

CONGRATULATIONS!



54th Public Safety Communications Academy

Brookline Police

Alexander Poulos

Haverhill Police

Nicole Lunn

Millbury Police

Daniel Fuentes
Michaela Carney

Cambridge Police

Ayse Gurdal-Friend
Tomas Elinskis
Jennifer Gallagher
Tiyon Smith
Crystal Smith

Metacomet RECC

Raeanna Cronin

Waltham Communications

John Corbett
Michael Barry
Thomas Piantedosi

**9-1-1 Spotlight:
Dispatcher Taylor Cordeiro & Dispatcher Melissa Zasowski
Seekonk Public Safety Communications**



On Wednesday, March 15, 2023, Dispatchers Taylor Cordeiro and Melissa Zasowski received a 9-1-1 call from a woman stating her family member sent a text message making suicidal statements and then turned her cell phone off. Officers were dispatched to speak with the reporting party and were told the female's vehicle was equipped with OnStar. Using the Directory in the NG9-1-1 system, Dispatchers Cordeiro and Zasowski contacted OnStar to request the vehicle's location. OnStar provided a location in Plymouth and the female was located inside of her vehicle. She was breathing but unresponsive. Plymouth EMS transported her to an area hospital. The hard work and critical thinking of Dispatchers Cordeiro and Zasowski aided in preventing a tragedy.

Job Well Done! Congratulations!

**9-1-1 Spotlight:
Public Safety Telecommunicator (PST) Kathryn Baxter
Metacomet RECC**

On Saturday, May 13, 2023, PST Kathryn Baxter received a 9-1-1 call reporting a child who was unresponsive and not breathing on the side of route 495 in Wrentham. Following EMD protocol, PST Baxter quickly began providing the caller with instructions to open the airway. The caller closely followed instruction and the child began breathing on their own. PST Baxter remained on the phone with the caller until help arrived. The child was then transported to a local hospital for further treatment. PST Baxter's ability to remain calm and act quickly aided in the outcome of this incident and saving the child's life.



Job Well Done! Congratulations!

NEWS

The next Public Safety Communications Academy will be held September 11—October 13, 2023 in Middleboro. For an application, visit www.mass.gov/e911.

NG9-1-1 Refresher Site Visit

During the summer months, the State 911 Department trainers are available for PSAP visits across the Commonwealth. During the site visit, trainers will be testing the Text-to-911 feature, providing dispatchers with the most up to date job aids, and answering questions regarding the NG9-1-1 system. The trainers will not interrupt PSAP operations. In addition, a roster will be provided and the dispatchers in attendance at time of the visit will be eligible for 2-hours of continuing education.

If you are interested in having a trainer visit your PSAP, please email 911training@mass.gov.

We are in Compliance Season!

The FY 2023 Annual Certification of Compliance Form is now available on our website at www.mass.gov/e911 under "Information for Call Centers" → "FY2023 Annual Certification of Compliance Forms."

The Form is due on or before July 31, 2023. As soon as your PSAP has completed all of the compliance requirements, submit your Form to expedite processing.



NEW THIS YEAR:

- PSAPs must attach a detailed explanation of the process being used to perform Emergency Medical Dispatch (EMD) quality assurance, and also **a SAMPLE of** documentation that is utilized and maintained as proof of EMD quality assurance.

REMINDERS:

- Annual Certification of Compliance Forms are **NO LONGER** accepted electronically.
- Proof of CPR and EMD **must be included with the FY2023 submission for PSAPs that are providing EMD in-house and also for all Certified EMD Resources.**

For questions about the FY 2023 Annual Certification of Compliance process, email Monna.Wallace@mass.gov.

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@MAState911
Visit our website!
www.mass.gov/e911





APPROVED TRAINING COURSES: There are a vast number of courses offered by countless vendors. PSAPs wishing to seek reimbursement under the Training Grant should be sure to check eligibility of a course prior to enrolling a team member. The State 911 Department maintains a list of approved courses. This list is updated throughout the year. PSAPs should review the list to ensure **both the course name and vendor** are approved. If the course and vendor cannot be found on that list, it has not been approved and therefore will not be eligible.

SUBSCRIPTION BASED LEARNING PROGRAMS: There are a number of subscription based learning programs that have been approved and are noted on the approved course list. PSAPs should be aware 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. Please be sure to review the requirements of these approved programs. The program **must** be completed in its entirety before it will become eligible for reimbursement.

EMERGENCY MEDICAL DISPATCH PROTOCOL REFERENCE SYSTEMS (EMDPRS): While the State 911 Department has approved EMDPRS for compliance with 560 CMR 5.0, it is important to note that the while the vendors providing the EMDPRS have requirements/policies for PSAPs utilizing the EMDPRS, these requirements/policies may not be eligible for reimbursement under the State 911 Department's grant programs or may require additional action on behalf of the PSAP before costs may be eligible. PSAP are advised to review the categories of eligibility under the grant programs and/or reach out to the State 911 Department to determine eligibility prior to moving forward to ensure that costs may be covered.

WORKSHOPS: Grant Workshops are held monthly. These sessions are virtual and run approximately 1 – 1 ½ hours. The application workshops are held on the third Monday of the month and the reimbursement workshops are held on the third Wednesday of the month. Both sessions begin at 11:00 am. Register by e-mailing 911DeptGrants@mass.gov. These events are also posted on our website.



FY23 REIMBURSEMENTS ARE DUE ON OR BEFORE JULY 31, 2023.

Updates from our Systems Division

Please be aware of the following for Wireless 9-1-1 calls/9-1-1 calls that are not in the location data base (LDB).

Reverse Geocode in Response Assist

“Reverse Geocode” in Response Assist provides an apartment (see the ‘2’ after the street address), since that information is not coming from the service provider.

*****You should ignore any apartment information listed*****



Most carriers contract with third parties for caller location services. Often times a third party such as Intrado provides these services for multiple carriers. As such when Intrado, or other 3rd party, have technical failures, multiple carriers are affected, resulting in misroutes or missing location information. No matter the cause, PSAPs should always contact the Help Desk to report such anomalies.

REMINDER



As the “Fourth of July” is approaching, we encourage our 9-1-1 PSAPs to be prepared for a higher call volume due to increased public celebrations. Calls reporting medical emergencies and noise complaints are a large factor for increased calls surrounding Fourth of July celebrations, particularly during peak hours.

We wish you all a safe and wonderful Happy Fourth of July 2021 celebration!



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 MassEDP 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 MassEDP'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.

In addition, **please be reminded that participation at in-person MassEDP outreach events has 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.



SALT Safety and Wellness Fair — East Bridgewater

On Thursday, June 8, 2023 MassEDP Field Service Advisor (FSA) Chris Plant, State 911 Department Interns Chris Flynn and Sarah Cahill attended the SALT Council Safety & Wellness Fair held in East Bridgewater. Chris, Chris, and Sarah set up an informational booth on MassEDP and 9-1-1. The fair was very well attended by both vendors and visitors. A number of MassEDP applications were distributed. Thank you to those who hosted the event for inviting us back this year. A great time was had by all!





General Shepard Apartments—Westfield, MA

On Monday, June 12, 2023, MassEDP FSA Marguerite Szczawinski visited the General Shepard Apartments located in Westfield. Marguerite shared information with over 10 apartment residents about MassEDP and lifesaving features of the 9-1-1 system. Thank you to Jen from the apartment complex for inviting us to your facility. It was a great morning had by all.

Greenfield Council on Aging (COA)

On Tuesday, June 13, 2023, MassEDP FSA Marguerite Szczawinski visited the Greenfield COA to attend their “Disability Informational Event.” Marguerite was one of three presenters. The other vendors in attendance were the Perkins School and the Greenfield Disability Council. Marguerite educated on MassEDP, Text-to-911, and the Silent Call Procedure. Attendees were especially excited to learn about the new cell phone option of MassEDP. Thank you to Kathy from the Greenfield COA for inviting us!



Wellness Fair— Leicester Senior Center

On Thursday, June 22, 2022 MassEDP FSA Chris Murphy attended the Wellness Fair at the Leicester Senior Center. Chris spent the morning educating the attendees about MassEDP and different features of 9-1-1 in Massachusetts. The event was well attended. During the presentation, Chris shared live demonstrations of several different pieces of equipment offered in our Program. Thank you to the Leicester Senior Center staff for inviting us to attend your event!



MA Association for the Blind Monthly Meeting

On Friday, June 16, 2023 MassEDP FSA Chris Murphy and State 911 Department Interns Chris Flynn and Sarah Cahill presented at the MA Association for the Blind’s monthly meeting. The meeting was held at the Worcester Senior Center. Chris, Chris, and Sarah had the opportunity to share with the visiting senior’s information on MassEDP, Text-to-911, the Silent Call Procedure, and what to do if you accidentally dial 9-1-1. It was a fun and informative meeting. Thank you for inviting us!