

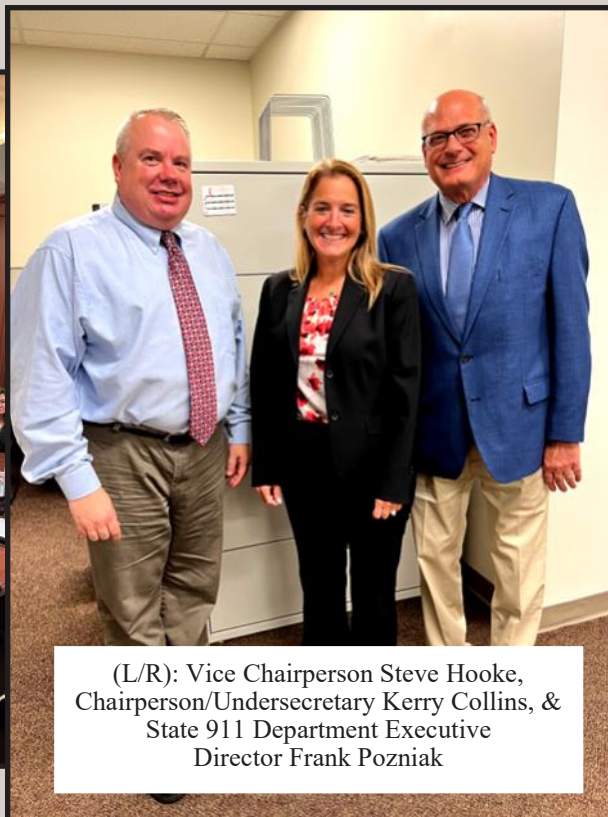
# Massachusetts State 911 Department September 2022 Newsletter



Issue 9

Volume 10

## The newly appointed Vice Chairperson on the State 911 Commission is Steve Hooke!



The Massachusetts State 911 Department welcomes Steve Hooke as the newly appointed Vice Chairperson to the State 911 Commission. Congratulations Steve, we look forward to continuing to work with you in your new role!

# NEWS

*Interpreter services has undergone a system upgrade! When using interpreter services through the NG9-1-1 system, expect a different call flow. See page 4 for full details!*



## 9-1-1 Spotlight: Dispatcher James Grillo Duke's County Sheriff's Office

On Thursday, September 1, 2022, just before midnight, Dispatcher James Grillo received a 9-1-1 call for a woman in active labor located on the island of Martha's Vineyard. Using EMD protocol and his high level of training, Dispatcher Grillo guided the laboring mother and father-to-be through the delivery process. Following Dispatcher Grillo's instruction, the baby was safely welcomed into the world. First responders then arrived on scene and transported mom and baby to Martha's Vineyard Hospital with a Aquinnah Police escort.

*Thank you Dispatcher Grillo for your exceptional service and CONGRATULATIONS on a job well done!*

***Job Well Done!***



## 9-1-1 Spotlight: Dispatcher Kristin Keefner & Dispatcher Lindsay Chittenden Berkshire County Sheriff's Office



On Wednesday, August 24, 2022, Berkshire County Sheriff's Office received a 9-1-1 call from a local mental health treatment facility with a concern about one of their clients that was expressing suicidal ideations. The client had left the facility and stated they were going to walk to the Stockbridge Police Station. The call-taker Dispatcher Keefner obtained a physical and clothing description which was passed on to responding officers. During this time, Dispatcher Chittenden received an additional 9-1-1 call from the client requesting an armed officer meet them at the station. When Dispatcher Chittenden began asking more questions, the caller disconnected the line. Using good judgement and their specialized training Dispatchers Keefner and Chittenden as well as the responding officers changed their approach and responded with caution. The individual was safely taken into custody at the station and transported to Berkshire Medical Center for care. The awesome teamwork and "out-of-the-box" thinking by all involved certainly aided in preventing what could have resulted in a tragedy.

***Job Well Done!***



## Massachusetts TERT Program

The Massachusetts TERT program is actively recruiting. Go to [www.mass.gov/TERT](http://www.mass.gov/TERT) for more information!

The Massachusetts TERT Program is dedicated in memory of Blake T. Haskell. Blake was a member of several TERT upstart attempts in the Commonwealth, and most recently served as the Chairman of the steering committee. Blake was instrumental in formulating the Massachusetts program. Blake was passionate about TERT and had helped lead the charge locally on Cape Cod to aid dispatchers when they needed assistance. Blake passed away before implementation of the Massachusetts TERT program, but his efforts do not go unnoticed.

Currently the program has 41 credentialed members. We are accepting applications on a rolling basis.

Our next meeting is October 18, 2022 at 1:00pm virtually. If you would like to join please email [Ma.tert@mass.gov](mailto:Ma.tert@mass.gov) for the invite link.

Make sure your PSAP has completed the ECC form so that the program has your centers info in case of deployment. For more info on this please see [www.Mass.gov/TERT](http://www.Mass.gov/TERT).

### **Mt. Wachusett Community College Welcome Back Day!**

On Thursday, September 15, 2022 State 911 Department Public Education Coordinator Katie Sylvia, State 911 Department Intern Chris Flynn, and our Mobile PSAP unit attended the Welcome Back Students day put on by Mt. Wachusett Community College located in Gardner. Katie and Chris spent the day educating on 9-1-1, providing tours of the Mobile PSAP, and discussing the important job of a 9-1-1 telecommunicator with the college students. Thank you to the Staff at Mt. Wachusett for inviting us to participate in your well attended event.



## **REMINDER**

### ***Multi Line Telephone System (MLTS) Test Calls***

Please be reminded that businesses located in your jurisdiction have been, and will continue to be placing test calls to 9-1-1 in support of MLTS compliance. It is critically important that these test calls are being handled professionally and correctly. **Please DO NOT hang up on the person performing the test.** These test calls are essential to the success of MLTS.

For a review of the test call process, please download the MLTS job aid which reviews the legislation, key-terms to know, and the “to-dos” of the test call process. **The job aid is available for download on our website: [www.mass.gov/e911](http://www.mass.gov/e911) under “Information for Call Centers” —> “View Upcoming E9-1-1 Classes.”**

If you are interested in more information on MLTS or have questions, please email Joe Hickey at [Joe.Hickey@mass.gov](mailto:Joe.Hickey@mass.gov).



# NEW VERSION

## Interpreter Services through the NG9-1-1 System Has Undergone a SYSTEM UPGRADE!

Please note, interpreter services that are part of the NG9-1-1 system are now provided by ProPio and follows a different call flow process that should allow for a faster connection to an interpreter.

Going forward the call flow process when using interpreter services will be the following:

1. Upon connection to interpreter services through the NG9-1-1 system tab, the call taker will be greeted with an auto attendant instructing you to:
  - ⇒ Press 1 for a SPANISH interpreter;
  - ⇒ Press 2 for a PORTUGUESE interpreter;
  - ⇒ PRESS 3 for a HAITIAN-CREOLE interpreter;
  - ⇒ PRESS 4 for a MANDARIN interpreter;
  - ⇒ Press 5 for a FRENCH-CREOLE interpreter;
  - ⇒ Press 6 for a CAPE VERDEAN interpreter;
  - ⇒ Press 7 for a BRAZILIAN PORTUGUESE interpreter;
  - ⇒ Press 8 for ALL OTHER LANGUAGES.
- If you identify the language by pressing #1-7 on the dial pad:
  - ⇒ You will be connected directly to an interpreter.
  - ⇒ The interpreter will ask what PSAP you are calling from.
  - ⇒ Interpreting will begin.
- If you press 8 for ALL OTHER LANGUAGES:
  - ⇒ You will be asked to speak the name of the language (ex: French) OR enter the two-digit language code.
    - \* *Please disregard the two-digit code request and speak the name of the language.*
  - ⇒ The automatic system will then confirm with you the requested language.
  - ⇒ Remain on the line, and you will be connected directly to an interpreter.
  - ⇒ The interpreter will ask what PSAP you are calling from.
  - ⇒ Interpreting will then begin.
- What should you do if you are connected to an interpreter for an incorrect language or dialect?
  - If upon connection with the interpreter, it is determined that the he/she does not speak the requested language or dialect, you will need to:
    - ⇒ Disconnect the call. **\*BE CAUTIOUS NOT TO HANG UP ON THE CALLER!\***
    - ⇒ And reconnect with interpreter services.

If you have questions regarding the new process, please email State 911 Department Programs Director Monna Wallace at [Monna.Wallace@mass.gov](mailto:Monna.Wallace@mass.gov) or Public Education Coordinator Katelyn Sylvia at [Katelyn.A.Sylvia@mass.gov](mailto:Katelyn.A.Sylvia@mass.gov).

# September

The State 911 Department has restructured the approved course listing published on our website. PSAPs will notice the listing has been updated to remove courses no longer available and to re-organize the listing to include a section for subscription-based learning programs. PSAPs are reminded that proof of course completion for subscription-based learning programs will be the number of total hours promoted by the vendor for its subscription-based learning program annually. In the event the subscription-based learning program does not clearly define the number of hours annually, then sixteen (16) hours will be required for course completion.

The State 911 Department continues its virtual grant workshops. These educational sessions are hosted monthly to provide PSAPs with a greater understanding of the application and reimbursement process. Each session allows for an interactive discussion. The next sessions are scheduled for:

Application Workshop:	Monday, October 17, 2022 at 11:00AM
Reimbursement Workshop:	Wednesday, October 19, 2022 at 11:00AM

Contact [911DeptGrants@mass.gov](mailto:911DeptGrants@mass.gov) to register.

These workshops are also noted on our website under events.

The countdown is on.... 90 days remaining to get your FY 2023 Support and Incentive, Training and Emergency Medical Dispatch grants applications in. *Don't fall behind; **Apply today!** The application deadline is Thursday, December 29, 2022.*

If you have any questions, or require assistance—please contact Finance Director, Karen Robitaille at [Karen.Robitaille@mass.gov](mailto:Karen.Robitaille@mass.gov).

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**@MAstate911**  
Visit our website!  
[www.mass.gov/e911](http://www.mass.gov/e911)





# OUTREACH



**On Sunday, August 21, 2022, Northern Middlesex RECC (NMRECC) Dispatchers Bridie Vail, Alexander Biehl, and Executive Director Kevin Lessard participated in the 1<sup>st</sup> Annual Tewksbury Public Safety Night in conjunction with the Tewksbury Police Department, Tewksbury Fire Department, and many other vendors and Town/Local agencies. We handed out 9-1-1 safety information, 9-1-1 coloring pages, some packets of crayons, and other materials from the State 911 Department. We also spoke with our community members and guests about what NMRECC does for the community and answered questions. We also handed out some flyers about applying for open positions in case anyone knew someone interested and looking for work in our career field.**

**Author: Kevin Lessard, Executive Director NMRECC**

## **Claire Teague's Senior Center—Great Barrington**

**On Tuesday, September 20, 2022, MassEDP Field Service Advisor Marguerite Szczawinski visited the Claire Teague's Senior Center located in Great Barrington during the center's bagged lunch event. Marguerite set up a table showcasing MassEDP equipment and engaged in a question and answer forum with attendees. Interested MassEDP applicants were given an application to take home and complete. Thank you to Polly from the Great Barrington Senior Center for having us!**

## **Palmer Senior Center**

**On Friday, September 16, 2022 MassEDP Field Service Advisor Marguerite Szczawinski enjoyed lunch with members of the Palmer Senior Center. During lunch hour, Marguerite educated on MassEDP, the Silent Call Procedure, and Text-to-911. The attendees were excited to learn that MassEDP is now offering the MassEDP ever first wireless device as a choice for clients. Over a dozen MassEDP applications were handed out during this event.**

**Thank you to the staff at the Palmer Senior Center for inviting us to visit.**





***On Wednesday, September 21, 2022 MassEDP Manager Grant Harrison and MassEDP Field Service Representative Melanie DaRosa attended the Assistive Technology Fair for the Southeast region that was held in Taunton. The fair was put on by the Department of Developmental Services (DDS) Grant and Melanie educated the fair's attendees on the equipment MassEDP offers to our clients. In addition, they handed out over 100 Silent Call and Text-to-911 cards. Thank you to the DDS for inviting us to attend. It was a very well attended fair and fun was had by all!***



**Shrewsbury Senior Center Annual Health Fair**

***On Thursday, September 8, 2022 MassEDP Field Service Advisor Chris Murphy attended the Shrewsbury Council on Aging Annual Health Fair. The fair consisted of a large number of different vendors all of which shared information with the attending seniors on services and resources that are available to them.***

***Our equipment had the opportunity to make friends with the Red Sox World Series Trophy. See image to the left!***

***Thank you to the Shrewsbury Council on Aging for inviting us to attend your health fair. Chris enjoyed the opportunity to educate a number of seniors on MassEDP.***



**Wilbraham Senior Center**

***On Monday, September 19, 2022 MassEDP Field Service Advisor Marguerite Szczawinski attended a small informational session at the Wilbraham Senior Center. Marguerite visited with five members of the center's community. She answered questions the attendees had about MassEDP and provided them with program applications.***

***Thank you to the Wilbraham Senior Center for inviting us to your center!***



The Massachusetts Equipment Distribution Program (MassEDP) provides adaptive telephone equipment to people who have difficulty using a landline or wireless telephone due to issues such as hearing loss or vision loss. The telephones that are part of the Program can assist with providing a more clear, independent phone communication and the ability to contact 9-1-1 in the event of an emergency. The specialized telephone equipment is offered to people with a permanent disability for little or no cost, depending on income level.

If you are interested in learning more about the Program's application process, equipment that is available, or are interested in receiving public education MassEDP materials via mail, please email Program Manager Grant Harrison at [Grant.Harrison@mass.gov](mailto:Grant.Harrison@mass.gov).

The image shows a 'MassEDP Application Part 1 - Applicant's Personal Information' form. The form includes fields for Applicant's Name, Home Address, City, State, Zip Code, Home Telephone Number, Email, and Daytime Telephone Number. It also has checkboxes for 'Preferred Contact Method' (Phone, Email) and 'Person authorized to act on your behalf (optional)'. There are signature lines for the Applicant and a Commission representative, along with dates. A brochure titled 'MassEDP Specialized Telephones for People with Disabilities' is shown next to the form, featuring the MassEDP logo and contact information for the Massachusetts Equipment Distribution Program.

In addition, **MassEDP would like to remind you that Program participation at in-person outreach events have resumed.** If you, or your agency are interested in a MassEDP representative joining you for either an in-person, or a virtual upcoming outreach event, please email Katelyn Sylvia at [Katelyn.A.Sylvia@mass.gov](mailto:Katelyn.A.Sylvia@mass.gov).

## Meet our MassEDP Customer Service Representatives

A MassEDP Customer Service Representative (CSR) receives and processes applications from the Commission for the Blind (MCB), and also from the Commission for the Deaf and Hard of Hearing (MCDHH). Once a CSR receives an application it is entered into the Mass EDP program database (SETS). Once entered into SETS the CSR will also schedule in home appointments for their corresponding Field Service Advisor (FSA). Other performed duties consist of general questions about Mass EDP such as eligibility requirements, equipment features, troubleshooting equipment, and filing of Mass EDP paperwork. Meet them below!



Paul Gambina



Anne Ouellette



Janice Barrette



Al Gomes



Brian Hall



Al Terminiello

