

DISPATCH 9-1-1 DIALOGUE

SUMMER 2012

NEWS ABOUT THE WILL COUNTY EMERGENCY TELEPHONE SYSTEM • 9-1-1 Chief Administrator Steve Figved, ENP

Lincolnway Public-Safety Communications Center Director Brad Veerman and Eastcom Director Pam Buzan, both Will County 9-1-1 Board members, discuss features of the County EMA's new mobile communications and command vehicle, which is now available for emergency-incident deployment.



Will County EMA Unveils New Mobile Command Vehicle

In June, the Will County Emergency Management Agency (EMA) unveiled its new mobile command and communications vehicle, which is equipped with more high-tech dispatching equipment than most others in the nation.

"Although Will County's Emergency Telephone System and EMA already are committed to providing public-safety services 24/7, this new incident command vehicle will enable us to even better protect County residents and businesses," said 9-1-1 Chief Administrator Steve Figved.

"With the support of the 9-1-1 Board, our operations and technology team did a fantastic job - putting considerable time and effort into installing the van's cutting-edge dispatch equipment," he added.

For example, the mobile command vehicle has the latest VIPER phone system, which will allow dispatchers to answer up to twenty-four 9-1-1 trunks, twelve 10-digit non-emergency lines, and five cell phone lines. In addition, the van is equipped with a complete Nice voice logging system that records all voice and radio traffic.

"It (the van) also has Internet capability and will allow live CAD entry of calls to or from anywhere," according to Will County 9-1-1 Operations Manager Dale Murray.

The 46-foot, 42,260-pound vehicle (with a clearance height of 13 feet 6 inches) will be used in the field during critical emergencies, disasters and major public events.

"The mobile van will allow the EMA to be on-site, wherever the emergency happens to be - so that we can react quickly, as the situation evolves," said Harold Damron, director of the Will County EMA.

In addition, since the

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County EMA's new mobile communications and command vehicle

WESCOM TC Angie Martin Uses EMD Training to Help Save Plainfield Man's Life

When a 54-year-old Plainfield man suddenly passed out in the kitchen of his home, his wife immediately dialed 9-1-1.

Taking the call at WESCOM was Telecommunicator Angie Martin, who reacted immediately.

Using her EMD training and experience, she patiently but precisely instructed the caller (Denise Dreher) how to administer CPR to her husband (Mark), who was in full cardiac arrest.

Within eight minutes of answering that call, paramedics from the Plainfield Fire Protection District arrived on the scene and took over from there.

The paramedics shocked the man's heart with a defibrillator and then transported him by ambulance to Provena Saint Joseph Medical Center in Joliet.

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WESCOM Telecommunicator Angie Martin and the award she received from the Silver Cross Emergency Medical Services System for her "outstanding performance of pre-hospital care skills."



September 25

SAVE THIS DATE

The 2012 edition of the Will County Emergency Telephone System's annual Users Conference has been scheduled for Tuesday, September 25, at the Tinley Park Convention Center.

So be sure to mark your calendar today.

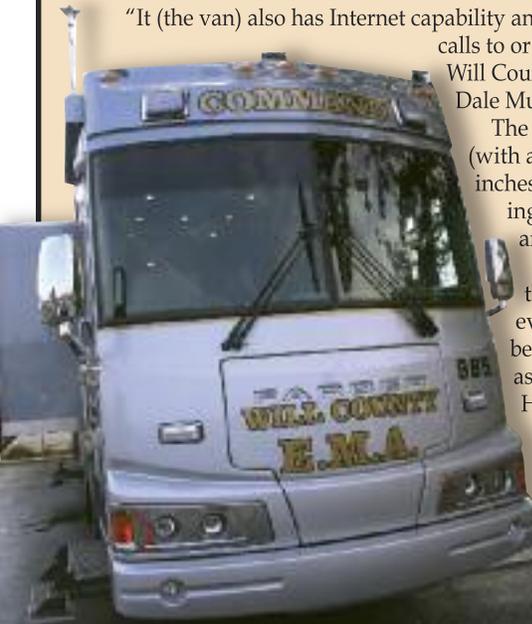
Located near Harlem Avenue and 183rd Street, just north of I-80, "this modern, versatile new conference site will provide more space than the Four Rivers Environmental Education Center, which we have outgrown after three consecutive years there," said Will County 9-1-1 Training Coordinator Joanne Burian.

For more information about this new Users Conference site, go to www.tinleyparkconventioncenter.net

Expected to start (sign-in and continental breakfast) at 8:30 a.m., the Conference will include morning and afternoon seminars on public-safety issues - with a break and buffet lunch scheduled in-between.

As in past years, there will be sessions for telecommunicators, as well as sessions for police, fire and emergency medical personnel.

A complete agenda and registration materials will be emailed in late August, when info also will be available at the Will County 9-1-1 website - www.willcounty9-1-1.com



Countywide Public Education Team Preparing for Fall School Visits

Since the countywide Public Education Team was formed in late February, more than 25 Will County 9-1-1 System telecommunicators have indicated that they want to be involved in the Team's important activities.

In addition to Public Education Coordinator Caryn DeMarco, this new team of 9-1-1 public educators now includes Jackie Holte, Ashley Klcio, Amy Albright and Tiffany Edwards from Bolingbrook; Brian Wagner from Eastcom; Denita Draper, Kacey Lauer, Susan Kljaich, Francesca Hernandez, Cindy Stukel, Lisa Yanchick, Virginia Bradley, Stephanie Brooks, Zelda Scott, Jennifer Chizmark, Dawn Barfield, Kristine Wilkerson, Andrea Delap, Teresa Saracco, Heather Hanbaum and Jaime VanByssum from Joliet; Rachel Teneyuca and Ashlee Wathen from Steger; Janice Savage, Erich Sommer and Tiffany Kruizenga from WESCOM; and Kelsey Reid from the Sheriff's Department.

"Hopefully, as a result of the 9-1-1 Board's support of PSAP reimbursement, all eight of our dispatch centers will be able to release one or more telecommunicators for a couple hours each month – to talk to first graders, other students, and/or seniors about emergency situations and how/when to call 9-1-1," said DeMarco.

Although currently getting ready to focus on the new 2012-13 school year, a few members of the Public Education Team "shadowed" DeMarco during classroom visits she made prior to the summer vacation period.

For example, WESCOM Supervisor Janice Savage accompanied DeMarco during presentations to 1st graders at Meadow View Elementary School in Plainfield.

Sheriff's Department Telecommunicator Kelsey Reid "shadowed" DeMarco during a

visit to Arbury Hills Elementary School in Mokena.

And, Robin Lewis, a dispatcher from NORCOM, asked DeMarco to help her with a 9-1-1 presentation to her granddaughter's 4th grade class at Pioneer Park Elementary School in Channahon.

In addition, DeMarco broke some new ground by going to the University of St. Francis in Joliet to make a presentation to 7th and 8th graders.

Making this presentation intrigued DeMarco, because the students were participants in C.H.A.M.P.S. – a gang suppression organization in the Villages of Channahon, Minooka, Plainfield and Shorewood – which deters youth from joining gangs through proactive anti-drug and drug-education-and-awareness programs and services.

"I didn't know what to expect, but I was pleased because the students were very interested in what I had to say," said DeMarco.

Next on the Public Education Team's agenda is a planning

meeting during the first week of August (a notice of when/where will be emailed).

"We will need to start contacting local schools in order to schedule 9-1-1 presentations during the 2012-13 school year," said DeMarco.

"In addition, we are continuing efforts to develop a train-the-trainer program, because our ultimate goal is to have someone who will coordinate public education activities at each of our eight PSAPs," she said. ●

May, June Call Activity Highest in Will County 9-1-1's 20-Year History

During the months of May and June 2012, the total number of 9-1-1 calls handled by the Will County Emergency Telephone System was "the most ever in our 20-year history," said Chief Administrator Steve Figved.

In May, the total for all eight PSAPs was 31,163 calls; in June, the total was 33,114.

"Our unseasonably warm temperatures and severe weather conditions probably had a lot to do with this record caller activity," said Figved. "If so, the total for July may set a new record."

Another factor is the continuing increase in the number of easy-access cell phones that are used to make 9-1-1 calls. ●



7th- and 8th-grade C.H.A.M.P.S. students listen attentively to 9-1-1 presentation at the University of St. Francis in Joliet.

Moble Command Vehicle

Continued from page 1

vehicle includes three dispatch consoles, it can serve as a back-up PSAP if one of the Will County 9-1-1 System's eight dispatch centers experiences a major outage.

If such an outage or other PSAP emergency occurs, "the van is equipped to serve as a dispatch center on wheels, with the ability to receive and process all calls during the incident," said 9-1-1 Chief Administrator Figved.

The command vehicle has approximately 400 square feet of interior space – with work space for about 10 people – including three telecommunicators, each of whom will be seated at a console that is equipped with six computer monitors.

Also, the TCs will have access to 16 radios, all of which can be computer-controlled from



These two consoles and one other will be available to telecommunicators assigned to the van during an emergency.



EMA Director Harold Damron, right, and EMA volunteer Art Vivmar, left, answer 9-1-1 Board Member/WESCOM Executive Director Steve Rauter's questions about the new mobile command vehicle's capabilities.

any position in the vehicle. And there are two video surveillance cameras with infrared night-vision capabilities.

In addition to the dispatch work space and equipment, this mobile unit provides a secure location for on-the-scene, as-needed decision making (perhaps involving Will County officials, as well as city/village leaders, including mayors and/or police/fire chiefs, etc.)

Operated with diesel fuel, the heated/air-conditioned vehicle can run for an extended period of time (about 48 hours) on a full tank.

The overall cost of this project, which was approved by the Will County Board, was \$1,090,000 – with \$712,500 of that total provided by a grant from FEMA. Also, the 9-1-1 Board authorized spending up to \$289,159 for the van's dispatch-related communications and other equipment.

The FEMA grant paid for most of the van's construction, which was completed by Farber Specialty Vehicles of Columbus, Ohio. ●

Volunteers Needed for Will County Fair

Will County 9-1-1 will again have a table at the County Fair in Peotone. The fair will be running from Wednesday, August 22, through Sunday, August 26. It's always a fun time!

If you can volunteer, please contact Will County Office Administrator and Public Education Team Chair Caryn DeMarco by emailing her at cdemarco@willcounty9-1-1.com ●

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ublic-safety professionals make a difference almost every day of their careers. However, this was especially true on March 24, when a group of volunteers from the Will County 9-1-1 System helped raise \$184,000 that will make a big difference for children with cancer.

These volunteers were participants in Bolingbrook 4 Kids – a fundraiser for the St. Baldrick’s Foundation, which is the nation’s largest volunteer-driven organization that raises money for childhood cancer research.

For example, highlighting this fundraising event were 333 volunteers who had their heads sheared or donated the hair from their pony tails – as symbolic gestures of solidarity representing personal support of the research, children with cancer (and their families) and cancer survivors.

These head-sheared individuals included firefighters from the Lemont FPD (who honored the memory of Firefighter Chris Ganz’s daughter, Macy) and the Bolingbrook Fire Department, as well as teams representing Joliet Police Lodge 58, the Joliet Police Explorers, and Bolingbrook PD’s Blue Knights.

Also volunteering at this family-oriented fundraiser (hosted by the Bolingbrook Golf Club) were Will County 9-1-1 Board Member and Romeoville Communications Center Director Kim Knutsen, who was one of four event organiz-

Will County 9-1-1 Reps Help Raise \$184,000 for Kids with Cancer



1. Among the volunteers who represented the Will County 9-1-1 System at Bolingbrook 4 Kids were, from left, Nancy Ann Slater (Bolingbrook), Pam Buzan (Eastcom), Mary Jo Lewandowski (Bolingbrook), Kim Knutsen (Romeoville), and Dale Murray (9-1-1 Admin). 2. Bolingbrook’s Mary Jo Lewandowski, lower right, and 3. Pam Dunning, far right, sell T-shirts and St. Baldrick’s souvenirs, while 4. Nancy Ann Slater sells raffle tickets. 5. From left, Emcee Sondra Solarte, Good Day Chicago/Fox News reporter, and volunteer event organizers Kim Knutsen, Rich Hilliard, Kris Kuchler, and John Sullivan.



9. From far left, Lemont FPD Firefighters Chris Ganz, Chief Carl Churulo, an unidentified boy, Matt Peksa, Tony Nalepa, Jeff Hawthorne, and Al Stasiak



8. Bolingbrook Firefighter/Paramedic Jimmy Chau
7. Bolingbrook Firefighters/Paramedics Eric Thomsen, left, and Dave Butcher (on each side of unidentified boy)

6. The volunteers included several women who donated their pony tails, as well as the female barbers who did most of the shearing.

ers, and her daughter, Sarah; 9-1-1 Board Member and Eastcom Director Pam Buzan; Bolingbrook PSAP Supervisors Nancy Ann Slater and Mary Jo Lewandowski; Bolingbrook Records Clerk Pam Dunning; and Will County 9-1-1 Operations Manager Dale Murray.

This year’s – the 5th annual – Bolingbrook 4 Kids event was hosted by the Bolingbrook Police and Fire Departments and The Promenade Bolingbrook. In addition to the head shearing, funds were raised through the sale of food and beverages, raffle and game tickets, and a variety of merchandise.

Since 2000, about 190,000 volunteers – including 17,200 women – have raised more than \$117 million through St. Baldrick’s Foundation head-shearing events in 22 countries and all 50 U.S. states.

If you would like to make a donation, send a check to the St. Baldrick’s Foundation, 1333 Mayflower Ave., Suite 400, Monrovia, CA, 91016. Or you can donate by visiting the Foundation’s website at www.stbaldricks.org

(NOTE: Every 3½ minutes, another child is diagnosed with cancer.) ●

14. Bolingbrook Fire Department Local 3005’s Pipes and Drums Honor Guard provided entertainment. 13. Joliet Police Officers Ryan Shaw, left, and Art Arellano, middle, get their hair sheared along with another public-safety employee.

10. & 11. Joliet Police Officer Demetrius Anderson – Before (left) and after (below) shearing

12. Gary Krueger, a member of Lemont FPD’s Board of Commissioners

WESCOM TC Angie Martin

Continued from page 1

After several days in a hypothermic coma, which was induced to cool down his body and protect his brain and heart, Dreher awoke with no brain damage and has fully recovered (with the help of an internal automatic defibrillator).

This outcome, of course, occurred because of the joint lifesaving efforts of Angie and the Plainfield paramedics - who are typical of the many professional telecommunicators and first responders, who provide such services daily throughout the Will County Emergency Telephone System.

"When you learn about CPR and acquire other EMD skills, you hope you never have to use them," said Martin, who was a paramedic for the Wilmington Fire Department for 12 years and has been a telecommunicator with WESCOM for nearly four years. "However, I was very glad that I was well prepared and able to do my job.

"Although I administered CPR myself many times as a paramedic, the training I received as a telecommunicator enabled me to provide CPR step-by-step instructions over the phone - which is a different experience."

Although such life-saving efforts too often go unrecognized, this particular emergency response did not.

During EMS Week (May 20-26), the Will/Grundy Emergency Medical Services System - based at Silver Cross Hospital in Joliet - recognized several area lifesavers, including those who helped the Dreher's - TC Angie Martin, as well as Lt. Eric Jensen and firefighter/paramedics Matt Muehlbauer, Raymond Crompton, Lorin Eichelberger and Chris Marchinski from the Plainfield FPD.

Also on hand for this annual recognition/awards ceremony were the Dreher's, who said "thank you" many times but acknowledged that "thank you is not enough."

WESCOM Executive Director Steve Rauter, who sat with the Dreher's at the award luncheon, said that they were "very gracious and grateful for Angie's 'calming voice,' which helped them get to the positive outcome."

This incident "really illustrates and confirms the value of EMD and the role played by telecommunicators, who are the first first-responders and a very integral part of our emergency response system," said Rauter. ●

2012 TRAINING SCHEDULE

For more information or to enroll in any of the following courses, contact 9-1-1 Training Coordinator Joanne Burian at **1-815-725-9610** or go to the Will County 9-1-1 website - www.willcounty9-1-1.com

JULY		
25-27	APCO - CTO	NorrIDGE
AUGUST		
6	Public Safety Group - Hostage Negotiations	Urbana
14	CPR/Flipchart Review Class**	Joliet Junior College
14-15	PowerPhone - Fire Service Dispatch	Berwyn
SEPTEMBER		
7	PowerPhone - Protecting Law Enforcement	Des Plaines
10-14	APCO - 40-Hour Public Safety Telecommunicator	Orland Park
10-14	EMD Certification Training**	Lockport
14	Success Communications - Nix the Negativity	Batavia
25	Will County 9-1-1 Annual Users Conference	Tinley Park
OCTOBER		
4	PowerPhone - Suicide Intervention	Des Plaines
13	CPR/Flipchart Review Class**	Joliet Junior College
15	Success Communications - Anger Management	Plainfield
16	Success Communications - Burnout	Plainfield
17-18	Success Communications - Leadership III	Plainfield
19	Success Communications - Problem Solving	Plainfield
NOVEMBER		
5-9	APCO - Public Safety Telecommunicator	Crystal Lake
13	PowerPhone - Active Shooting Response	Des Plaines
DECEMBER		
3-7	EMD Certification Training**	Joliet (9-1-1 Office)
12	PowerPhone - Domestic Violence Intervention	Matteson
18	CPR/Flipchart Review Class**	Joliet Junior College

** Eligible for EMD CE *Classes coded in green text are classes we are hosting locally*

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