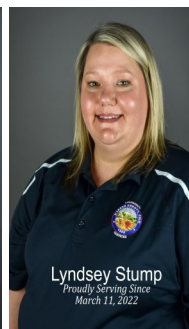
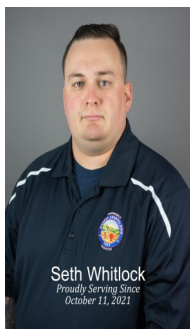
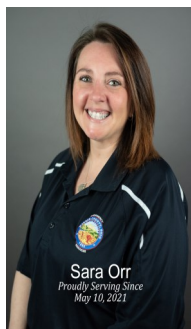
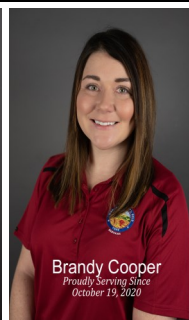
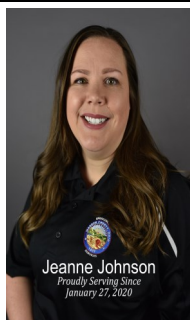
April 10-16
National Telecommunicators Week

April 11
National Pet Day

April 17
Easter Sunday

April 23 & 24
Wayne Twp. Fire Dept. Fish Fry

National Telecommunicator's Week April 10-16



Dispatching takes a certain type of person with a certain type of personality. They don't necessarily all have the same type of personality, but they are all here for the same reason. They want to help and they don't need to be in the limelight. During this week in April we celebrate our dispatchers and put them in the limelight!

Dispatchers must have excellent communication skills, including verbal, written & listening. Often times when a citizen calls in to the dispatch center they are upset, angry and they want their problem solved immediately. It takes a certain skillset to calm a caller down. To be able to obtain the pertinent information the first responders need. Dispatchers must also be able to multitask and have empathy and compassion.

Very seldom do dispatchers get closure. They don't always know how a situation ended and this can wear on them as their career progresses. If it weren't for dispatchers, first responders out in the field wouldn't know where to go or what they were facing once on the scene. Thank you for your service, Dispatchers of Warren County!

We Are Hiring

Emergency Services is currently hiring for 3 different positions:

- 1 - Emergency Communications Operator
- 2 - Administrative Assistant
- 3 - EMA Emergency Plans Assistant

Job descriptions, requirements and applications are located at www.co.warren.oh.us

Employee Spotlight

Exceptional Calls

A percentage of the Communications Center's calls are reviewed by an outside service called Quality Performance Review (QPR). This includes quality assurance and accreditation services allowing us to have unbiased reviews of random pulled calls. We receive weekly and monthly reports from them. Below are some of the exceptional reviews. Great job everyone!

Emmaline Ritchie - 1032146 - CC 17: Fall - The caller said that her 7-year-old fell and hit her head. In KQs, the patient's dad said that the patient did not fall, she rolled back and hit her head on the floor. Emmaline used her training and seamlessly changed protocols to the more appropriate one ensuring the correct information would be obtained, correct instructions given and all pertinent information could be passed along to responders.

April Kennard - 1040530 - CC 21: Hemorrhage - The caller's brother was having a rectal bleed and she said that his fingers and toes were turning white. April provided excellent customer service with this nervous caller by having a very kind tone and letting the caller know what was happening all the way through the call.

Sophia Abrams - 1035915 - CC 69: Structure Fire - Sophia did a good job questioning the caller and relaying all needed closing instructions to the caller. The call was done in a pleasant manner and Sophia did a good job.

(More exceptional calls on pg. 4)

April Birthdays

Joey Bishop - 11th



April Milestones

Doug Short 15 yrs on the 9th

Emmaline Ritchie 5 yrs on the 10th

Congratulations

Employee Spotlight

Exceptional Calls

Carmen Carson - 1047408 - CC 31: Unconscious/Fainting (Near) - This caller reported her 83-year-old dad will not wake up and is having a hard time breathing. Carmen applied obvious information to the age, clarified the answer to awake when the caller gave her a vague answer and seamlessly moved to CPR Instructions using the Breathing Diagnostic and Instruction Tool twice to determine if the caller's breathing was effective or not. The first time, the results showed that breathing was INEFFECTIVE. As Carmen moved through the CPR Instructions, the patient started responding to the caller so Carmen used the Breathing D/IT again and it was determined his breathing was EFFECTIVE at that point. Carmen then moved to maintain and monitor and gave all Arrival Interface Instructions. She never made it sound like she was reading from a script. The caller presented Carmen with some stumbling points but she managed each one professionally, navigating the Protocol like a pro! Excellent work throughout.

Paige Barton - 1056824 - CC 23: Overdose - The caller said that she thought her daughter must have taken something because she was naked, urinating all over herself, and did not know what she was doing. This caller quickly became very upset. Paige did a great job using calming techniques and providing her with reassurance.

Brian Hottel - 1057229 - CC 10: Chest Pains - The caller said that her husband was laying on the bed having chest pain. Brian displayed great active listening on this call. This allowed for him to self-answer several of the KQs. Brian also did an excellent job explaining to this caller why he was going to ask her about aspirin. This was a great way to build trust with the caller.

IPAWS Integrated Public Alert and Warning System

FEMA's IPAWS (Integrated Public Alert and Warning System) allows rapid and reliable delivery of alert and warning messages that are issued for those events that by themselves would not kill, injure, or damage property, but indirectly may cause other things to happen that result in a hazard.

Alerts are generally only sent out for local disasters or emergencies. Warnings for only the most imminent and hazardous events should be issued during late night hours.

There are several dissemination pathways and each has a different audience and rules for use. There's the EAS (Emergency Alerting System) for broadcasting on radio and televisions, WEA (Wireless Emergency Alerts) for wireless phones in the area of the alert and NWEM (Non-Weather Emergency Messages) for weather radio users.

The Communications Center can send out alerts with character limitations, so the message must be concise. The alert can either be sent to a predetermined area where a box is checked or a specific area can be drawn on a map. In the past we have used IPAWS to alert neighbors in Deerfield Twp. during the shooting of Deputy Barnes and we have also used it to alert for a mentally challenged child in the middle of the night who was ultimately located.



Meet Our New Dispatchers



Stephanie Abbott

Stephanie grew up in Maineville where she graduated from Little Miami High School and received her EMT license from Sinclair. She was an EMT from 2014 - 2016 and then a stay at home mom until she became a corrections officer. Stephanie is a mom to one daughter and four sons. Her family is very active in the area sports programs and she also coached her daughters cheer team for four years. Her boys are involved in football, basketball, soccer, wrestling and baseball. In her down time they enjoys fishing and taking trips. She loves her small town of Blanchester.



Lyndsey Stump

Lyndsey grew up in Lebanon. She is married and has two daughters who are twelve and eight years old. They have four dogs; a rottweiler, Jake, a bulldog, Lola and two corgis Ivy & Merle. Lindsey and her family love to travel and do anything that involves outdoors and new experiences.



Holly Holwadel

Holly grew up in Maineville, graduated from Little Miami High School and then attended Sinclair for Nursing. Holly has worked in the medical field since, in hospitals, home health and the nursing home setting. She is married and has six children, two dogs and two cats. Her dad worked for Hamilton Twp. Fire Department and retired in 2001. In her free time, Holly likes to fish and camp with her children. She also likes to make shirts and tumblers.

EMA Spotlight

A fuel spill, and tornadic activity, and severe weather awareness week, oh my!

It's been a busy month for EMA!

Warren County EMA Follows Up to Fuel Spill

On March 5th, R&L Carriers had a diesel fuel spill that occurred in Clinton County. The spill leached into Dutch Creek, and later made its way into Todd Fork Creek and the Little Miami River. Following the incident, Warren County EMA was notified that a strong smell of diesel was noticed in the Village of Morrow. Warren County EMA Operations Manager, Lesli Holt, and LEPC / Grants Coordinator, Sydney Renner responded by investigating along the Little Miami River and Todd Fork Creek for any signs of diesel fuel, including smell, sheen on the water, foam, etc. Any findings were reported back to Ohio EPA. Investigating these types of events is detrimental in mitigating the impacts they make to the area, and to ensure the appropriate clean up actions are in place.



Warren County EMA & Partners Survey Tornado Damage

On March 23rd, an EF0 tornado touched down along the Warren—Clinton County line, just outside of Clarksville. Warren County EMA, along with partners at Clinton County EMA, the National Weather Service—Wilmington, and the Clinton-Warren Joint Fire District surveyed the area where the tornadic activity was suspected to have occurred. Based on the evidence and minor damage left behind, the team was able to confirm a tornado did touch down, as well as determine the path it took, and how long it was on the ground.



The tornado touched down along Todd Fork Creek, south of Highway 350 in Warren County. Then moved along the creek into Clinton County before lifting in a wooded area. Damage did include a camper flipped over, multiple trees down, and doors blown in on a house nearby. No injuries were reported.

Severe Weather Awareness Week

Having taken place March 20th through the 26th, Warren County EMA participated in Severe Weather Awareness Week through an education campaign via social media. The campaign looks at ways to prepare for and respond to severe weather of all types, including severe thunder storms, tornadoes, lighting, hail, and more!

[Visit our social media pages for educational information and updates on severe weather impacting our area!](#)

Where Am I?

If you know the location where this picture was taken, email us at melissa.bour@wcoh.net no later than April 31st. Everyone that has the correct answer will be entered into a drawing for a gift card.

Include your name, phone number, department you work for with your guess of the location. Check back next month to see if your name was drawn.



Easter "Egg" Hunt Word Search (2018) By: Retired Nancy Machulski



**Scrambled
Fried
Benedict
Boiled
Deviled
Poached
Cage Free
Shakshuka
Faberge
Omelet**

**Soufflés
Sous Vide
Hatchimal
Cloud
Brown
Free Range
Organic
Green
Plastic
Baked**



Warren County Emergency Services

520 Justice Dr
Lebanon, OH 45036
(513) 695-1315

Stay connected with us by:
Website: www.co.warren.oh.us/emergencyservices
Facebook: @WCOHEMA
Twitter: @WCMAOhio

Newsletter Editor: Melissa Bour



Accredited Center of Excellence