



Dispatch Times

May 2022
Volume 9, Issue 5

National Telecommunicator's Week April 10-16

Thank you to all those that made this year's Telecommunicator's Week Special. Supervisor, Kim Jent always goes above and beyond to make sure this week is special for the dispatchers by putting gift baskets together and creating games for them to play in order to win tickets for the basket drawings. The following employees won prizes:

- #1 Vacation Mode Activated: Jon Bright
- #2 Word to the Wise: Brandy Cooper
- #3 Can You Hear Me Now?: Mike Wiggins
- #4 Someone Call 5-1-1: Ginny Books
- #5 Reno 5-1-1: Paige Barton
- #6 Bake the World a Better Place: Sophia Abrams
- #7 Camping is Intents: Sophia Abrams
- #8 Treat Yo'Self: Tori Lane
- #9 Hands Off My Picnic Basket: Emmaline Ritchie

Thank you as well, to:

- ◆ The Warren County Police Chief's Association providing lunch on Tuesday
- ◆ The supervisors that purchased or made meals for their crews
- ◆ Admin & EMA providing 5 different pots of chili and all the extras
- ◆ Melissa Bour & Jesse Madden purchased an air fryer for the kitchen
- ◆ Hamilton Twp. PD dropped off Servati doughnuts & milkshakes
- ◆ UC Aircare dropped off a basket of goodies
- ◆ Telecom's "Thank you" video

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Mark Your Calendar!



May 4

Mary Haven Plant Sale

May 5

Cinco De Mayo

May 8

Mother's Day

May 12

Police Memorial Service

May 14

WC Community Shred Day

May 30

Memorial Day

National Telecommunicator's Week April 10-16 (cont.)



Hamilton Township Police Department

14m · 🌐

In honor of National Public Safety Telecommunicators Week, we delivered **Servatii** donuts to our partners at Warren County Emergency Services. Thank you for everything you do "behind the scenes!"

👍❤️ April Kennard and... 3 Comments 1 Share

👍 Like 💬 Comment ➦ Share



City of Springboro, Ohio - Municipal Government

2h · 🌐

It's National Public Safety Telecommunicators Week! Thank you to all dispatchers--including our outstanding staff at [Springboro Ohio Police Department](#) and Warren County Department of Emergency Services Communications Center for helping others during emergency situations! We appreciate your service!

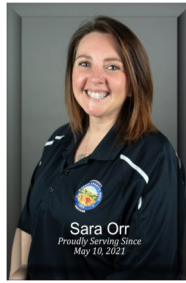




January



February



March



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 the recent exceptional reviews. Great job!

April Kennard - 1071888 - CC 17: Fall - The caller said that her husband who had MS had fallen and was having back pain. April provided excellent customer service with this caller. April had a very kind and caring tone to her voice. She did a nice job also selecting the PDI's that were to be given.

Sophia Abrams - 1079096 - CC 31: Unconscious/Fainting (Near) - The caller said that her husband had low blood pressure and she was having a hard time getting his pulse ox. At the awake CE question, it was discovered that the patient was not awake. Sophie expertly self-answered questions and quickly got to the breathing verification diagnostic tool. Sophia quickly and efficiently navigated through PAIs with this very calm caller who did not seem to understand the gravity of the situation.

Cortescia Davis - 1084797 - CC 17: Fall - This elderly caller fell and was stuck on the floor between her chair and her couch. Excellent customer service was provided to this caller. She had mentioned that her husband recently passed away and she recently fell and cracked her head. Cortescia was very kind and empathetic.

May Birthdays

Kevin Tribbe - 8th
Chris Carr - 22nd

Happy Birthday



May Milestones

Samantha Hall 24 yrs on the 11th
Brittany Creager 3 yrs on the 28th
Sophia Abrams 3 yrs on the 28th
Jennifer Key 3 yrs on the 28th
Sara Orr 1 yr on the 10th
Victoria Lane 1 yr on the 10th

Congratulations!

Employee Spotlight

On April 18, 2022 the Communications Center went live with the survey portion of the PowerDM software. It's a 2 question survey that is sent out 6 hours after certain call types and only between the hours of 9am-8pm. The first is a simple rating scale from 1-5 and the second is a question on the performance of the call taker. We have been receiving a **LOT** of positive feedback (see below).

Feedback Board

List Focused

She was very responsive & kept me calm. It turned out that the person walking around my house was a delivery person & I was embarrassed that I called but she made me feel very good about calling.

The dispatcher was very professional and asked good questions. All good! Thanks

She was extremely kind, helpful, and thoughtful, listened well,

Was very helpful , I was very satisfied with all their help. Thank you

Very personable and helpful

Got there quick for a none emergency and handled the situation very well

He was prompt, kind. He made myself and the Dog at ease. I appreciate the fast response helping to save an animal

Professional and helpful. 5 stars for that Dispatcher

The dispatcher was very kind, helpful, and went out of their way to accommodate me.

She was calm, cool, and focused.

They were very nice and successful

Nice guy! Got the job done quick

Very calm and listened to specific details. Overall thanks for the great service



JUDGE JOSEPH W. KIRBY

IN CONJUNCTION WITH MARY HAVEN YOUTH CENTER, A
DIVISION OF WARREN COUNTY PROBATE-JUVENILE COURT
PRESENTS...

THE ART AND GARDEN SHOW

G R O W



MAY 4, 2022

11-2 PM AND 5-7 PM

900 MEMORIAL DRIVE
LEBANON, OH 45036

All plants will be between \$1.00 & \$7.00. Prices will be posted at the sale. They will have individual plants and hanging baskets.

They will also have a bake sale & hot dogs, chips & drinks available to purchase.

The Warren County Police Chiefs Association

Warren County Annual Police Memorial Service May 12, 2022

On Thursday, May 12th, at 10:00, the Warren County Police Chiefs Association will honor our county's seven fallen officers at the annual Warren County Police Memorial Ceremony held in conjunction with National Police Week each May. The ceremony pays tribute to Officer George Basore (Franklin P.D), Sheriff W.E. Graham (Warren County Sheriff's Office), Deputy Homer Burlile (Warren County Sheriff's Office), Chief James Elder (Mason Police Department), Officer William Johnson (Springboro Police Department), Officer Jeffrey Phegley (Morrow Police Department), and Sergeant Brian Dulle (Warren County Sheriff's Office) who all gave their lives in service to their community. In addition to those who have fallen in the line of duty, a moment of silence will be dedicated to all Warren County Law Enforcement Officers who are no longer with us today.

The public is welcome to attend the ceremony that will be held directly outside the memorial near the Warren County Sheriff's Office, 822 Memorial Drive Lebanon, Ohio. Those community members wishing to attend are asked to park at the Warren County Administration Building, 406 Justice Drive. Please make arrangements to arrive before the start of the ceremony at 10:00 a.m.

After completion of the ceremony, a procession will begin at the memorial and end at LIFEHOUSE Church, 2234 Utica Road, Lebanon, Ohio. Once the procession is complete, all surviving family members of fallen officers, elected officials, and all law enforcement officers are invited to remain at LIFEHOUSE Church to attend the FOP Memorial Luncheon that is provided by the Warren County Sheriff's Office and the Warren County Prosecutor's Office.

The ceremony will be held virtually on our Youtube channel, <https://youtu.be/cllZC7vRi78>.





Warren County Records Center & Archives / Microfilm Department

406 Justice Drive · Lebanon, Ohio 45036 · Phone: (513) 695-1815 · Fax: (513) 695-2415 ·
archives@co.warren.oh.us

FOR IMMEDIATE RELEASE

IT'S THAT TIME AGAIN! FREE WARREN SPRING PAPER SHREDDING EVENT!

The Warren County Records Center & Archives will be hosting their Spring Community Paper Shredding Event on May 14th, from 10:00am to 1:00pm at the Warren County Administration Building parking lot, located at 406 Justice Drive in Lebanon. Shredding will be conducted offsite, and it is first come, first serve until the trucks are full.

Paper clips, staples, binder clips, rubber bands and file folders do not need to be removed from boxes, while heavier plastics such as CDs, floppy disks and 3-ring binders, glass, electronics, metals, and audio/visual items will not be accepted. Items must be in boxes, no larger than 12x15x10 or the size of a copier paper box. There is a maximum of 5 boxes per trip through the line, and assistance will be available for unloading items. Boxes will be returned to patrons and items in bags will not be accepted.

This event is open to all Warren County residents with shredding conducted by Royal Document Destruction.

If you have any questions, please contact the Archives at 513-695-1815 or email Jennifer.haney@co.warren.oh.us

WARREN COUNTY SPRING COMMUNITY SHRED DAY

Saturday, May 14th, 2022 : 10am – 1pm
Free Event - 5 box maximum, no bags
Shredding will be offsite

406 Justice Drive, Lebanon Ohio 45036
Administration Building Parking Lot

Questions?

Phone: 513.695.1815
or
Email: Jennifer.haney@co.warren.oh.us

KICK OFF SUMMER with Warren County Park District and Local Heroes!

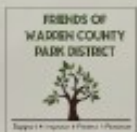
JUNE 4, 8AM-NOON, RAIN OR SHINE!

COPS & BOBBERS[®]

FREE PUBLIC EVENT, NO RSVP NEEDED
WARREN CO. ARMCO PARK
1223 SR 741, LEBANON OH 45036

- Free Bank Fishing for Kids 16 and Younger
- Three Free Bounce Houses
- Free Archery and WC Sheriff Community Trailers
- Free Visits with Live Reptiles and Police K9
- Free Hot Dog Lunch for Participants
- Free "Fishing Fun" Activity with WC Soil and Water
- Free Newport Aquarium Stingray Exhibit
- Kona Ice Available for Purchase
- Visit the Free Ace Car Show While You're Here!

THANK YOU TO OUR EVENT SPONSORS:



WARREN COUNTY
Sheriff's Office

DigiStitch
Embroidery



HAMILTON
Bait & Tackle

www.Facebook.com/WarrenCountyNature Shannon Pennington: 513-833-7360 Shannon.Pennington@co.warren.oh.us

Warren County
PARK DISTRICT
Enjoy. Play. Preserve.



AWESOME PRIZES

- Grab bags for first 100 kids
- Biggest blue gill, bass, catfish, other
- Age Groups: 6 and under, 7-11, 12-16
- Additional raffle prizes!

TIMELINE OF EVENTS

8am	Check-in begins
8:30am	Fishing derby begins
10am-12:30pm	Kona Ice for purchase
11am	Fishing derby ends
11am-noon	Stingray exhibit open
11:30am	Lunch served
Noon	Winners announced

SCAN FOR MORE INFO



Street Academy – Survival Tactics for Police Officers

When: June 8, 2022 9:00 am- 4:00 pm

Where: 7780 S St Rt 48, Maineville, Ohio 45039

Cost: \$225

[Street Academy - Survival Tactics for Police Officers - Street Cop Training](#)

About the Course:

Street Academy stresses the analysis of modern-day incidents so that students will learn to train for and focus on dangerous situations that they are likely to incur as modern law enforcement professionals. This course will focus on the urgency of understanding the fundamentals of officer survival, how reliable realistic training enhances our survivability, and how knowledge and understanding of tactical aspects of criminal investigations make us better professionals. Street Academy will strongly encourage attendees to get back to their agencies and make safety and tactics a priority to enhance their safety both physically, legally and in turn enhance the agency's safety and liability protection.

This course will cover how committing small everyday tasks such as gear placement, and how proficiency in things like handcuffing and handgun reloads need to be committed to muscle memory to be performed subconsciously under severe stress. This course will open the eyes of younger officers and reinvigorate the seasoned cops and stress to them the importance of mental rehearsal, having pre-planned options for certain events, and stress inoculation so that under extreme duress our cognitive brain will be able to function and provide us with survival options from the "The Drop Down Menu in Our Brain."

The content of this course will go "beyond" the passenger side approach and discuss proper positioning options for back up officers, angles of fire, avoiding crossfire when sudden violence erupts and the ballistics of auto glass. Students will also explore the science of Boyd's Loop / OODA Loop and how it applies to police work. We The instructor will break down the decision-making process in Boyd's Loop and "flip the switch" to encourage cops to use this science to their advantage and stay ahead of violators in this tactical decision-making process. The instructor will dissect car stops from the pre-stop behavior of the police officer, all the way to arrest. Additionally, the instructor will cover "Pre-Emptive Tactics" used to avert disaster on car stops. Students will learn the tactical and survival aspects of vehicle positioning, vehicle approach, officer / violator contact, removing suspects from vehicles, handcuffing and Terry frisks, modern approaches to "Contact Cover", operating from a Position of Dominance when dealing with suspects, handcuffing, searching of suspects, searches of vehicles, "Pain Compliance v. Cognitive/Physical Dysfunction" techniques, and transporting prisoners.

Instructor Sgt. Jeff Smith began his law enforcement career in 1991 and has spent 28 ½ as a pro-active street cop. Smith began formal police instruction in 1996 and taught Defensive Tactics, Officer Survival, Tactics, Taser, Baton, Less Lethal Options and Drug Enforcement Operations for the next two decades. Smith has spent 18 years in the Narcotics, Special Enforcement and Major Crimes Units where he participated in and supervised 1000's of felony investigations and in his time as a supervisor and detective, his pro-active drug unit was responsible for several thousand arrests and worked with agencies and units at every level all over the Mid-Atlantic region. Smith spent 10 years as a tactical officer with the department's SWAT team and has been a Crisis Negotiator and Assistant CNT Commander for the department's SWAT team for 12 years. Smith has earned 18 departmental commendations, 2 Governors citations and multiple officer of the year nominations. Smith is a court certified expert witness in drug related prosecutions. Smith retired as a Sgt. On January 1, 2020.

EMA Facilitates Exercises for the Community

Warren County EMA and LEPC Hosts Tabletop Exercise



On April 20th, 2022, the Warren County LEPC held a tabletop exercise to discuss the response to a train car leaking a hazardous material in the City of Carlisle. This exercise tested five objectives:

- Initial Notification of Response Agencies
- Incident Assessment
- Population Protective Measures
- Emergency Public Information
- Traffic and Access Control



Participants in the exercise included members of Warren County EMA, Warren County Communications Center, Sheriffs Office, Warren County Soil and Water, Carlisle Fire Dept., Carlisle Police Dept., Carlisle Public Works, Carlisle City Administration, JEMS, Franklin Twp. Fire Dept., Franklin Twp. Administration, Carlisle Local Schools, Greater Cincinnati HazMat, the National Weather Service, Ohio EPA, Ohio EMA, and FBI.

The scenario presented was a suspected chemical leak called in by a concerned citizen on a stopped Norfolk Southern train in the center of Carlisle. Discussion centered around the initial and prolonged response to the incident, and the notification of responding agencies and the public regarding the incident.

The exercise helped foster a relationship among stakeholders for preparing and planning for chemical incidents in the future. Thank you to all who assisted in the planning of this exercise, and all our partners who participated!

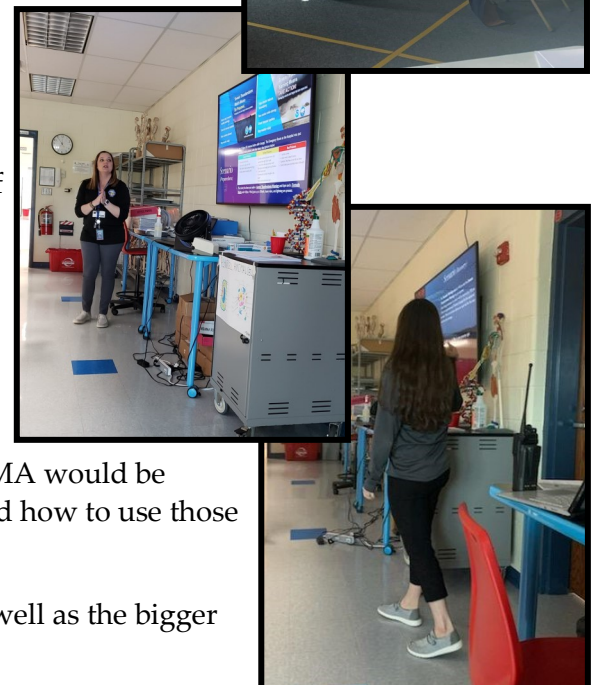


Warren County Visits Kings PLTW Biomed Classes

Warren County EMA visited the PLTW Biomedical classes at Kings High School on April 26th, 2022 to facilitate mini discussion-based tabletop exercises. In each class, students discussed four phases of emergency management (preparedness, response, recovery, and mitigation) and how they impact a hospital during the different stages of a tornado event.

The scenario started in the preparedness phase, with a tornado watch implemented and what actions the hospital and County EMA would be doing. Then moved into the response phase, which focused on the safety of hospital staff, patients and visitors, and information sharing throughout the county. In the recovery phase, students looked at how to resume normal operations as well as the damage assessments County EMA would be doing. Finally, the exercise wrapped up by looking at lessons learned and how to use those to mitigate impacts in future events.

It was a great opportunity to discuss the immediate hospital impacts as well as the bigger picture with County EMA roles.



Where Am I?

Congratulations to Springoro Police Chief, Jeff Kruithoff for guessing last month's picture which is an historic cabin at The Reserves at Cedar Ridge in Clearcreek Twp.

Your gift card can be picked up at the supervisor's desk.



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



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](https://www.facebook.com/WCOHEMA)
Twitter: [@WCEMAOhio](https://twitter.com/WCEMAOhio)

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