

Massachusetts State 911 Department October 2022 Newsletter



Issue 10

Volume 10

Assessability in a Digital World!



(L/R): MassEDP Manager Grant Harrison, MOD Executive Director Mary Mahon McCauley, and State 911 Department Public Education Coordinator Katelyn Sylvia



On Thursday, October 27, 2022, MassEDP Manager Grant Harrison, State 911 Department Public Education Coordinator Katelyn Sylvia, and State 911 Department Intern Chris Flynn attended the 2022 Massachusetts Office on Disability (MOD) Disability Summit: Accessibility in a Digital World. The Summit was held at Mass General Brigham in Assembly Row located in Somerville and had over 100 attendees in person and 500 attending virtually. Grant, Katelyn, and Chris spent the morning sharing MassEDP information and educating on Text-to-911 and the Silent Call Procedure. As the day continued on, the Summit consisted of powerful and eye-opening speakers sharing the importance of accessibility existing in the digital world. Thank you to MOD Executive Director Mary Mahon McCauley for inviting us to attend.

Updates from our Programs Division

Interpreter Services for the NG9-1-1 System Are Now Provided by ProPio!

There is a notably different process primarily because you will immediately be connected with an auto attendant.

- 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.

Things to note when using the auto attendant directory:

1. Please be very careful to only press the button for the interpreter **ONE TIME**. Duplicating your entry will register with the system as a 2-digit code and connect you to an interpreter for a different language. Note, you will not hear an audible DTMF tone when you press the button. Direct your attention to the "Event" tab on the NG9-1-1 system where the number you pushed will be shown there.
2. You **DO NOT** need to listen to the auto attendant message in its entirety. Example: If you need a French-Creole interpreter, once the call is connected and you hear the auto-attendant's voice immediately press 5.

- 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.
- What should you do if you are unable to identify the language the caller speaks?
 - ⇒Press #8 for ALL OTHER LANGUAGES.
 - ⇒When asked to speak the name of the language, state "**UNKNOWN**."
 - ⇒Remain on the line to be connected to an operator who can assist with identifying the language.
- Where can I find FAQs regarding the new interpreter services?
 - ⇒On the State 911 Department website: www.mass.gov/e911 under—> **Information for Call Centers** —> **Interpreter Services Call Flow FAQ**.

If you have questions, or are experiencing issues with the service, please contact

Monna.Wallace@mass.gov and Katelyn.A.Sylvia@mass.gov.

STATE 911 DEPARTMENT ACADEMY IN ACTION

On Wednesday, October 26, 2022, the 53rd Public Safety Communications Academy class visited the Department of Fire Services (DFS) located in Stow. The class spent the day with DFS tour guides: Recruit Program Coordinator Dennis Ball, Assistant Recruit Coordinator Dennis Levasseur, and the City of Marlborough Battalion Fire Chief Kenneth MacEwen. During the tour, DFS had two recruit classes in session. The State 911 Department Academy students were able to see a live burn, ladder handling, and witness fire recruits learning the “ins and outs” of becoming a firefighter. Thank you so very much to DFS, Mr. Ball, Mr. Levasseur, and Chief MacEwen for spending the day with our students and providing them with an unforgettable experience.



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 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.






The State 911 Department has seen an increase in the number of PSAPs changing certified EMD resources or EMD protocol reference systems. As a reminder the grant guidelines require the PSAP to submit a written transition plan to the State 911 Department for review and approval. The transition plan, at a minimum, shall address the following:

- The current method by which the applicant/grantee provides EMD;
- The proposed method by which the applicant/grantee seeks to provide EMD (including proposed effective date);
- How the applicant/grantee shall ensure that it shall comply with the minimum requirements governing emergency medical dispatch established by the State 911 Department;
- The reasons for the proposed change and the potential for positive public safety benefits; and
- The fiscal impact of the proposed change, including without limitation, steps taken by the applicant/grantee to reduce the need for additional funding (i.e., reuse of EMD products previously funded).



The State 911 Department received a request to reinstitute the process whereby notification of the receipt of a reimbursement was provided. The Department has implemented this notification process. To the extent that the maintenance of this process does not hamper the ability to maintain compliance with the processing of payments within 30 business days, the Department will continue to provide these notifications. Should the reimbursement inventory be such that the Department is unable to maintain this notification process and payment compliance, notifications will be suspended until such time as both processes can be maintained. Should the notification process be suspended, PSAPs will be notified via the monthly newsletter.



Utilizing the proper fiscal year forms for reimbursements may assist to eliminate the need for follow-up and/or reductions in payments on reimbursements. Visit our website www.mass.gov/e911 to ensure the proper forms are being utilized.

If you have any questions, or require assistance—please contact Finance Director, Karen Robitaille at Karen.Robitaille@mass.gov.

NEWS

Telecommunicator Certification Program
(TCP) Workshops are being held in November.
Visit www.mass.gov/e911 —>
View Upcoming Classes for more information!

9-1-1 Spotlight: “Group A” of Holbrook Regional Emergency Communications Center Dispatch Supervisor Faria, Dispatcher Stewart, Dispatcher Tosone Dispatcher Kerins, & Dispatcher Donovan



***Congratulations!
Job Well Done!***

On the afternoon of August 15, 2022, Dispatch Supervisor Faria answered a 9-1-1 call reporting that a 2-year old child was drowning. It was confirmed that a bystander on scene was actively performing CPR. Supervisor Faria continuously stayed on the line with the caller monitoring the status of the child while Dispatcher Stewart dispatched the Fire Department and Dispatcher Tosone dispatched the Police Department simultaneously. Responders were on scene within 2-minutes and confirmed CPR in progress. The child was subsequently transported to a nearby hospital with four members of the Abington Fire Department aboard. Dispatchers Kerins, Donovan and Sammon were working together to process all other incoming calls to the center at the time of this incident. The team efforts of Group A played a significant role in the positive outcome of this particularly difficult call and were a critical component in the chain of survival as this child survived this event. Thank you to all for your outstanding service!

OUTREACH

Pittsfield Council on Aging Health and Wellness Fair

On Thursday, October 6, 2022, MassEDP Field Service Advisor Marguerite Szczawinski spent the morning at the Pittsfield Council on Aging Health and Wellness Fair. Marguerite educated on MassEDP, handed out over 70 Program applications to the event's attendees, and educated on the Silent Call Procedure and Text-to-911. It was a well attended event and a fun time was had by all.

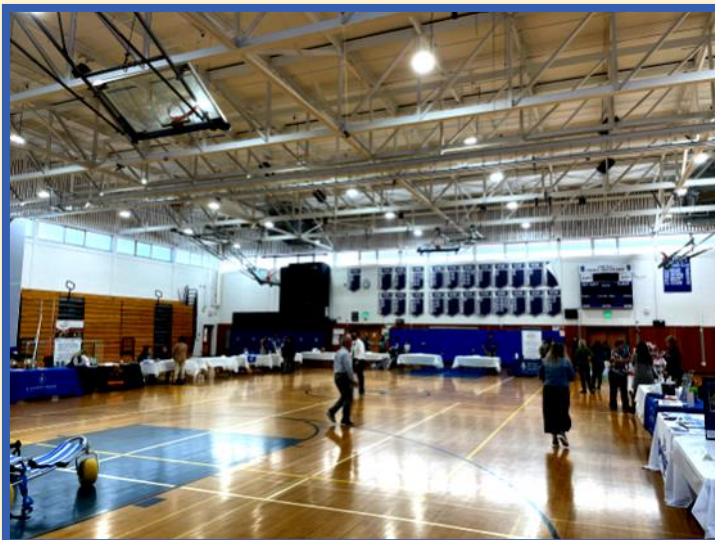
Thank you to the Pittsfield Council on Aging for inviting us to attend!



Town of Scituate Commission on Disability Accessibility Awareness Event

On Saturday, October 22, 2022, MassEDP Field Service Advisor Chris Plant attended the 3rd Annual Disability Accessibility Awareness Event put on by the Scituate Commission on Disability (CoD). The event was held at the Scituate High School. Chris partnered with a number of different vendors and spent the morning educating on MassEDP. Chris also handed out information regarding the Silent Call Procedure and Text-to-911. It was a well attended event. Chris enjoyed the morning forming connections with Scituate residents, caregivers, and families.

Thank you to the Scituate CoD for inviting us to attend!



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.

The image shows a printed application form titled "Application Part 1 - Applicant's Personal Information" from the "MassEDP join in" program. The form includes fields for personal information such as name, address, city, state, zip code, and telephone numbers. It also has sections for contact preferences and a signature line. To the right of the form is a yellow card that says "MassEDP Specialized Telephones for People with Disabilities" and provides contact information for the 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.

MassEDP Phone Spotlight ~ iPhone XR



Features

- Wireless device, black in color
- 64GB memory
- 6.1' diagonal all-screen LCD multi-touch display
- Liquid retina HD display
- Face ID
- Long lasting battery
- Wireless Charging Capability
- Applications based on the applicant's disability

As a reminder, MassEDP offers the iPhone XR as the Programs first ever wireless device option for clients. The cell phone is pre-programmed with applications based on the applicant's disability.

Please note, MassEDP DOES NOT provide the cellular data plan.

