



IDAHO PSAP



Another amazing PSAP seminar was held October 20th & 21st with attendees from around the state. The PSAP committee is proud to organize an incredible conference filled with thoughtful and inspiring speakers, sessions and networking opportunities.

From passionate keynote speakers Mike & Carrie Kralicek to Ron Price from Price & Associates showing us our leadership potential to the gut wrenching stories of emotional survival from local officers to practical job related training, this year's PSAP seminar was called "one of the best" over and over again. We can't wait to see what they have in store for us next year!

A huge thank you to the committee!



(from right-left) Trishia Marosi, Cindy Felton, Wendy Berrett, Donielle Whitney, Charlene Holbrook, Kelly Copperi, DeLisa Oren, Kevin Haight, Anna Pearson, Carmen Boeger and Roxanne Wade. not pictured: Erin Hidalgo, Bruce Bowler





911 DISPATCHERS

CALM

SERVICE TO OTHERS

COMPASSIONATE

Lifeline

DEDICATED

HONORABLE

UNSUNG HEROES

COMMUNICATORS

I'm a
911 DISPATCHER
what's your
superpower?

Inspiring Speakers!



Leadership Qualities. Presenter Ron Price

Ron Price spoke about leadership qualities, different types of leadership roles and bad systems vs bad people. There are 3 types of leadership; Positional leadership, Expertise leadership, and Character leadership. Positional leadership comes from endorsements, we follow a person because we have to. Expertise leadership comes from a person leading in a field because they have studied and become proficient in an area, we follow them because they can do things for us. Character leadership comes from a person having morals, ethics, loyalty and integrity, we follow them because we want to be like them. Positional leaders become better by using their influence to make a positive impact on your followers. Expertise leaders become better by learning all they can about their field, coming up with beneficial new ideas, and not becoming complacent. Character leaders can become better by following through with ideas to help their followers. One should focus on what the impact of their action was on others rather than what their intent was. Intent has no meaning, only impact. Remember there are parts of you that you simply cannot see, this is why we continually need feedback. Most problems are caused by bad systems, not bad people. If there is a problem with a person, review the system.

Blue Courage-The Heart and Mind of the Guardian. Presenter Victor McCraw

There are 4 things that one needs to have to be in our profession: The correct heart set, mindset, skillset, and toolset. If any one of these are missing, the package is not complete. If you choose this profession, you must live up to its principles. You must have integrity. The definition of what we do in law enforcement is to preserve freedom and uphold democracy. The idea of policing dates back to Plato, who in his work The Republic introduced the concept of Police as Guardians. One must remember the principle of using the power of influence, not the power of control. Instead of confronting behavior and challenging the person, one should resolve to explore the behavior and engage the person. It was also brought up that persons in Law Enforcement were 3x more likely to die due to suicide than the civilian population. Suicides are also shown to be more prevalent in smaller agencies. To be happy in our positions we must have the heart set, mind-set, toolset and skillset. We are one team with one mission and we have to have each other's back. We are family.





October 20. Keynote Speaker Mike and Carrie Kralicek

The conference began with a presentation by Mike Kralicek and his wife Carrie. Mike is a retired Coeur d'Alene Officer who was shot in the line of duty in 2004 while assisting another agency. The message Mike shared to the group was one of officer safety and the importance of dispatch and critical incident stress management. During the call, there was much confusion as well as some radio difficulty. This presentation from Mike and Carrie assured those dispatchers in attendance that their role in officer safety is critical! The end result was that dispatch did not even know who had been shot, believing it to be the suspect only. Mike describes dispatch as the 'lynchpin' that holds it all together. Thank you to the Kralicek's for their continued commitment to Law Enforcement and specifically Idaho Dispatchers!

Amber Alert Training. Presenter Gus Paidousis

Gus Paidousis is acutely aware of the difference a dispatcher can make in the outcome of call. The timeliness in which they gather and disseminate the pertinent information makes a huge difference. In 56% of cases, there is a 2 hour delay in reporting a missing child. 58% of abducted children are initially reported as missing. 46% of abducted children are dead within one hour of disappearance, 88.5% are dead within 24 hours, and 40% are dead before they are even reported as missing. There are 203,900 family abductions per year, 1,682,900 runaways, and 455,100 lost injured or other missing children. There is additional training available on the Amber Alert system thru ISP and there is online training available through NCMEC. ISP currently practices Amber Alerts that any agency can be involved in by contacting them.



"It takes a village to raise a child, it also takes a village to find one"

Security Threat Groups. Presenter Nicole Fraser

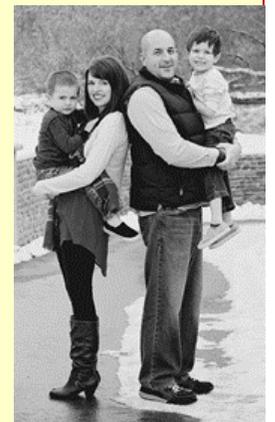


Idaho is actually in the top 5, per capita, for gang member population (6 per 1,000 people). There are 4 predominant gangs in Idaho: Aryan Knights, Surenos, Nortenos, and the SVC (Severely Violent Criminals). These gangs are all housed in jails in Idaho. Nicole stated that if someday the Surenos and the Nortenos ever start a war in the prisons, they will be asking for help from all law enforcement across the state. They currently survey incoming inmates to identify gang affiliation. They can also be identified through their tattoos, cryptic messages in incoming and outgoing mail, social media pages and through information from other agencies. When a new inmate enters the holding area of large jails, they are immediately approached to be recruited by one or more of these gangs.

Emotional Survival for the First responder. Presenters Brad Childers and Jamie Burns



Both Brad and Jamie have been injured in the line of duty. The story they had to share with us were about their experiences and the aftermath of them. Although both had different issues to deal with after they were injured, both had the same message; we are only human. Much time was spent on the importance of Critical Incident Stress Management (CISM). There are teams that can be contacted through the state that can come and assist when critical incidents occur. There are also resources such as the Employee Assistance Program that can be utilized by team members who have not been able to get the help they need through CISM. It is important to remember that this help is out there because too many members of law enforcement have been lost due to the dinosaur mentality of 'suck it up' or 'you just have to be tough to do this line of work'. Seek the help when you need it, before it is too late.



Great Information!

What to do when you Receive a Subpoena. Presenter Bryan Taylor

Brian discussed the subpoena process and provided helpful tips on what to do, pointing out that attorneys are more frequently calling on dispatch to testify. Our reports or our extended descriptions should be Complete, Clear, Concise, Accurate, Impartial, and Factual. When possible they should include the Who, What, Where, When, How, With What, Why, With Whom and How Much. When you find out you must appear, look over your incident, review the audio of the call, and arrange to meet with the prosecutor. A dispatcher is a reliable and trustworthy source of information, this is why we are being asked to testify more and more. Always dress well, do not slouch, do not slur, do not look down. When answering questions, address the jury, they are your audience. Simply tell the truth. The prosecutor is your friend and protector in the courtroom.



A direct examination will be open ended questions. A cross examination will be close-ended questions, answer with a yes or no, if you do not know or recall say you do not know or recall. Do not volunteer details that have not been requested. Timeline: jury selection, opening statement, defenses opening statement, states witnesses, defenses witnesses, states closing argument, defense closing argument, state's rebuttal, the jury deliberation.

In summary, there are more gang members out there than we thought. There is Amber Alert training available. Please take advantage of this in a training capacity and not the real thing. Utilize Critical Incident Stress Management. Be prepared when you go to court. Be the leader you would want to follow. Have each other's six. One Team, One Mission!

A **VERY** special thank you to the PSAP attendee for taking the time to submit these summaries to show their appreciation for the awesome seminar!



LOCATION, LOCATION, LOCATION,...

by PSAP Committee member DeLisa Oren, ISP Regional Communications– South

First of all – a huge thank you to all who took the time to fill out the seminar evaluations. Each of them was read, and every comment and suggestion considered.

For those who have not been to each seminar, here is a quick location history. Year one, the seminar was held in Building C at POST. The response for attendance was far greater than anticipated, and we had outgrown our space before we even began. What a great problem to have! As we searched for a larger space, the two problems we continually ran up against were either the venue was already booked for the dates we wanted, or the venue was out of reach for our budget. (As most of you know, the seminar is held at no cost to the attendees. All of the speakers and meal costs are covered by the vendors, and other generous donors who support our profession, and see the need for continued education.) When we were fortunate enough to find the Red Lion – Downtowner, they had the dates we wanted available, AND they had what they call a sliding scale. If we had enough room nights booked at their facility, the use of their venue was free. We held the seminar at the Downtowner for years two and three. It was a wonderful venue, with a truly professional staff, but again, we outgrew it. In looking for a new venue, again, that was large enough to accommodate our wonderful growth, and was still in our price range (free is a wonderful thing!), we came across the Boise Hotel. They had our desired dates open, and they also offered a free venue space due to the fact that they would undoubtedly have out of town guests staying at their facility. When we toured, there happened to be a convention going on, and it gave us a wonderful view of how the space could be set up for the vendors, while still accommodating the attendees – and even give the attendees the much desired and asked for tables in the classrooms. It was an older facility, and the set up was a little unusual, but we felt it was definitely worth a shot.

Shortly after we signed the contract for the venue, the facility was purchased by the Wyndham Hotel chains. Management was changed, but communication was good. We understood going into the seminar that we were the first large event under the new management. It was expected that there would be a learning curve, but at that point in time, we felt there was no option but to give it a chance and see how it went.

The attendee feedback on the facility was mixed. Some people loved the location – they especially loved how easy it was to access. A small handful did not like the location – it did not have enough to do within walking distance. Some people loved the food. Some people did not like the food. Some people felt the classrooms were too cold. Some people felt the classrooms were too hot. Some people loved the fact that they had tables. Some people didn't feel that the chairs had enough cushioning. You get the idea.... Even though you can't please everyone, one of the biggest red flags came from the comments from those who were unhappy with the housekeeping portion of the rooms they stayed in. Again, while most felt the facility was clean, and they had no problems, but we had a handful of people who did not feel the rooms were clean. To us, that was unacceptable.

In looking at other venue options, again, the larger hotels that offered the affordable sliding scales were not open to us on the preferred dates. A contract for one of our keynote speakers for 2016 had already been signed, so changing the dates was not an available choice for us. We re-looked at convention venues that did not have the hotel attached to them, but the best fits would cost us between approximately \$5,300.00 - \$8500.00. While our vendors and donors have been amazing, we have used their money for your lunches and speaker fees. As a committee, we feel strongly that we would rather use money raised to bring quality speakers that will motivate and benefit all in attendance.

In discussing the concerns from the 2015 seminar with the management at the Wyndham, they were receptive to all constructive criticism. They completely understood our concerns, and quite frankly, they were embarrassed. This week, I received an email from them with the following information:

- 1) We are in the process of replacing our head housekeeper and have added more staff to the inspection process.
- 2) Chef Dean has moved on to a new opportunity (Albertson's Executive Chef), but his replacement is phenomenal both in terms of presentation and flavor.
- 3) Banquets is in a state of retraining and reinventing itself.
- 4) New carpet has been ordered for the banquet rooms which will be followed with new paint.
- 5) We have contracted to have all of the tile in the guest rooms professionally steam cleaned.

After weighing all of the above factors, as a committee, we have chosen to honor the contract with our keynote speaker, keep the dates originally planned, and give the Wyndham another chance. If any group understands the concept of identifying issues and trying to correct them, it is dispatch. Your PSAP Committee has heard your concerns – they have not fallen on deaf ears. We loved the fact that the Wyndham had the space we needed to provide a more comfortable classroom environment for the attendees, while giving the vendors a quality space to display their products and interact with everyone. We are encouraged by the steps the Wyndham has taken to address our concerns, and fully expect the issues brought to their attention to be remedied and running smoothly well before our 2016 seminar. While most attendees did not have issues, and probably stopped reading this after the first sentence, for those who did have problems, we wanted you to know the steps being taken to remedy them, and the reasons behind the decisions made. Again, thank you so much for your input. Without it, we would not be moving in the right direction!

We couldn't have said it better....

From the wife of Sgt. Jamie Burns...

When you're married, regardless of marriage length, you think you have a pretty good idea of who your spouse is--personally, professionally, emotionally, spiritually, parentally, the works. You chose them for a reason. Not that I didn't already know I made the right choice with Jamie Burns, but eight years and two kids later, to be more in love with my husband today than I was when I married him is a blessing, and to share my soul and genetics with him through our children is such a profound feeling there are no words. However, I rarely encounter Jamie the police sergeant. I simply share a life with Jamie my husband. Sure I see him in uniform the few times a week he gets to come home and say hi, but to witness him in 'action' beyond the patrol car was absolutely breathtaking. I was blown away by him, his co-presenter, and every person in that room. I saw a side of Jamie I have never seen, and I shared that with a room full of people who understood this emotion, and it was phenomenal. No, I'm not an officer. I don't patrol the streets, witness unspeakable and brutal crimes, investigate murders or crash scenes, run traffic, save children, coach young adults, mentor those who may not want mentored, help the elderly cross the street, touch the heart of an addict, or protect and serve the entire community like they do so I can't possibly relate to that. I'm not a dispatcher. I am not the lifeline of the officers in the field, or dictate their whereabouts, handle the calls behind the scenes, back up screams when no one can hear, I'm not their ears and voice on the phones, I am none of this and cannot understand the many facets. Nor am I the records clerk, who transcribes the bloody crime scene from a dictation, pulls files, distributes details, keeps the information of each case together and accessible, which is an incredibly vital role, one I also have never experienced. I am not a firefighter nor am I a paramedic, or any other first-responder to any critical event and would probably pass out and be more of a hindrance than help. But they truly believe I am part of their mission, and I am so grateful I was able to share this time and be a part of it. They are one team, with one mission. Each person involved wants just as much for Jamie to come home to me and the boys, as he does himself, regardless if they are behind a dispatch console, yelling 'shots fired' right next to him, a firefighter running toward danger just wanting to lend a hand, or a paramedic fighting desperately to save his life. It is one team, one mission. I felt this culmination in my chest yesterday as I sobbed listening to the audio of a five-year-old girl crying to my husband when he found her naked, freezing, and raped in an alley. I had never heard it before, and it made me ache. But what calmed me was he was not alone on that call. There were other officers, dispatchers, paramedics, firemen, and several other behind-the-scenes people that came to their aid. Moments before this I witnessed the reaction of a fellow cop wife who, for the first time, watched the video of her husband being shot in the line of duty, and it was the gift of watching it WITH him three years later that flooded her eyes in acknowledgement. He was also not alone. I watched a friend and dispatcher uncontrollably sob, needing to leave the room because the emotions surrounding the realness of these situations ripped right through her. This struck the chords of my heart yet again. It's not just Jamie. It's not just me. We are not the only two living this life. This novel is to thank those of you outside our home, but very much a member of it. Regardless of your part, even if you think it is insignificant, I assure you it is not and you are a vital member to our survival. I thank you from the bottom of my heart for being on Jamie's team. He is my everything, and I need YOU, too. — Laura Burns

PSAP Standards and Training Committee,

WOW!!!! I continue to be impressed with your planning, coordination, thoughtfulness, and effort that goes in to this seminar - it all paid off with your fourth annual PSAP Seminar raising the bar once again! Thank you for what you bring to the group with your individual strengths and passion, and for the synergy of your group that can be seen and felt by others. I'm sure you're all tired today - know that your energy wasn't wasted. This seminar provided the 130+ participants with new tools to do their jobs and inspiration that will have a positive impact on them personally, with their peers, and for the community in which they serve. In gratitude for who you are and all that you do -

Jodi McCrosky
I.E.C.C. Commissioner
Law Enforcement Planner
Boise Police Department

What's with the poop?



You've seen this emoji throughout the newsletter and have probably been wondering why. A group of dispatchers were recently shown this picture and asked what it signified to them. While most of them agreed that it's plain old poop, their supervisor insists that it can be poop, or it can be chocolate ice cream. Perception is huge when it comes to positive attitudes, clear communication, and seeing both sides to the story.

Sometimes, you have to retrain YOUR brain!

And the winner is...

The Idaho PSAP committee was fortunate to receive many donations for our yearly raffle. This year we had thirty one magnificent prizes up for grabs by those who attended. The lucky few?

- ◆ Vickie Muir (Pocatello PD) - auto safety light
- ◆ Lindsay Nowotny (Nampa PD)- \$100 Visa gift card & keychain from the PSAP Committee
- ◆ Susan Peck (Caribou County SO) - \$50 Cabelas gift card & keychain from Clark Wireless
- ◆ Samantha Barghoom (Garden City) - \$20 cash from Xybix
- ◆ Denise King (ISP) - homemade quilt from Cindy Felton, PSAP committee
- ◆ Robin Wintle (Malheur County SO) - buck knife
- ◆ Megan Myers (Valley County SO) - \$50 Best Buy gift card from Solocom
- ◆ Jennifer Williams (Jefferson County SO) - dispatch sign from Anna Pearson, PSAP committee
- ◆ Ashlee Hunt (Ada County SO) - Kindle Fire from Motocom
- ◆ Craig Stotts (Twin Falls City) - 911 Cares shirt & candy bar
- ◆ Tauni Thode (Malheur County SO) - Timberlodge Candle & keychain
- ◆ Christi Ritchie (Twin Falls) - CJIS mug & Dunkin Donuts gift card
- ◆ Rebecca Justus (Nampa PD) - Wine & glasses gift basket from Idaho State Police Association



- ⇒ Dave Taylor (Nez Perce) - shirt & candy bar
- ⇒ Casey Osborn (Adams County SO) - CJIS mug & Dunkin Donuts gift card
- ⇒ Kari Jones (State Comm) - shirt & candy bar
- ⇒ Ian Nelson (Pocatello PD) - Vizio TV from Westek
- ⇒ Abi Kor (Bonner County) - \$50 gift card from the Sales Group
- ⇒ Jay Heward (Cassia County SO) - \$250 Visa gift card from Idaho APCO



- Dave Sanders (Camas County SO) - \$50 gift card to Cabelas & keychain from Clark wireless.
- Kenia Bacon (ISP) - CJIS coffee mug & Dunkin Donuts gift card
- Jason Rogers (Cassia County) - 9-1-1 Cares mug
- Kristine McDonald (Twin Falls PD) - PowerPhone water bottle & golf balls
- Jennifer Hazel (ISP) - \$25 Visa gift card
- Melissa Sage (Twin Falls) - \$25 Visa gift card from DSS Corp.
- Heather Stein-Gunn (ISP) - 9-1-1 Trainer book
- Charlene Rumsey (Idaho Falls PD) - cell phone charger from PMT
- Clint Sant (Twin Falls PD) - PSAP water bottle
- Jane Richmond (Ada County SO) - \$25 cash



See you next year!



See you next year!

