

“Between the thin red line and the thin blue line lies the thinnest gold line. This gold line represents those who rarely are seen but mostly heard. The calm voice in the dark night. Dispatchers—the golden glue that holds it all together.”

Idaho PSAP

Third Annual PSAP Seminar—A Resounding Success!



What a great time had by all!

The Idaho Emergency Communications Commission, the PSAP Standards and Training Committee and the Idaho Association of Public Safety Communications Officials (APCO) wish to thank everybody who was able to attend the third annual PSAP Seminar in Boise on October 21st & October 22nd. With record breaking attendance, the seminar featured numerous break-out classes and exceptional speakers. Our generous vendors included: WesTek Marketing, TeleCommunication Systems, Zetron, Priority Dispatch, Tiburon, Century Link, Intrado, Emergency Callworks, Motorola Solutions, Clark Wireless, St Luke's, GeoComm, Harris Communications, Tom Scott Toyota, Xybix, Life Flight, Select Advantage, CAI Information Systems Solutions, Zuercher, Moducom, Select Advantage Consulting, MedStar, Criticall Tactical, AlertSense, Evans Consoles, Concept Seating, Avtec, Commercial Electronics, and The Sales Group, Inc.



KEY NOTE SPEAKERS



Both days were kicked off by excellent keynote speakers, who would set the tone for the ensuing seminar. We were very lucky to have them as they would inspire us during our training and beyond.

Pam Thompson

Pam Thompson has been the director of the Social Service Department at the Kootenai Medical Center since 1984. Pam has been a counselor for over 26 years focusing on behavior problems in children, interpersonal relationships, stress on the job, marriage and family counseling, crisis intervention, adoptions, and individual counseling. Pam has received many awards for her contributions in social work and brings great knowledge and energy to this subject.



“Fill Your Bucket”

We write our own story — Is it a sad story or a happy story? How much time are we spending on “stinking thinking”? This instructor helped us understand that we have a choice to decide how we think about everything in our lives and how to set the expectation for what makes us happy. Pam showed us that there are many types of stress, helped us determine what kind of stress we might experience, and provided tips on how to deal with it.

Pam was insightful, funny and relatable. She was inspirational in her story telling and encouraged us to spend more time with our “joy bag” people. She advised us to make the choice on how to live our lives in the best, most productive and happiest ways. If you see Pam, make sure to ask her about her Matt Damon story and the benefits of cilantro!

Dr. Edwin Hutchinson

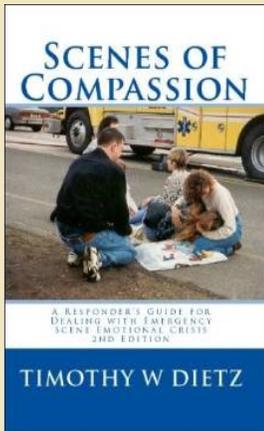


Dr. Hutchinson is the Executive Director of the AMEND Center. He is a well-known workshop presenter, public speaker, and classroom lecturer on dysfunctional relationships, men and women in relationships, and co-dependency. He is also an Idaho Supreme Court approved mediator for child custody and visitation.

Dr. Hutchinson also brought a variety of humor to his presentation. He filled the room with a positive and inspiring talk on self-discovery and commitment to the betterment and enrichment of our own lives. When asked about the presentation, attendees were quoted saying the following, “Loved the course and content; I appreciate that this can be taken and used at work and at home, daily” and, “Excellent message, the tools will help all of us in our stressful lives!”

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Scenes of Compassion



Dispatchers attending the seminar were lucky to be able to attend the ever popular “Scenes of Compassion” presentation by Timothy Dietz, a retired Fire Captain and now the CEO/Owner of Behavioral Wellness Resources, a consulting and counseling firm catering to the behavioral wellness of emergency response organizations and individuals.

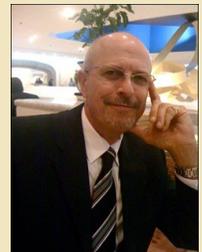
Having suffered a personal loss himself, Mr. Dietz makes the case for a simple approach on assisting first responders to help people cope with death and dying.

With understanding and a little compassion on the part of emergency responders, the grief process can be facilitated for the surviving members as well as the responders themselves. The course provided us with an understanding of the profound effect we have on significant others during and after an emergency incident. By learning simple actions and caring words, we can greatly ease the stress and leave a supportive impression on those involved.

Many tears were shed during this presentation. Attendees described the speaker as “wonderful” and said they had “never felt so moved or inspired”.

Minimizing Internal Workplace Drama

Another fun, fast paced, entertaining presentation— this one by Norby Rudel. Mr. Rudel is the President and Founder of Internal Performance. With people’s lives in their hands, emergency communication operators do not have the luxury of being focused on internal drama. Creating more drama with those who should be a source of support makes the work environment unhealthy and more stressful than it already is. “Let’s not argue, I happen to be right” is a practical, entertaining and highly interactive presentation that seeks to minimize internal workplace drama and create a more healthy and positive environment.



Idaho PSAP

Have you ever been serenaded by a quartet of cops? We have, and it was brilliant! If the presentation of colors by the Joint Honor Guard and the Idaho State Police Honor Guard wasn't moving enough; listening to the a cappella harmony of the Boise Police Honor Guard Quartet one day and the Boise Firefighters Pipes and Drums the next was sure to form a tear in your eye. It was a beautiful and awe inspiring display honoring our country and its flag!



Break-Out Sessions

Packed full of information, the break-out sessions offered at this year's conference were not just fun, they were informative and totally relevant to our jobs! Which was YOUR favorite?

Fusion Center, Lacy Craig

Have you heard of the Fusion Center? Do you know what it is or what it does? Even those who had heard about this center before learned more in depth about what it is they do and how they help dispatchers in the course of the job. Many attendees did not know it was an option as a resource for us and found that they can help law enforcement agencies more than we realized.

The Fusion Center is located in Meridian and is operated by two full time Intelligence Analysts. The Fusion Center is an information sharing center made up of local, state, and federal agencies. Their mission is to protect citizens and critical infrastructures.

Each agency has a liaison that works directly with the Fusion Center. Do you know who your department liaison is? If not, find out and ask them what kind of information they share and receive from the Fusion Center every single day. Whether it's information about gangs, terrorists, officer safety subjects or general information, the Fusion Center was built to allow every agency better access to more detailed and concise information. Talk to your agency about how they want you to utilize the Center's expertise!

Next Generation 9-1-1

Times, they are a changin', that's for certain. But how rapidly they are changing for 9-1-1 dispatchers is exciting and terrifying at the same time. **Cortney Dennis**, the Public Safety Communications Manager with the Ada County Sheriff's Office led a panel of IT experts to showcase what to expect as life moves forward. Remember when we didn't have GPS? Well, hold onto your hats, friends; new technology will surely blow your mind. From text messaging 9-1-1 to the manner in which cell phone companies bid locations on 9-1-1 calls, there's a whole lot of new technology coming your way. We were assured it wouldn't hit us all at once, but when it does, embrace it; it will make your life easier! PS: One neat thing they had us do (and try this if you can) is to text a "test" message to 9-1-1. See what happens!

Hostage Negotiations/Crisis Management

Sergeant Joe Ramirez, Nampa Police

We've all heard about hostage negotiations where somebody takes somebody else hostage, but what happens when somebody holds *themselves* hostage? Yes, in the case of suicidal subjects—that's exactly what happens. This presentation was powerful, impactful and supportive of the 9-1-1 dispatcher and how crisis situations affect them during and after the call.

The class featured actual 9-1-1 crisis calls and videos of real negotiations, which of course, we all found to be fascinating. The speaker was passionate about the subject and it relayed very well in the presentation.

Always remember that it's your voice in the darkness that gives hope to those who really need it.

Media Relations/Public Perception

Twitter, Facebook, Instagram, Nextdoor; these are just a few examples of media that can be utilized nowadays by law enforcement.

According to **Andrea Dearden**, Communications Advisor for the Ada County Sheriff's Office, these media outlets can be used to your agency's advantage by posting information, updates, positive news stories and even communicating one on one with a citizen in real time.

The course focused on public information, media and messaging for emergency communicators. Ms. Dearden provided great information as to what the public needs, wants and how they use the information given to them. She also gave quality tips on the basics of social media and how social media is changing how information is shared. She also stressed the importance of agencies telling the story in their own way and how to gain public support and build trust.



Front Row: Trisha Marosi, ISP; Kevin Haight, ISP; Bruce Bowler, Madison County SO; Cullen Sherman, Madison County SO; Erin Hidalgo, Bingham County SO

Back Row, Kathy Gaia, Latah County SO; Kelly Copperi, Valley County SO; Wendy Berrett, WHITCOM; Carmen Boeger, Nampa Police; Derek Dofelmire, Shoshone County SO; DeLisa Orren, Idaho State Police; Charlene Holbrook, Post Falls Police; Donielle Whitney, Pocatello Police; DeAnn Taylor, Cassia County SO

A very special thank you goes out to our PSAP committee who works tirelessly putting together this seminar! The PSAP Standards and Training Committee is committed to promoting professional development and standardization of public safety communications in the State of Idaho. Visit us at our website: www.idahodispatch.com . Be on the look-out for future workshops being held across the state. We look forward to seeing you at the 4th annual PSAP Seminar!