

TITLE: **Stress: It's All in Your Head**

PRESENTER: **Tony Harrison**
Public Safety Group

DESCRIPTION:

Communications is one of the most stressful jobs in the country. It is critical that communications professionals learn how to deal with stress. This class is a dynamic look at the stress faced by the communications professional and how to manage that stress. The class will not only focus on the daily stress in the communications center but at home.

TITLE: **“Officer Down” What Dispatchers Need To Know**

PRESENTER: **Lt. Robert Graham**
Professional Dispatch Management

DESCRIPTION:

This course seeks to inform the dispatcher of their role in officer safety.

- How to recognize “Red Flags”
- How to remain cool under pressure
- How to develop policies and procedures for handling in the line of duty death calls or injuries
- How to prepare for the aftermath, and how to react to the phases of crisis and the intense emotion that follow an officer down call

TITLE: **APCO-AFC Steps to a Successful FCC License**

PRESENTER: **Jim Kowalik**
APCO Frequency Coordinator for the State of New Hampshire

DESCRIPTION:

This seminar will provide some information on the FCC licensing process and how to successfully navigate through it.

TITLE: **New Hampshire TERT: What Is It?**

PRESENTER: **Mike Geary**
NH Division of Emergency Services

DESCRIPTION:

The nationwide TERT initiative addresses the needs of communication centers during overwhelming situations. Its basic concepts provide for additional staffing to respond to support and “Shore Up” communications centers as needed. In New Hampshire, the scope of such an organization can be expanded to take on the role

of a statewide Incident/Tactical Dispatch Team (IDT or TDT). While slightly different, both disciplines draw from the same pool of public safety professionals, Telecommunicators. Given the size of New Hampshire and number of available dispatch centers to draw from, it is logical to combine these two disciplines into one response organization. Within New Hampshire, three basic situations have emerged that would warrant deployment of the TERT. They are:

- Additional Staffing of a Working Communications Center
- Communications Center Failure (may or may not require additional staffing)
- Incident or Event Response

Within these three basic situations are several variables and specific situations that would determine what basic situation it falls under.

TITLE: **The Good, the Bad, and the Ugly**

PRESENTER: **Lt Robert Graham**
Professional Dispatch Management

DESCRIPTION:

This course seeks to inform the dispatcher on the good things dispatchers do, as well as some of errors that occur in the dispatch center. This course also defines some of the so-called “ugly” incidents, which could possibly lead to injuries, or loss of life of others. Ugly things are defined as mistakes that should never be made. Learning material for this course will include 911 tapes, videos, memos, and articles. Topics that will be discussed include:

- Dispatcher success stories
- New technology
- Consolidated dispatch
- “I would never do that” calls
- The “you have got to be kidding me” section
- Prank calls

TITLE: **CJIS: Looking to the Future**

PRESENTER: **Mary Kay MacNichol**
New Hampshire State Police, CJIS Systems Officer/NCIC Supervisor

DESCRIPTION:

This class will provide information about NCIC, NLETS and Law Enforcement On-Line.

TITLE: **Securing the PSAP in the Next-Gen World**

PRESENTER: **Tim Samuelson**
 Technical Solutions Engineer for Plant CML

DESCRIPTION:

Next-Generation 9-1-1 is here! Is your PSAP prepared to withstand the new computer security threats that it now faces? Is your PSAP at risk from viruses and hackers? If so, what are you going to do about it? Properly securing your PSAP can appear to be a daunting task. Learn how PSAPs can increase their systems availability by implementing basic computer security measures designed to address the new risks facing the Next-Generation PSAP.

TITLE: **NCS Priority Telecommunications Services**

PRESENTER: **Dan Currie**
 Eastern Regional Outreach Coordinator for the National
 Communications System and Priority Telecommunications Services

DESCRIPTION:

What do you do if you are in a National Security organization or have Public Safety or Emergency Management responsibilities and can't make telephone calls during an emergency due to congestion? What are the best, most reliable, most affordable and virtually only options to insure interoperable communications during an emergency?

The National Communications System (NCS), an agency under the Department of Homeland Security (DHS), has developed and deployed Priority Telecommunications Services (PTS), through the national telecommunication network, to meet these challenges. They are easy to understand, start up and use. More importantly, they save lives and property!

At the conclusion of today's talk, the audience will have a better understanding of voice communications and the importance of being able to make a call when it matters. They will also understand:

- why you need Priority Telecommunication Services
- how they work,
- what are the eligibility qualifications,
- how inexpensive they are,
- how successful they are and
- how to start an account for your organization.

TITLE: Handling Domestic Violence Calls

PRESENTER: Lt. Robert Graham
Professional Dispatch Management

DESCRIPTION:

This course will seek to inform the dispatcher of how to recognize red flags on domestic violence calls, how they should respond to the caller, and officer safety. Discussions will cover:

- Why victims stay
- What is domestic violence
- What are the causes
- The heart of the abuser
- The batterer
- Cultural considerations
- Officer safety

TITLE: Introduction to Communications Accreditation

PRESENTER: Karen Shepard
CALEA

DESCRIPTION:

CALEA's Public Safety Communications Accreditation Program was developed in partnership with APCO. This class is designed for communications professionals interested in learning about the benefits of CALEA Accreditation, including the process, program, and operational requirements.

TITLE: Supervising Problem Employees

PRESENTER: Lt. Robert Graham
Professional Dispatch Management

DESCRIPTION:

Every dispatch center has at least one problem employee who, for whatever reason, will not do "what they are supposed to do" "when they are supposed to do it" or "how they are supposed to do it." This course will give the dispatch supervisor the tools they need to supervise the behaviors of the problem employee, covering:

- Why is he/she a problem?
- The art of being fair
- Corrective action
- How to use words
- How to be a 911 leader

TITLE: From Threat to Prosecution: Five Steps to a Safer City

PRESENTER: Chris Gallahan
NICE Systems

DESCRIPTION:

Public safety agencies are on the front line when it comes to ensuring safer cities and communities. This presentation shares five steps to a safer city. Attendees will learn how to leverage proven processes and cutting edge technologies (like smart video and multimedia incident information management) at each stage of the security cycle to sharpen their situational awareness; better detect and respond to threats; and streamline investigations to close the gap on crime.

TITLE: The Evolution of Radio Coverage Testing.

PRESENTER: Walter Karvetski
Vice President of CTA Communications

DESCRIPTION:

This session will explore the evolution of radio coverage testing techniques – from the “hoot an’ holler” method (“Can you hear me now?”), to received signal strength (RSSI) measurements, to bit error rate (BER) measurement with digital systems, to automated delivery audio quality (DAQ) measurements. With each method comes a variety of advantages and disadvantages. While coverage testing has long been associated with acceptance procedures for a new radio system, there are also situations where coverage techniques, for instance BER, RSSI, and DAQ, can be more revealing than measurements of a single parameter, yielding surprising insight into performance of radio systems.

TITLE: Interoperability – of Dispatchers

PRESENTER: Robyn Crosby
C-O-MM Fire Department, Osterville, MA

DESCRIPTION:

Interoperability has become the buzz word of communications, referring to the ability of technology systems to be compatible from agency to agency. How about the compatibility of the individuals that operate those systems? By examining the Crosby Yacht Yard Fire of December 10, 2003 we can all learn how numerous public safety agencies were able to manage an almost unmanageable disaster – through interoperability skills.

TITLE: Do You Know What's On Your EMS Menu?

PRESENTER: Suzanne Prentiss, Chief
Bureau of Emergency Medical Services, NH FS&T & EMS

DESCRIPTION:

The maturing of local EMS systems and the needs of today's patients are intersecting within your dispatch center daily. Knowing what resources are available to you as well as what dynamic situations providers are facing when making requests for additional help and making point of entry decisions will deepen your understanding and efficiency when serving your EMS callers and responders.

TITLE: Utilizing Psychological First Aid Principles by Emergency Communications Professionals

PRESENTER: Paul Deignan
NH Department of Safety, Homeland Security and Emergency Management

DESCRIPTION:

Psychological First Aid is an intervention that has been embraced by the Red Cross movement, the Institute of Medicine and the National Center for Post Traumatic Stress Disorder. "In the past decade, there has been a growing movement in the world to develop a concept similar to physical first aid for coping with stressful traumatic events in life. This strategy has been known by a number of names but is commonly referred to as psychological first aid (PFA)." - Institute of Medicine, 2003.

PFA is an approach for providing emotional assistance to victims, family members, call center workers and first responders in the immediate aftermath of disaster. It has been designed to reduce the initial distress caused by traumatic events and to foster short and long term adaptive functioning. The basic objectives of Psychological First Aid are: to establish a human connection in a non-intrusive manner, to enhance safety and provide comfort, to calm and orient emotionally distraught survivors, to offer practical assistance and information to help survivors address their immediate needs, to connect survivors as soon as possible to social support networks, to support positive coping efforts, to empower survivors to take an active role in their recovery and to provide information that may help survivors to cope effectively with the psychological impact of disasters. A key component of PFA is self-care for the emergency worker.

This presentation is designed to give the Conference attendees a basic overview of PFA and how to utilize some PFA skills in their work as a professional emergency communications worker

TITLE: What APCO Institute Can Do For You

PRESENTER: Pam Kaufman
APCO Institute

DESCRIPTION:

Attendees will learn what the APCO Institute is, what it offers, and what it can do for training for your personnel .

TITLE: What If...??

PRESENTER: Nate McClure
Public Safety Consultant, CTA Communications

DESCRIPTION:

This presentation will focus on emergency planning and preparedness for the communications center. The interfaces between the communications center, the ICS, NIMS, and the EOC will be discussed. Attendees will be provided with a check list of considerations for developing a backup communications center and contingency plans.

TITLE: APCO Standards Development: What's New?

PRESENTER: Frank Kiernan
Director of Emergency Communications, Meriden, CT

DESCRIPTION:

This will be a discussion of the ANSI Standards process, currently approved APCO ANSI Standards, and Standards development. There will also be discussion on how members can become involved in the Standards Process.

TITLE: Recently Passed Massachusetts Legislation

PRESENTER: Frank Pozniak
Massachusetts 911

DESCRIPTION:

This session will bring all Massachusetts dispatchers up to date on recently enacted legislation that affects your jobs.

TITLE: **Narrow Banding: What You Have to Face**

PRESENTER: **Mark Poole**
Information Technology Officer, State of Maine and
APCO Frequency Coordinator for the State of Maine

DESCRIPTION:

Are you trying to figure out what all the talk about narrow-banding is all about? In this workshop you will learn what it is and what needs to be done to get ready for the full implementation of narrow-banding in 2011. Potential licensing issues will also be discussed.

TITLE: **Get the Answers**

PRESENTER: **Dave Clemons and Peter Thomas**
APCO Atlantic Chapter

DESCRIPTION:

Ever wonder what others are having for problems? How about what benefits others might be getting or where pay scales are? Hopefully, through an open dialogue discussion, many of these questions can be answered.