

Massachusetts State 911 Department Monthly Newsletter



Issue 6 | Volume 8 | June 2020



The sun is shining and people are beginning to get out to enjoy the warm weather and their close friends while still maintaining social distancing. Just as the summer sun and fun start to heat up, it is important for those of us who work in emergency communications to inform the public on ways to remain healthy and safe, while at the same time enjoying all of the wonderful things summer in Massachusetts has to offer.

Please see page 2 for some safety reminders you can share with your communities.

▶ SUMMER SAFETY.....	1
▶ PROGRAMS UPDATE.....	3
▶ SYSTEMS UPDATE.....	5
▶ FISCAL UPDATE.....	6
▶ MASS EDP UPDATE.....	7
▶ 9-1-1 SPOTLIGHT.....	7

**The Programs Division is
working on a virtual
training program.**

See page 3 for more details!

LATEST

NEWS

Summer Safety Reminders!

Courtesy of the Massachusetts State 911 Department



The State 911 Department would like to remind you of a few important tips to help keep you and your family safe while enjoying the summer sun.

- For all emergencies, call or text 9-1-1.
- While you are beginning to get out and enjoy the weather, your family, and your friends—please remember that we are still actively fighting the COVID-19 Pandemic. Please practice safe social distancing, remaining 6 feet apart and wearing face coverings when social distancing is not possible. Please remember to practice good hand hygiene and refrain from gathering in large groups.
- Check on the personal safety of elderly family and neighbors in extreme heat.
- Stay cool ~ dress in loose, light-weight, light-colored clothing.
- Stay hydrated ~ try to limit or avoid sugary and highly caffeinated beverages, including coffee, soda and alcohol.
- Know the signs and symptoms of heat related injuries, including heat exhaustion, heat stroke, and heat cramps ~ headaches, heavy sweating, general weakness, skin changes, rapid, but weak pulse and breathing, fainting, nausea or vomiting, and painful muscle spasms.
- Enjoy the water safely! Never swim alone, supervise children, know your personal swimming limits, wear life-saving equipment, and when in swift-moving water, monitor current changes and watch for rip currents.
- Protect people and your pool! Make sure young children are supervised at all times, fence the pool according to local guidelines and ensure all equipment is secured when not in use, such as gates, ladders and stairs, cleaning equipment, chemicals and recreational floats.
- Boat safely! Wear a life jacket, know your boat operations and limits, know the area you are boating in and how to navigate it.
- Bike, walk and jog your way to a fun summer! Wear the right safety gear, including good shoes and helmets, choose light-weight, reflective clothing (especially at night), warm up and cool down after each activity, stay hydrated, stay in familiar areas and carry a whistle or cell phone to contact help.
- Remember, it is illegal for private citizens to use, possess, or sell fireworks in Massachusetts, or to purchase them legally elsewhere and then transport them into the Commonwealth. The law prohibits any article designed to produce a visible or audible effect. Per MGL Chapter 148, S. 39.

Looking for a cold and refreshing treat to help you cool off after a long and tiring summer day? Try out the Strawberry Lemonade Popsicle recipe shared below!

Strawberry Lemonade Popsicle Recipe

Ingredients:

- 4-5 cups fresh strawberries washed and chopped
- juice of 5 lemons or 10 tablespoons of lemon juice
- 1/4 cup honey or other vegan honey substitute
- 1/2 cup water or sparkling water if needed



Instructions:

1. Add the strawberries, lemon juice, and honey to the blender and pulse until the strawberries are in tiny chunks.
2. If the mixture is liquid enough to pour you will not need to add any water, but feel free to add up to 1/2 cup water (add a small amount at a time) to loosen up the mixture so you're able to pour it into the Popsicle molds.
3. Pour the mixture into your Popsicle molds and freeze until solid before enjoying!

'Recipe credit to Pinterest

A message from State Epidemiologist, Dr. Catherine Brown and the Department of Public Health (DPH)

PSAPs played a critical role assisting with reverse 9-1-1 notifications to residents about aerial spraying and also answering calls from concerned residents. DPH is actively working to improve outreach to partners and stakeholders this year, including PSAPs. Eastern Equine Encephalitis (EEE) activity usually begins to increase starting in July with the greatest risk to people occurring in August.

For more information please make sure to check the DPH website regularly for the most current information. The website can be accessed at <http://www.mass.gov/dph/mosquito>. Specific questions can also be directed to the Department of Public Health's 24/7 hotline at 617-983-6800.

Updates from our Programs Division

Virtual Training

The Programs Division is working diligently to provide the APCO PST1, 5-day certification course and the 2-day Next Generation 9-1-1 Equipment training course through the Webex on-line platform.

We will continue to update you on our progress as we move forward.



Updates from our Programs Division (continued)

In House Next Generation 9-1-1 Equipment Training Program Reminder

In an effort to support PSAPs that are experiencing staffing issues due to COVID-19, the State 911 Department developed a 4-hour, in-house Next Generation 9-1-1 equipment training using an in-house trainer selected by the PSAP. This temporary training program remains in effect. Please keep in mind that PSAPs that have opted to use this program will be required to complete the 40-hour Basic Telecommunicator, EMD and CPR certifications in FY2021 that were temporarily waived.

Under the in house training program, the trainer selected must be a certified 911 telecommunicator that has experience and a good understanding of how the Next Generation 9-1-1 system operates. The in-house program allows a PSAP to temporarily waive the EMD certification, instead advising staff to ask the 5 questions that are recommended by the CDC. Additionally, the State 911 Department is **TEMPORARILY** waiving the 40-hour Basic Telecommunicator certification. At some point in FY2021, each PSAP that has participated in the in-house training will be required to fulfill ALL minimum training requirements that were waived under this temporary training program.

Effective immediately, PSAPs can now use training material provided by the State 911 Department to train and certify staff in-house.

Examples of eligible candidates for training are:

- . Trainees that were not able to complete the training due to cancelled new hire classes.
- . Police Officers, Firefighters and EMD/Paramedic that work for the town/city.
- . Administrative staff from town/city offices.
- . Vetted potential new hires.

A new application for the in-house training can be located on our website at www.mass.gov/e911 under the "Information for Call Centers" tab.

PSAPs wishing to participate in the training should follow the same process in place now, which is to fill out the application and indicate the dates that you intend to conduct the in-house training. When the Programs Division receives the application they will send back the training packet along with an email offering further instruction.

The training packet includes:

1. Instructor materials that includes:

- Lesson plan and reference training materials
- EMD Advisement notice
- Job aids for CallStation, ResponseAssist, Equature ViewPoint, and Text-to-911 (for both Ring-all PSAPs and ACD PSAPs)
- Training roster
- Instructions for administering practical and written exams
- Written exam and answer sheet
- Practical exam sheet
- Two student manuals will be mailed to the PSAP to use for in-house classes.

(continued on page 5)

Updates from our Programs Division (continued)

(continued from page 4)

2. Student materials which includes:

- EMD Advisement notice
- Job aids for CallStation, ResponseAssist, Equature ViewPoint, and Text-to-911 (for both Ring-all PSAPs and ACD PSAPs)
- The trainer will provide a NG911 student manual for the student to use during training

Please contact Programs Director Monna Wallace at monna.wallace@mass.gov if you have questions about the program.

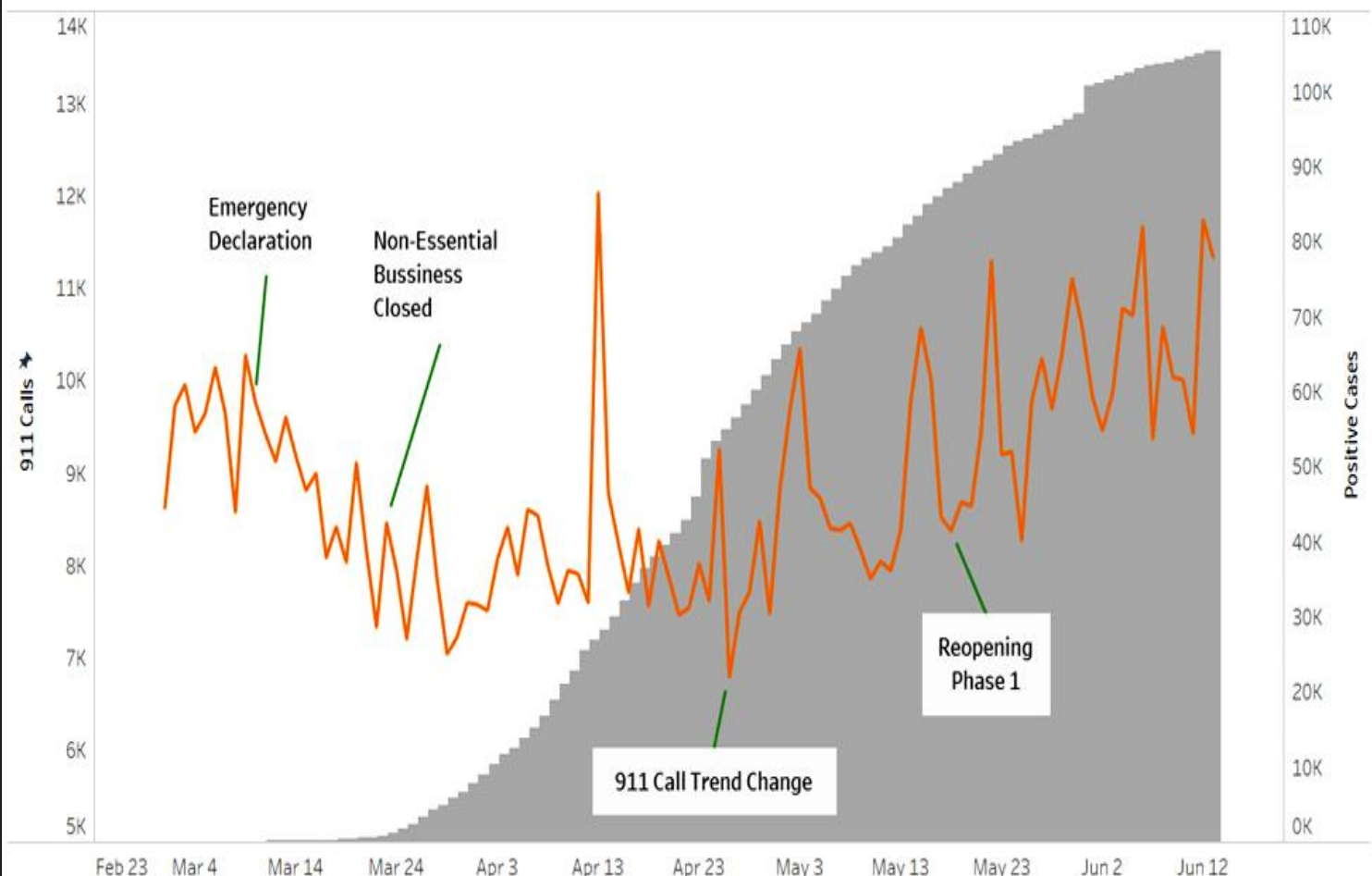
Updates from our Systems Division

Wireless Direct Update

Of the PSAPs in the Commonwealth, 123 are getting WPH2 calls only, and 102 are getting both WPH1 and WPH2 (including PSAPs doing a 30 day trial). Taking both classes of wireless calls speeds response to callers. A call that is answered by a wireless PSAP first could take up to 60 seconds before it is transferred to the appropriate PSAP.

Please contact Shahri Moin at Shahri.Moin@mass.gov for more information.

Daily Call Count vs Covid19 Cases



Updates from our Fiscal Division

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Another one for the books! The close of the FY 2020 grant cycle is June 30, 2020. All contracts, where needed, must be modified on or before **June 30, 2020**. All budget modifications must be submitted and approved on or before **June 30, 2020**. All good and services under the FY 2020 grant programs, unless an extension has been executed, shall be received on or before **June 30, 2020**.



Filing of all **reimbursements** under the FY 2020 grant program shall be submitted within 60 days of contract end date. Reimbursements are **not** required on or before June 30, 2020. Reimbursements for all awards with a contract end date of June 30, 2020, **shall be filed on or before August 30, 2020**.



The FY 2021 Support and Incentive, Training, Emergency Medical Dispatch and Wireless State Police grants were released in May and are available on our website. Just a reminder, documentation showing compliance with MassGIS requirements shall be submitted as part of your FY 2021 Support and Incentive Grant application. A list of PSAPs'/RECCs' compliance status can be found on the MassGIS website (<https://www.mass.gov/orgs/massgis-bureau-of-geographic-information>) under the section titled "What would you like to do" click on "Check your State 911 Grant Eligibility Status". Open the link "**FY2021 parcel and address update status**".



FY 2021 Regional Development Grant: The Department received applications totaling more than \$33.6 million. The FY 2021 Regional Development Grant program is a competitive grant funded at \$18 million. The Department is diligently working through the applications and strives to have awards issued in July.

If you have questions or require assistance, please contact
Karen Robitaille at 508-821-7221 or email at karen.robitaille@mass.gov.

Updates from Mass EDP

The Massachusetts Equipment Distribution Program (Mass EDP), remains in operation under a limited capacity as a result of the COVID-19 virus. Home visits have been suspended as well as all outreach events until further notice. We are still communicating with our clients by telephone and email, and are processing applications as they are received. When possible we are drop shipping telephones to our clients to better assist them.

This process will remain in place until we are able to resume normal operations.

If you have questions or concerns, please call MassEDP Manager Grant Harrison at 508-821-7234 or email him at grant.harrison@mass.gov.



To speak with a customer service representative, call **1-800-300-5658 Voice/TTY**.

911 Spotlight:

Dispatcher Annie Murphy — Wilbraham Public Safety

In the evening on Monday, May 18, 2020, Wilbraham Public Safety Communications received a 9-1-1 call for a 14 year old male not breathing. Dispatcher Murphy took the call and immediately dispatched first responders—while at the same time, beginning life saving measures over the phone. Dispatcher Murphy quickly instructed the caller to begin CPR. When the Wilbraham Fire Department and Wilbraham Police Department personnel arrived on scene the male was alert and immediately transported to the hospital. Great job and thank you to Dispatcher Annie Murphy for acting diligently, effectively, and using EMD protocols to aid in saving the young man's life.

Job Well Done!