

IDAHO PSAP STANDARDS & TRAINING COMMITTEE

OFFICIAL MINUTES

A video/tele-conference/in person meeting of the Idaho PSAP Standards & Training Committee was held on July 7, 2021. The committee members were given the option to meet in person at Nampa Police Department or to join the meeting virtually due to the COVID-19 restrictions.

Commencement

Chair Kevin Haight called the meeting to order at 10:04 a.m. MST. A quorum was present.

Members Present:

- Kevin Haight, Idaho State Police
- Cullin Sherman, Madison County SO – (via tele-conference)
- Carmen Boeger, Nampa PD
- Lynn Parker, Jefferson County SO
- Roxanne Wade, Canyon County SO
- Cindy Felton, Lewiston PD (via tele-conference)
- Wendy Berrett, Whitcom (via tele-conference)
- Charlene Holbrook, Post Falls PD
- Stephanie Harris, Pocatello PD (via tele-conference)
- Trisha Marosi, Idaho State Police (via tele-conference)

Members Absent:

- Erin Hidalgo, Bingham County SO
- DeAnn Taylor, Cassia County SO
- Kelly Copperi, Valley County SO

Others Present:

- Cassie Owens, Ada County 911, Idaho APCO/NENA President (via tele-conference)
- Craig Logan, State of Idaho 911 Coordinator, (via tele-conference)
- Michele Carreras, Idaho State Communications (via tele-conference)
- Jathan Nalls, Idaho State EMS Bureau (via tele-conference)
- Andy Creech, Sheriff of Payette County SO (via tele-conference)
- Shane Wright, Idaho State Communications (via tele-conference)
- John Joseph, IPSCC LMR Committee (via tele-conference)
- Dana Hanford, Industry Partner (via tele-conference)

Consent Agenda

Committee Financial Report – Wendy Berrett gave the Committee Financial Report through June 30, 2021 – Travel and Training - \$22,238.48.

Information Agenda

Idaho EMD Standards/Requirement Initiative

Jathan Nalls shared that he has reviewed the legislation from the following states: Maine, Illinois, New Mexico and Ohio.

Stephanie Harris asked where the national standards come from and Jathan Nalls explained that the information comes from 2-3 national EMD boards which are considered expert accreditation bodies. He explained that an agency does not need to be accredited to be able to use an EMD protocol. The accreditation process would be an additional expense to the agency.

Kevin Haight shared that he is concerned that any kind of accreditation requirement in Idaho would sabotage our efforts. He added that he believes there needs to be a board or body who oversees the EMD protocol mandate; however, he does not think we will be successful if we require the accreditation aspect.

Kevin Haight said that we will need to make a law that says ECO's who are answering and dispatching EMS calls must use some kind of EMD protocol and stipulate that the EMD protocol is used according to national standards. He added that IDAPA rules will also need to be adopted to help establish this requirement. He added that Maine and Ohio have seemed to structure their legislature in this manner.

The committee discussed whether it was feasible to develop a basic EMD class to be taught at POST and it was ultimately decided that it would be a difficult challenge due to time and continual updates that would need to be made for the PSAP committee to commit to and therefore, not a feasible option.

There was a discussion on possible funding options available for agencies and Michele Carreras shared that there are grant monies available through the IPSCC that have been approved for the initial/startup costs associated with an EMD protocol. She did not believe that they have approved any on-going or recurring costs associated with the EMD protocol thus far.

Jathan Nalls drafted ideas for an EMD Act (Idaho Code) and forwarded them to committee members. Each idea was reviewed during the meeting and are listed below.

1. Establishes a requirement for all ECCs to provide EMD through their ECC or in mutual agreement with another EMD center.
2. Establishes a rulemaking and enforcement authority (Board, Commission, Bureau, etc). Logically the EMS Bureau could be the authority.
 - Establish certification requirements for ECCs and ECOs
 - Issue certification based on criteria developed by the Board
 - Establish minimum education requirements based on national standards
 - Enforce compliance and issue probationary/disciplinary action for non-compliance

- Grant waivers based on ECCs inability to comply based on lack of personnel, lack of medical call volume, etc.
3. Establishes a deadline date for statewide ECCs to develop and implement an EMD program or agreement with another EMD center. Proposed 18 months for ECC and ECOs to be in compliance.
 4. Defines EMD system.
 - An unified communication system that takes and processes emergency medical calls as part of the ECCs essential duties
 - Utilizes certified EMD ECOs who are professionally trained to nationally accepted standards to:
 - Question emergency callers to determine whether the caller's emergency is non-medical, medical, and/or life-threatening in nature
 - Give instructions to the caller(s) the appropriate CPR/First Aid/Assessment/Triage required during a life-threatening emergency, prior to the arrival of emergency crews.
 - Dispatch appropriate resources to respond to the scene.
 - Utilizes standardized priority EMD reference system protocols and procedures based on national standards. These must be immediately available at every communication console.
 5. Establishes basic minimum requirements for ECCs
 - Required to follow nationally-accepted standards
 - Required to possess and utilize EMD protocols/procedures based on national standards
 - EMD Medical Director oversight
 - EMD quality assurance (QA) program
 - 24/7 availability of at least one EMD-certified ECO for each ECC
 - Approved professionally developed EMD priority reference system based on national EMD standards immediately available to ECCs 24/7
 6. Defines EMD ECOs
 - Reception, evaluation and processing of medical emergency calls
 - Makes decisions between medical call or non-medical call
 - Communicates basic triage and medical/first aid treatment instructions for life-threatening emergencies
 - Must be Idaho certified by the Board/Bureau
 - EMD course approved by the Board

ECO Academy Curriculum Revisions – Status Update

Nothing at this time.

Idaho ECO-ERT Initiative – Status Update

Emergency Communications Officer – Emergency Response Team

Kevin Haight shared that the Office of Emergency Management and the Deputy Attorney General to the IPSCC are reviewing draft documents and he has an upcoming meeting next week.

Action Agenda

Regional Quarterly Trainings

Q3 – First Responder Resiliency, Captain Cameo Akins

- Carmen Boeger shared that the first class is scheduled for July 19th in Nampa.

2021 Conference – Boise Riverside Hotel – October 18-20, 2021

- *Committee Members will meet at 11:00 a.m. on Sunday, October 17, 2021.*

Keynotes

- Day 1 – Michelle Lilly, PhD. – Current Research Evidence on Health in 9-1-1
- Day 2 – Kyle Plush Foundation (Ron & Jill Plush) – Be Your Best Self

Proposed Breakouts

- **Long Breakouts**
 - Day 1 – Michelle Lilly, PhD. – Individual & Organizational Interventions for 9-1-1
 - Day 2 – Pam Thompson – Be Your Best Self
- **Short Breakouts**
 - PSAP Committee Member Roundtable Discussion
 - Nicole Whittaker - Over vs Under Functioning Trainees
 - Beth English - Leading the Toxic Employee or Cover Your Agency with Documentation
 - Jared Olson - Court Testimony Class

Conference Fundraising Goal - \$35,000

Trisha Marosi shared that \$14,650 has been collected with \$6,000 pending to be paid so far.

Technical Tracks – John Joseph/IPSCC LMR Committee

John Joseph is working with Kelly Copperi finalizing the technical training track schedule. Announcements have been sent out to all the speakers and need to get all the materials out to the website.

Assignments

- **Sponsor/Vendors & Fees** – Trisha Marosi

Trisha Marosi shared there are 18 total industry partners registered thus far. Trisha Marosi will send out a list of the industry partners who have registered to the group for review.

- **Speakers/Break-Outs/POST Credit Approval** – Carmen Boeger/Roxanne Wade

Nothing at this time.

- **Facility/Food/AV Equipment/Scrutiny of Contract & Billing** – Charlene Holbrook/Cassie Owens

Nothing at this time.

- **Welcome Reception - October 18, 2021 / 1800-2000 hours** – Kelly Copperi

Nothing at this time.

- **Tuesday Night Event** – Carmen Boeger/Roxanne Wade

Carmen Boeger shared that the Assistant Attorney General to the IPSCC reviewed the contract with the Basque Event Center and had some recommendations. During the meeting the Assistant Attorney General clarified that one section he noted was being responsible for attendee's behavior/actions during the event and another section was reference to the requirement of providing insurance. The committee members discussed the noted issues and will promote professionalism from all attendees at the event and if there are any issues that arise committee members will need to address the issue with the attendee(s). Carmen Boeger will continue to negotiate the contract with the Basque Event Center and if an agreement can be met then she will proceed with selecting a food option. The cost for the venue and dancers is approximately \$1,250. The cost for food ranges between \$15.00-\$50.00/person. If we choose to have a band at the event it would cost \$600. The approximate total cost for the event would be \$5,000.

MOTION: Cullen Sherman moved, and Roxanne Wade seconded that Carmen Boeger proceed with contract, venue, dancers and food negotiations. The motion passed.

MOTION: Stephanie Harris moved, and Carmen Boeger seconded that if the Basque Event Center doesn't accept our terms and conditions and the venue falls through then Charlene Holbrook will pursue options at the hotel for the Tuesday night event (food/band). The motion passed.

- **POST Rosters/Sweatshirts/T-Shirts Research** – Kelly Copperi

Nothing at this time.

- **Eventbrite/Registration/Attendee Name/Email List/Evaluations** – Kelly Copperi/Cullin Sherman

Kevin Haight shared that Eventbrite was scheduled to be up by July 1st and would like it available for attendees to register within a week.

- **Notebooks/Posters/Promotional Materials** – DeAnn Taylor

Nothing at this time.

- **Swag Bags (250)/Swag Bag Contents / Raffle** – John Joseph/Trisha Marosi

Dana Hanford said AVTEC will be donating the swag bags. He will reach out to DeAnn Taylor for a generic conference logo for the bags.

- **Certificates/Photos/Newsletter** – Cindy Felton/Erin Hidalgo

Nothing at this time.

- **Registration Table/Schedule Cards** – Cullin Sherman/Erin Hidalgo

Nothing at this time.

- **Honor Guard/Singers/Bagpipes** – Kevin Haight/Wendy Berrett/Carmen Boeger

Pipes & Drums

- Day 1 – Boise Fire Pipes & Drums
- Day 2 – Nampa Pipes & Drums

Honor Guard

- Day 1 – Treasure Valley Honor Guard
- Day 2 – Treasure Valley Honor Guard

Singers

- Day 1 – Tiffany and Taylor Knehr, Canyon County SO ECO and daughter
- Day 2 – Tiffany and Taylor Knehr, Canyon County SO ECO and daughter

- **Photo Booth** – Roxanne Wade/Stephanie Harris

Nothing at this time.

- **Governor Welcome Letter** – Kevin Haight

Kevin has reached out to the Governor's office.

- **Idaho APCO/NENA Meeting** – Cassie Owens
During lunch of 2nd day of the conference.

Nothing at this time.

- **Travel Coordinator** – Lynn Parker

Nothing at this time.

- **Instructor Gifts**

Nothing at this time.

- **Poster Boards** – Trisha Marosi

Nothing at this time.

10th Anniversary Challenge Coin (2022) – Carmen Boeger

Nothing at this time.

2022 Conference – Coeur d’Alene – October 17-19, 2022 @ CDA Best Western

Nothing at this time.

Future Meetings

- August 4, 2021 – Nampa Police Department
- September 1, 2021 - Lewiston

Open Forum/Discussion

DALF Videos: (Pocatello Police Department and Canyon County S.O.) Contact Kevin Haight if anyone would like to borrow the Denise Amber Lee Foundation videos.

FaceBook Page: As a reminder, if anyone has information to be posted on the Idaho PSAP Committee FaceBook page send the information to either Carmen Boeger or Erin Hidalgo.

Adjourn

MOTION: Charlene Holbrook moved, and Stephanie Harris seconded that the meeting adjourn. The motion passed.

The meeting adjourned at 2:58 p.m. MST

Kevin Haight
Committee Chair

Cindy Felton
Committee Secretary