

911's 411

Covington-Newton County 911 Center

Volume 3, Issue 2

April-June 2006

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THANK YOU!!!

To Mike Smith for purchasing and installing the Water Filter in the kitchen. We will enjoy it and want you to know that we appreciate it!!!

THANKS—Trudy

The words "racecar", "kayak", and "radar" are the same whether they are read left to right or right to left.

Another Change.....WHEW?

Since August, the Spillman system as we once knew it has faded away and now, it seems, we are constantly barraged with change.....*after change.....after change*. If you once knew how to run FIRE radio; you had to relearn it because of the paging. We once just put any old address into the system; now we have to make sure it geo-codes correctly. We once just worried about CPD and Covington Fire scrutinizing everything we put in the logs; now the logs are accessed by NCSO, PD, NCFD, CFD, OPD, PPD, NCDA,..... and OH MY GOSH THE ACRONYMS. We once had to SRP our GCIC information over to CPD; now we attach the information directly into the call for access by all of the agencies that need it. We once had to rely on an officer calling us and telling us where they are; now we have some units that simply log them-

selves out without telling us (how dare they.) Overall it has been a busy 9 months since August.

Now, just when you thought it was safe to look at another email from adam.cooper, we are about to start training the entire Sheriff's department on using the system. And as we all know, every time we bring a new agency on it means, that's right,.....CHANGE. I would like to commend everyone on their ability to adapt quickly to the changes we have made during this entire data project build-out. However, the changes are far from over.

Now, from the distant horizon, comes the Radio build-out. With that comes computers in almost all of the units; police, fire and EMS. The days of sitting back and waiting on a radio call to alert you to pay attention will soon be replaced with having to pay close attention to the indicators and sounds that the sys-

tem uses to alert you of changes. With the radio build-out also comes AVL; now you will know if a unit is closer to a call than another unit and so will their supervisors. The job as we know it is changing.

We are a progressive department and the desire to be the best, and to have the best technology to help make that possible, drives us forward every day. Change comes quickly, like a police officer starting a 10-80, and we all have to be prepared and flexible enough to adapt and continue pushing forward. I wish I could say that the emails from me concerning changes in the system are done, but that wouldn't fit into the model of us being progressive now would it? Yes, the emails will keep coming; yes, the changes over the next 10 months will keep coming; and yes I will continue to be amazed at how quickly the quality dispatchers at this center adapt and keep moving forward. Thank you for all of your hard work.

Congratulations!

Congratulations are due to all who were promoted and/or moved (or both)!

Here are everyone's new assignments...

Team A, **Team Leader—Mike Watts**, GEB Beasley, Christina Crabtree, & Tiffany Stephenson

Team B, **Team Leader—Laurel Roysden**, Edmetris Moore, Krista Hipps, Rebecca Myrick, & Sarah Herbert

Team C, **Team Leader—Erin Ruppel**, Suzzan Monroe, Tom Wall, Katie Quinn, & Amy Wood

Team D, **Team Leader—Keith Zackery**, Amanda Jones, Kristen Vineyard, & Jennifer Mercek

Team T, Mike Smith, Trudy Henry, Adam Cooper, Fay Puckett, & **Accreditation Coordinator—Anessa Westmoreland**


May, Schedule of Events

- May 14—Mother's Day
- May 17—Staff Meeting
- May 20—GEB got married! 
- May 23—TRAINING CLASS, Anessa Westmoreland's, Stress Management 6pm—8pm
- May 24—TRAINING CLASS, Anessa Westmoreland's, Stress Management 6pm—8pm
- May 29—Memorial Day
- May 31—Recruitment Team Training
- May 31—Team Leader Training

MAY 2006

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
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| 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| 21 | 22 | 23 | 24 | 25 | 26 | 27 |
| 28 | 29 | 30 | 31 | | | |

June, Schedule of Events

- June 1st—Amy Wood's last day 
- June 15 & 16—GPAC Meeting, Tybee Island
- June 18—Father's Day
- June 21—Staff Meeting
- June 28—TRAINING CLASS, How to Communicate with Your Supervisor—APCO Webinar 2pm

JUNE 2006

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| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
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Happy Birthday


- June 8—Ryan Turner

July, Schedule of Events

Happy Anniversary

- May 14, Adam Cooper 2 years
- June 2, Kristen Vineyard 2 years
- June 23, Anessa Westmoreland & Mike Watts promoted for 3 years
- July 21, Trudy Henry 12 years (June 23, promoted for 3 years)
- July 27, Amy Wood 1 year

SWITCH FROM DAYS TO NIGHTS AND NIGHTS TO DAYS!

- July 4—Independence Day
- July 7—Pirates of the Caribbean II in theaters near you!
- July 15—Keith getting married! 
- July 18—TRAINING CLASS, Stacey Cotton's Professionalism 1pm-5pm
- July 19—TRAINING CLASS, Stacey Cotton's Professionalism 1pm-5pm
- July 19—Staff Meeting

JULY 2006

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
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| 30 | 31 | | | | | |

MIKE WATTS GRADUATES FROM LEADERSHIP NEWTON COUNTY

In August of 2005, Mike Smith nominated me to be part of the 2006 Leadership Newton County Class. Leadership Newton County is an annual program which helps to identify and educate future leaders in the community. The class, which averages 20-25 people, participates in a weekend retreat then monthly, daylong sessions. Session topics include: Local Government and History, Education, Tourism, Health and

Human Services, Economic Development, State Government, and Public Safety. The classes are held on the third Thursday of each month beginning in October and last through April. In order to complete the program, and become a graduate, students are not allowed to miss any session. The Leadership program is a wonderful organization. If any of you are ever asked to participate please accept. You will not regret it.



MIKE WATTS GRADUATES FROM LEADERSHIP NEWTON COUNTY

Laurel Roysden would like to express her gratitude to the Administrative Staff (and Cindy) for running radios for the teams to have dinner together! "That was very special"

Christina attends CTO

Dogs and cats, like humans, are either right or left handed... or is that paws?!

The CTO course was unlike any other course I have taken at GPSTC. Angela Bowen was the instructor and she advised us on our first day that the class format was fairly new. There are a few things that really stood out about how this class was taught, aside from the amount of pre-work to do before the class. Angela advised us that she wanted us to feel free to engage in open discussion, to express our ideas and experiences on each topic. Not only did we discuss how we should teach others but how we as adults learn. We learned about the different ways in which people obtain the same in-

formation. Some are more visual, some more hands-on, others may prefer a lecture style, while others may learn better by example. We learned some characteristics which can help identify which learning style a student may fall under. We also discussed different methods of teaching the same material. The class really sheds some light on adult learning. It also gives an instructor tools to help get the most out of training sessions. It is important as an instructor to realize that we as adults do not learn as we did when we were children, unlike children our minds are not a

clean slate, we draw upon our prior experiences to help us learn new skills. Also we do not all learn new information the same way. If your student seems to be having a difficult time during a training session it would be a good idea to take a step back and review your teaching methods, are they all geared toward one learning style? How well does your student respond to your method? Does your student have any prior knowledge of the skill being taught from which to pull from? Identifying your student's learning style and formatting the learning activities to their style will allow them to get the most out of their training.

Medical Terminology, Katie Quinn

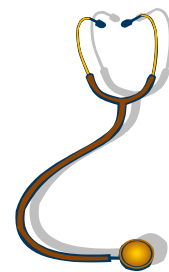
I attended our February in house training lead by Mike Watts in medical terminology, this class was interesting and very useful to me. The class was intended to help us better understand the terms used by callers and medics so we can better serve our community.

I learned a lot from this class and it has been very helpful since then. It has enabled me to better under-

stand the caller's needs so we could send the proper units. It has even helped me out relaying info from medics to the hospital when they were unable to call their updates in over the HEAR system. We had an OB complications call not too long ago which I had to call the birthing center and give the update. Without this class I think I would have been very confused when they said "para 2

grava 1" but I knew exactly what they were talking about and felt confident telling the nurse that information.

This was a great class and I would recommend to anyone who did not attend to go if it is ever offered again, and hope that Mike can get the advanced class together for us so we can learn even more.



"call a code, get a cart! STAT"
"O-2 stats down"
"Patient history hypertension"



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Anessa's Trip to 9-1-1 Appreciation Day

On March 2, 2005, I was able to attend 9-1-1 Appreciation Day at our State Capitol. Mike Smith always encourages participation in this event, because 9-1-1 Centers from all over the State attend every year. Mike usually sends an invitation to everyone at the Center prior to the event. This year the attendees were: Adam Cooper, Trudy Henry, Suzzan Monroe, Erin Ruppel, Mike Smith, Mike Watts, Amy Wood, and myself. We had a lot of fun! Mike Smith was there at the crack of dawn for a meeting and the rest of us got to ride in the Covington Police Van. If you haven't ever road in the van with Mike Watts driving that is a treat in itself!

9-1-1 Appreciation day is an event where children that have been nominated as 9-1-1 Hero's by 9-1-1 Center's across the State of Georgia are recognized for 9-1-1 calls that they have taken and each one of them receives an award. The ceremony itself doesn't last long, but we always get to go eat lunch afterwards. In the past we have went to the Varsity, but this year we went to Maggiano's Little Italy for lunch and it was AWESOME!!

I decided to write this article, because I want everyone to try and participate in the future. If you take a call from a child for an emergency, please nominate the call so our Center can play a more active role in this event, next year.

Laurel's Trip to St. Simon's Island for the APCO Conference

We went to St. Simon's Island to attend the APCO Conference on March 13, 2006 and I came back on March 15, 2006. First, I must thank Mike for the beautiful room that we had. The first night there we were outside Mike's cabana, and we heard Sarah make this startled noise. We looked up and Sarah almost fell down the stairs. Sarah had found an opossum in the bushes at Mike's porch. That was the ugliest thing. It would not move, but would steadily hiss at us. We knew then that this would not be a normal trip. The Hotel called out a maintenance man, who looked at the opossum, said "That's an opossum" and then he just looked at us like "well, what do you want me to do?". Finally, the opossum left while we went to dinner. But go figure, who expects to see an opossum right at the beach? (Ha-Ha)

We then go to dinner, approximately 12-15 of us. While we are enjoying our dinner, Sarah spots a spider on the wall. It looked to be a mix between a spider and a crab. From there the fun began! Sarah grabbed the waiter and said "Get it!". Of course, the waiter did not know what she was talking about. The little old couple sitting behind us looked up, and the gentleman jumped up. The gentleman kept wanting his wife to get up but she just kept on eating her meal. The spider began its climb down and up the wall, behind pictures and all. The waiter attempted to get it multiple times. While he was doing that and moving down the wall from table to table, there were all kinds of "Ohhhs and Ahhs!" going on. I laughed so hard that I was almost crying. It was like in the movies or something. I learned then that Mike DOES NOT like spiders. He refused to even look! Finally the spider disappeared and everything settled down. If we would have had a camcorder, we could have won America's Funniest Home Videos.

The next morning we were up bright and early to attend the beginning of a series of classes. I learned a lot of new information on several different subjects. After lunch, I was to teach a class on A Child Is Missing. I started off a bit nervous and then had trouble with the computer and projector not wanting to work together. Finally, Mike fixed both and I was able to proceed with informing everyone about the organization we are a part of. I am really thankful to Mike and Trudy for that opportunity. To know that they had that much faith and trust in me to represent the Center in that fashion was a great honor. THANK YOU!

I came back home on March 15, 2006 excited about the opportunity given to me and the experience of learning so much.