

# Massachusetts State 911 Department November 2022 Newsletter



Issue 11

Volume 10

## CONGRATULATIONS!



*53rd Public Safety Communications Academy*

### Attleboro Police

David Arruda  
Adriana Rebelo

### Belmont Police

Ken Dahal

### Billerica Police

Derek Coffey

### Chelmsford Police

Tracy Hughes

### Danvers Police

Juan Estrada

### Framingham Police

Aidan Ryan

### Hamilton Police

Kimberly Maguire

### Lynnfield Police

Jorge Monzon

### Nashoba Valley RECC

Zachary Lewis

### Northern Middlesex RECC

Kyle Maga

### Rutland RECC

Julia LaPorta

### Waltham Police

Jose Lopez Jr.



# HAPPY RETIREMENT



*Undersecretary of Forensic Science & Technology Kerry Collins, Barnstable County Sheriff James M. Cummings & State 911 Executive Director Frank Pozniak*

*On Wednesday, November 16, 2022, Barnstable County Sheriff James M. Cummings was recognized at the State 911 Commission meeting for his impressive forty-eight year career in law enforcement, which included twenty-three years as the Sheriff of Barnstable County, and eleven-years as a State 911 Commission member. Sheriff Cummings will retire at the conclusion of his current term.*

*On behalf of Executive Director Frank Pozniak and all of the Staff at the State 911 Department, we would like to say **THANK YOU** to Sheriff Cummings for his service and express our best wishes in his retirement.*

***Congratulations!***

## Updates from our Programs Division

# FIRE HAZARD!

## REMEMBER...

it is that time of year when space heaters show up under desks/consoles. Please make sure they are not plugged into any electrical outlet designated for 9-1-1 equipment. Use of those outlets for anything other than 9-1-1 equipment can cause an outage and as such is prohibited!



## 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](http://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](mailto:Monna.Wallace@mass.gov) and [Katelyn.A.Sylvia@mass.gov](mailto:Katelyn.A.Sylvia@mass.gov).



## 33rd Annual Firefighter of the Year Awards Ceremony

On Friday, November 18, 2022, State 911 Executive Director Frank Pozniak, Deputy Director Norm Fournier, Programs Director Monna Wallace, and Public Education Coordinator Katelyn Sylvia attended the 33rd Annual Firefighter of the Year Awards Ceremony held at Mechanics Hall in Worcester. Governor Charlie Baker, Lt. Governor Karyn Polito, Public Safety Secretary Terrance Reidy, and State Fire Marshal Peter J. Ostroskey honored twenty-two individuals and seven groups of firefighters for their bravery, heroism, and service. It was a wonderful morning recognizing well deserving firefighters for the difficult job they do. The State 911 Department would like to send our best congratulations to all of the award winners!



Thank you to State Fire Marshal Peter Ostroskey for inviting us to attend your tremendous event!

***Congratulations to All!***  
***Job Well Done!***

## **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).



The State 911 Department is pleased to announce the release of its FY 2024 Regional Development Grant. Applications will be accepted through 5:00 PM on Thursday, March 2, 2023. The guidelines and application can be found on our website at [www.mass.gov/e911](http://www.mass.gov/e911) or on Commbuys [www.commbuys.com](http://www.commbuys.com). The Department will host a virtual workshop to review the guidelines and application on Thursday, January 19, 2023, at 10:30 a.m. Please e-mail [911DeptGrants@mass.gov](mailto:911DeptGrants@mass.gov) to register.

Coming Soon! The Telecommunicator Emergency Response Taskforce (TERT) program is scheduled for implementation on Thursday, December 1, 2022. The Department will schedule virtual workshops, by region, for PSAPs who have credentialed TERT team members. These workshops will discuss eligibility of reimbursements and the documentation needed for submission of reimbursement requests. Each PSAP will be contacted with the date and time of the workshop scheduled for its region. Please feel free to reach out to Karen Robitaille at 508-821-7221 or [Karen.Robitaille@mass.gov](mailto:Karen.Robitaille@mass.gov) should you have any questions.

PSAPs are reminded:

- **Application deadline for FY23 grant programs is 5:00 p.m. on Thursday, December 29, 2022;**
- Grant guidelines require submission of reimbursements within 30 days of incurring the eligible expense; and
- Workshops are hosted monthly for training on the application process and reimbursement process. Visit our website ([www.mass.gov/e911](http://www.mass.gov/e911)) for the schedule of upcoming workshops.

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





# NEWS

The 54th Public Safety Communications Academy will be held  
May 1, 2023—June 2, 2023 in Middleboro!

## 9-1-1 Spotlight: Public Safety Telecommunicator Dory Acord Metacomet Emergency Communications Center



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

On Friday, October 28, 2022, at 7:46 pm Public Safety Telecommunicator (PST) Dory Acord of the Metacomet Emergency Communications Center (MECC) received a 9-1-1 call reporting an unconscious party. PST Acord remained calm, took control of the call, and using EMD protocols, she guided the caller through CPR. PST Acord played a major role in saving a life through closely following protocol, hard work, and dedication to the service of 9-1-1. Congratulations PST Acord! **THANK YOU** for your outstanding service!

# OUTREACH



## **Annual Veteran's Appreciation Celebration**

On Wednesday, November 9, 2022, Massachusetts Equipment Distribution program (MassEDP) Field Service Advisor Chris Plant attended the Annual Veteran's Appreciation Celebration held in Abington. The celebration is hosted by the Town of Abington to express their deep appreciation for the Town's Veterans service. Veterans had the opportunity to speak with a number of different vendors, non-profit organizations, and resources that are available to them. Chris spent the afternoon educating on MassEDP, Text-to-911, and the Silent Call Procedure. Thank you to the Town of Abington for inviting us to attend! A wonderful afternoon was had by all.

## **Uxbridge Council on Aging (COA) Monthly Lunch and Learn Program**

On Friday, November 4, 2022, MassEDP Field Service Advisor Chris Murphy attended the monthly Lunch and Learn Program at the Uxbridge COA. The monthly meeting is held on the first Friday of every month and hosted by the Uxbridge Police Chief. Chris shared MassEDP information with the attending seniors. He also informed them that Text-to-911 is available in Massachusetts and educated on the Silent Call Procedure. The Program was filmed by the local cable TV channel to be shared with the Town's other seniors that were unable to attend in person. Thank you to the Uxbridge COA and Uxbridge Police Chief Marc Montminy for inviting us to share critical information with your senior population.





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 Commissioner, with checkboxes for 'MCDH' (Deaf, Hard of Hearing, Speech, Vision, Hearing, or Deafblind) and 'MCB' (Lip/Whisper, Braille, or Other). A 'MassEDP' card is placed over the bottom right of the form, featuring the program logo and contact information: 'Specialized Telephones for People with Disabilities', 'Massachusetts Equipment Distribution Program', '422 Commonwealth Drive, Suite A, Middleborough, MA 01930', and '800-300-5658 Voice/TTY'.

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).

## 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.

