

# Massachusetts State 911 Department October 2024 Newsletter



Issue 10

Volume 12

## Congratulations



*58th Public Safety Communications Academy*

Auburn Police Department

Bryson Grenon

Lowell Police Department

Gladys Jannette Ottey –Rivera

Newton Police Department

Peter Antonakas

Krista Sampson

Belmont Police Department

Brianna Brancato

James Robison

Metacomet ECC

Janasiti DaSilva

Christopher Mahieu

Alexandra Mitchell

Regional Old Colony Communication

Shauna Dimario

Frank Geisel

Billerica Police Department

Christopher Bruno

Milford Police Department

Mia Bellacqua

Daniel Farrell

Sterling Communications

Cameron Benjamin

Bourne Police Department

Amiyah Peters

Millbury Police Department

Quiana Langley-Carr

Waltham Communications

Cory Champeon

Jason Maher

Cambridge ECC

Taylor Mackenzie King

Nashoba Valley RECC

Jihana Arrington

Alexandra Ritteberg

Wilmington Police Department

Yvonne Lesko

Joseph Marino

Carlisle Police Department

Sandra Fauvel

Clinton Police Department

Matthew Czepiel

## Dispatchers Amanda Gresian, Daniel Moreira, Lisa Trusas & Carmen Cifuentes Milford Police Department & Hopkinton Police Department

On Monday, September 16, 2024 dispatcher Lisa Trusas of the Milford Police Department, who on that day was answering 9-1-1 calls for Milford at Milford's back up PSAP in Hopkinton due to construction at the Milford Police Department, received a call with a female screaming in the background, who only spoke Spanish. Hopkinton Police Dispatcher Carmen Cifuentes, who speaks Spanish, was able to jump in and translate the call. When Dispatcher Cifuentes relayed the caller's message to Dispatcher Trusas, Ms. Trusas quickly forwarded the call information to the Milford PSAP for dispatch where Dispatchers Amanda Gresian and Daniel Moreira were able to dispatch Police, Fire, and EMS. The call quickly became a crime scene for a murder/suicide. Under the worst possible conditions, both Dispatcher Gresian and Moreira flawlessly upheld the standard of care and provided all requested resources to the responders on scene. Your teamwork through this difficult situation regardless of unforeseen circumstances was commendable. Thank you all for your teamwork and dedication!



Hopkinton Police Department: Carmen Cifuentes



Milford Police Department Left to right: Amanda Gresian, Lisa Trusas, Daniel Moreira



## Dispatcher Melissa Hippler Ashburnham Police Department

On Saturday September 21, 2024 just before 6:00 PM Dispatcher Melissa Hippler received a call from a hysterical mother stating that her 4-week old baby was not breathing. Melissa was calm throughout the call, and was able to ask questions and determine that the baby was most likely choking, blocking the baby's airway. Melissa quickly shifted into Emergency Medical Dispatch (EMD) procedures, and instructed the mother on how to give back blows to help dislodge anything blocking the airway. Within a few seconds, the baby could be heard crying, confirming that the baby was able to breathe. Melissa remained on the phone with the mother providing instructions on how to keep the airway open until the paramedics arrived. Great job dispatcher Hippler!





## Dispatcher Robert Norton North Shore Regional 911 Center

On September 1, 2024 just after midnight Dispatcher Robert Norton received a call from another PSAP reporting a female in labor in a vehicle with no location given. Robert swiftly used his mapping tools to pinpoint the caller's location ensuring that help would arrive in a timely manner. When the baby was born while on the phone, Robert provided clear and precise pre-arrival instructions to the father helping ensure the safety and well-being of both Mom and baby. His quick thinking, calm demeanor and dedication aided in a safe delivery!

## Massachusetts Telecommunicator Emergency Response Team

The Massachusetts Telecommunicator Emergency Response Team (TERT) recently completed a three-day deployment in the City of Cambridge, providing critical support to ensure dispatch operations were uninterrupted. These telecommunicators handled this deployment with professionalism and dedication. Over the three days, the teams managed a variety of different calls. Great work from all of the telecommunicators from across the Commonwealth that came together for this deployment!



## Dispatchers Corrine Snow & Charles McCoy New Braintree Control

Massachusetts State Police dispatchers Corrine A. Snow and Charles McCoy of New Braintree Control were recognized by Worcester County District Attorney Joseph D. Early, Jr. and presented his Team Excellence and Merit award for quickly identifying a cardiac arrest and providing highly effective and successful CPR instructions over the phone. In January 2024, a Hardwick resident collapsed in his home. His wife called 9-1-1 and began CPR. Using Emergency Medical Dispatch procedures, dispatchers Snow and McCoy walked her through resuscitation efforts and dispatched first responders. Hardwick-New Braintree police quickly arrived and took control of the scene. Thankfully the patient made a full recovery! Way to go, your confidence and swift actions prevented a tragedy!



## UPDATE to the Language Services Menu Options

### Accessing Language Services

Advise the caller to remain on the line.

Press the Softphone button titled  
"Language Services."

No PIN or PSAP identification will be needed.



You will connect to an auto attendant.

Select the language you need.

- ❖ Press 1 for Spanish
- ❖ Press 2 for Portuguese
- ❖ Press 3 for Brazilian Portuguese
- ❖ Press 4 for Haitian Creole
- ❖ Press 5 for Russian
- ❖ Press 6 for Vietnamese
- ❖ Press 7 for Mandarin
- ❖ Press 0 for all other languages or  
for assistance identifying a language.

You do not need to listen to the entire audio prompt before selecting.

While on hold, there is no music; only a soft beep tone is heard to let you know you are connected.

After monitoring our interpreter needs, Cyracom, the vendor providing our Language Services for 9-1-1, has updated the menu prompts. This update is in response to the language requests made by our PSAPs and adds a **new language choice** to the available menu.

Please see the updated menu, which now includes **Brazilian Portuguese**.

If you would like a digital copy of the most recent job aids which includes the new Language Services menu options for your PSAP, please email [911training@mass.gov](mailto:911training@mass.gov).

## NEW Behavioral Health Training Now Available Presented by Parent Professional Advocacy League



Parent/Professional  
Advocacy League



The State 911 Department is hosting a new Behavioral Health training presented by Parent Professional Advocacy League (PPAL). PPAL understands the need to navigate support and have accurate real resources for both professionals and families. Partnering together offers more to families and to dispatchers/first responders. PPAL is dedicated to delivering a curriculum that was created in response to community needs and the misunderstanding of families and youth with mental health, trauma and lack of proper support in the community due to the challenge of navigating the maze to resources.

This training is based on the family experience, data that impacts mental health, behaviors of youth, mental health including autism, trauma, substance use, and suicide prevention. PPAL will give concrete ideas, data driven statistics and a clear learning experience on the needs of families with children with acute needs. There are two options for training, a 4-hour In Person Training: **Supporting Children's Mental Health for Dispatchers and First Responders** or a 2-hour Virtual option through teams: **Navigating Children's Mental Health for Dispatchers and First Responders**. Both of these options have been approved for continuing education—behavioral health.

## October



**THERE'S NOTHING SCARY ABOUT IT!** The grant application process is a breeze. Need assistance? Attend our **virtual application workshop** on **Monday, November 18, 2024** at 11:00AM. Contact [911DeptGrants@mass.gov](mailto:911DeptGrants@mass.gov) to register or for assistance. Application deadline is **Monday, December 30, 2024**. Don't miss out!



**IT'S A BUST!** The State 911 Department had offered Commbuys as a resource for submission of reimbursements electronically. Unfortunately, the Department has recently learned the functionality of submission of receipts is not available on the vendor (PSAP) side of this platform and the module for invoices is not currently utilized. Reimbursements must be submitted via mail or hand-delivered. An electronic submission option is not available at this time. The Department apologizes for this misunderstanding and any inconvenience this may cause.



**HATS OFF** to those PSAPs that have begun to submit their FY 2025 grant reimbursements! Guidelines require submission of reimbursements within 30 days of incurring the expense. It is suggested that PSAPs submit early and often. This will assist to eliminate concerns at the end of the fiscal year when accounts are being closed out. Submitting a "one and done" request at the end of the year often leads to reductions as there are often deficiencies in these large submissions.



**IT'S NOT MAGIC!** The reimbursement process is all about documenting eligible expenses paid by the PSAP in support of its operations and training as awarded. Need a refresher? Attend our virtual reimbursement workshop on Wednesday, November 20, 2024 at 11:00 AM. Contact [911DeptGrants@mass.gov](mailto:911DeptGrants@mass.gov) to register.



## PSAP Customer Service Liaison

The new contract with Comtech requires them to have a PSAP Customer Service Liaison. As stated in the contract that role shall “be a customer advocate representing PSAP interests within the successful bidder’s internal organization, and to participate, schedule, and coordinate service review meetings with PSAPs quarterly or as needed.” Comtech has posted the position [here](#)

## Updates to the Icons in Response Assist

Response Assist shows an icon that represents the “class of service” of the caller. A class of service is a designation in E9-1-1 that defines the service category of the telephony service. A few examples are residential (RES), VoIP (VOIP) and wireless Phase II (WPH2). In NG911, a method token is one of the text strings designating the manner in which location information in a PIDF-LO object has been derived or discovered.

Method token has more detail that will help telecommunicators understand the accuracy of the location. The following changes will be deployed in November. In cases where we know the method token, we will use an icon to represent the method token versus using a more generic class of service. The new icons are:



**GPS** will be shown when the phone’s GPS is providing the location. It is the most accurate when available.

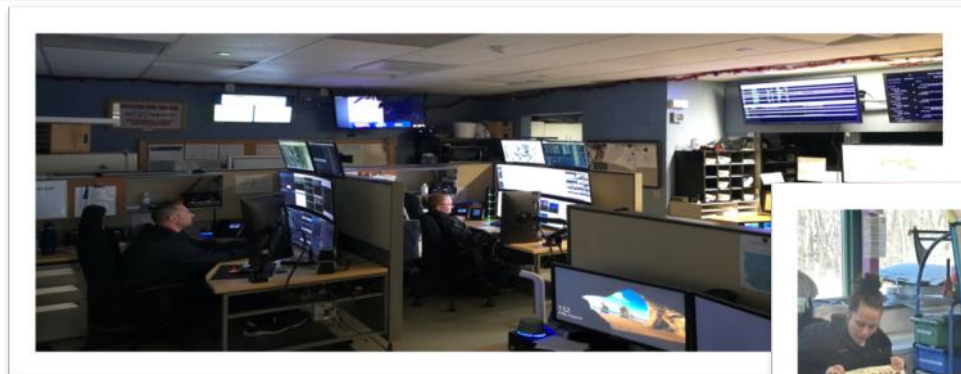
**Wi-Fi** will show EITHER the location of the Wi-Fi access point OR the smartphone’s manually entered address.

**DBH** represents a grouping of locations methodologies. The DBH is device manufacturer specific, [Apple](#), [Android](#), [Samsung](#). Each service provider also uses the location services on the phone differently. Therefore, it may represent anything from the GPS, a calculated location, OR a manually entered location. Note: RapidSOS displays a DBH location.

## Rutland Regional Emergency Communications Center



Rutland RECC dispatches for the Towns of Rutland, Oakham, Hubbardston, Warren, and Barre. Their service area spans 145 Square miles of rugged New England terrain. The Rutland RECC processes approximately 78,000 calls for service annually.



Dispatcher Emily reading to students at a local elementary school.



Deputy Elizabeth DeFosse, and Rutland Police officers at a Trunk or Treat event.

On June 11, 2024 at approximately 10:00 PM Rutland RECC received a single emergency telephone report of an oven fire at the Rutland House of Pizza. Based on the telephone report, a first alarm assignment was transmitted. The first arriving unit on scene declared a Working Fire, followed by a subsequent Second Alarm with heavy fire through the roof and in the kitchen of the restaurant. Additional resources were called when a third alarm was declared. All companies on scene worked cohesively bringing the fire under control within 1- hour from the initial dispatch. The Rutland RECC team did a great job communicating with all of the companies on scene!

Recently Supervisor Christopher Wilder, Communications Training Officer (CTO) Rachel Crompton, and Tessa Gurney were recognized and presented with the District Attorney's Team Excellence and Merit – TEAM Award – for their efforts and actions during the February 20 search and rescue for a 5-year old boy in Oakham. The TEAM Award was created by District Attorney Early in 2019 to recognize public safety employees who go above and beyond the call of duty.



Rachel Crompton, Christopher Wilder, Tessa Gurney with their TEAM award.

Looking for more information? If your department is considering branching out into a regional dispatch center but are unsure of where to start, contact Peter Kinnas at [Peter.S.Kinnas@mass.gov](mailto:Peter.S.Kinnas@mass.gov) or (508)821-7213. Our team is ready to meet with you, discuss all possibilities, and provide guidance as you explore your options.



## Natick Community Senior Center

On September 24, 2024, Field Service Advisor (FSA) Chris Plant attended the Natick Wellness & Resource Fair. Chris was able to educate the attendees on the Equipment Distribution Program (EDP), the adaptive telephones that are available, and how they can apply to be part of the program. Chris was also able to educate on the Silent Call Procedure, and Text-to-911. Thank you to the Natick Council on Aging for hosting this event. A great afternoon was had by all!

## Norwood Senior Center

On October 3, 2024, FSA Chris Plant attended the Norwood Senior Center Health Fair. While there, Chris was able to educate attendees on EDP what qualifies for the program, and how they can apply. He also gave out information on the Silent Call Procedure, and Text-to-911. Thank you to the Norwood Senior Center for having us!



## Time to Get “Focused” Conference

On Tuesday October 1, 2024, FSA Chris Plant and Public Education Coordinator Erica Adams attended the Time to Get Focused low vision conference in Norwood. This event showcased some of the different resources available to people with low vision. The Department was able to educate the attendees on EDP, and how they can apply for the adaptive telephones. Erica was able to educate attendees on the Silent Call Procedure, and Text-to-911. Conference attendees were excited to learn that these resources are available throughout the state! Thank you to the Department of Developmental Services for hosting this event, and inviting us to join!

## Community Resource Fair - Middleboro

On Thursday October 10, 2024, FSA Chris Plant and Public Education Coordinator Erica Adams attended the Middleboro Council on Aging Community Resource Fair. At this event, Erica was able to educate all of the seniors on the Silent Call Procedure, and Text-to-911. Chris had an array of adaptive telephones on display, and was able to educate attendees on the application process, and the qualifications for the program. Thank you to the Middleboro Council on Aging for hosting this informational event, a great day was had by all!



## Community Outreach Events

Do you have an upcoming outreach event in your community? The State 911 Department and its MassEDP team would love to join forces with you!

For more information or to schedule an outreach event, please contact State 911 Department Public Education Coordinator, **Erica Adams by Email** at [Erica.L.Adams@mass.gov](mailto:Erica.L.Adams@mass.gov)



## ATTENTION: Location Change for Massachusetts Equipment Distribution Program Applications

# IMPORTANT

All applications for the Massachusetts Equipment Distribution Program (EDP) should now be mailed to our Middleborough office at 151 Campanelli Dr. Suite A, Middleborough, MA 02346.

Applications mailed to the Massachusetts Commission for the Blind, or the Massachusetts Commission for the Deaf and Hard of Hearing will be forwarded to our Middleborough Office.

If you have any questions about this change, please reach out to the MassEDP Program Manager Grant Harrison at [Grant.Harrison@mass.gov](mailto:Grant.Harrison@mass.gov)

OLD WAY

NEW WAY

Did you know the Massachusetts Equipment Distribution Program offers the iPhone 13?

### Features

- Wireless device—black in color
- Otter Box protective case
- 128 GB Memory
- 6.1' diagonal all-screen LCD multi-touch display
- Face ID unlocking
- Siri-voice commands
- Charging block as well as wireless capabilities

Please note, MassEDP **DOES NOT** provide the cellular service plan.





## Spotlight Your Dispatchers!

Do you have a dispatcher who has gone above and beyond? One that was able to save a life? We want to feature their story! Each month our newsletter highlights the work that telecommunicators do every day. We want to spotlight a job well done, and also recognize important events such as dispatcher retirements, or other major events. The newsletter also highlights our Lifesaver Award that is given to telecommunicators that successfully saved a life. If submitting for our lifesaver award, and EMD procedures are applicable, please include a recording with your submission.

**All submissions can be sent to Public Education Coordinator  
Erica Adams at [Erica.L.Adams@mass.gov](mailto:Erica.L.Adams@mass.gov)**

*Welcome*  
TO THE TEAM

**Chris Flynn has joined the Programs team!**

Please join us in welcoming Chris Flynn to the Programs team as the State 911 Department's newest Program Coordinator. Chris has been with the Department since the Summer of 2022 as an intern, and has now shifted seamlessly into this role. Welcome to the team!

Chris can be reached at [Christopher.M.Flynn@mass.gov](mailto:Christopher.M.Flynn@mass.gov).



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