

Massachusetts State 911 Department Monthly Newsletter



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*On behalf of Executive Director Frank Pozniak
and the entire Staff at the Massachusetts State 911
Department we wish your holiday season to be
filled with good health, happiness, friendly cheer,
and the warmth of your close family and friends.*



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**Peer Support Training
classes have been
added to the calendar!**
See page 3 for more details ~

LATEST

NEWS

MASSACHUSETTS

STATE 911 DEPARTMENT



Thank you to all of the members of the State 911 Commission who work tirelessly to provide strategic oversight and guidance to our Department. Your advising and support on all matters is crucial to our success. Pictured above are the Commission members who were in attendance at our November 21, 2019 Commission meeting.

(L/R back row): Matt Barstow, Ralph Dowling, Scott Cluett, Tim Bradshaw, and Steve Hooke. (L/R front row): Chris Delmonte, Matt Moran, Frank Pozniak, Kerry Collins, Robert Silvia, Carmen Curry, Peter Ostroskey, James Cummings, Mary McCauley, and Steven Florio.



Updates from our Programs Division

911 Kids Campaign

On Friday, November 22, 2019, State 911 Department's Public Education Coordinator Katelyn Sylvia, visited Mrs. Demoura's first grade class at the Frank M. Silvia Elementary School in Fall River to educate the students on 911. Katelyn partnered with the Fall River Fire Department and together they shared a fun afternoon. The students were taught what an emergency is, how



to dial 911, when to dial 911, when not to dial 911, and all about fire safety. Games were played, stories were told, and friendships were made. As you can see pictured above, the class had a surprise visitor! Sparky the Fire Dog who lives at the Fall River Fire Department's Firehouse came out to join the fun. A special thank you to the Silvia School of the Fall River Public School Department, Mrs. Demoura and her first grade class, and the Fire Department of Fall River! A fun afternoon was had by all.

To request Katelyn Sylvia to participate in an outreach event in your community, or for more information on our 911 Kids Campaign contact please contact Katelyn by email at Katelyn.A.Sylvia@mass.gov.

51st Public Safety Communications Academy (PSCA)

Applications are now being accepted for the 51st PSCA being held
February 10 — March 13, 2020
at the Middleborough Training Facility

Applications can be found on our website:
<https://www.mass.gov/service-details/view-e9-1-1-upcoming-classes>

Peer Support Training and Resiliency

The State 911 Department is pleased to announce that we have scheduled "Peer Support and Resiliency" training presented by Anthony Landry, Coordinator for the Boston Metro West 911 Peer Support team. Class dates and locations can be found on our website at www.mass.gov/e911 under the "View E911 Upcoming Classes" tab.

If you are interested in attending, an application for this training can be found on our website, www.mass.gov/e911. **Seats are limited, secure yours today!**

Updates from PSAP Operations Division — Framingham

Our PSAP Operations Division in Framingham processes thousands of 911 calls every week from areas throughout the Commonwealth. As a result, we often receive requests from our partner agencies, the courts, the public, and the press for 911 call recordings or records for calls that were received and processed at the PSAP.

Our Records Access Officer processes these requests in accordance with the public records law and State 911 Department policies and procedures, often in consultation with our General Counsel.

Depending on the type of request or incident, this may involve contacting your agency if it was involved with the call, to confirm from an authorized person at your agency whether or not the incident is under investigation, or part of any other court proceedings.

If your agency needs information regarding 911 call recordings or records for any calls that originated at State 911 PSAP Operations-Framingham, please email 911recordings.RAO@mass.gov or call the RAO office at 508-820-2116 with any questions.

Updates from Fiscal Division



Bells will be ringing as we approach **January 31, 2020**, the filing **deadline** for applications under the FY 2020 Support and Incentive, Training and Emergency Medical Dispatch Grants. If you have not already done so, **APPLY TODAY!**



The State 911 Department is working with Southbridge to coordinate a grant camp in January 2020. If you are interested in attending, please e-mail 911DeptGrants@mass.gov so that we may update you on the date and time for this event.

Thank you to Mary Ann McLaughlin, Acton Police Department, for hosting our December 2019 grant camp!



Eliminate “dings” on your reimbursements - avoid marking up payroll documents submitted with reimbursement requests. Notes, markings, and/or redactions intended to clarify the request often do the opposite, resulting in reductions. If you feel additional information is needed, please attach a narrative with your submission rather than marking-up supporting documentation.

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

On Tuesday, December 10, 2019 Massachusetts Equipment Distribution Program (MassEDP) Manager Grant Harrison, and State 911 Department Public Education Coordinator Katelyn Sylvia, spent the morning at the Massachusetts Office on Disability (MOD) in Boston. The morning was spent exchanging program information and brainstorming ideas on collaborating for future outreach efforts. Thank you to MOD Executive Director, Mary McCauley for inviting us to visit with your staff. We enjoyed our time and look forward to working closely with you all in the future.



During the time spent at MOD our Department staff was educated on the Disability Emergency Preparedness program that is run by MOD. This program is designed to make sure that people with disabilities in communities around the Commonwealth have the help they need in an emergency. The Emergency Preparedness Program shares their crucial information with the public through hosting meetings. During these meetings, their mission is to help communities be better prepared for emergencies as well as bring people with disabilities together with local emergency planners and first responders.

As part of the Emergency Preparedness Program, since 2007 MOD has handed out over 9,000 personal preparedness backpacks. The backpack as well as what is given inside of it is pictured to the left. Some items include: hand warmers, tissues, personal hygiene items, a flashlight, packets of emergency purified drinking water, a first aid kit, and a 14 in 1 pocket tool.

If you wish to find out more information about this amazing program, please visit the MOD website: www.mass.gov/mod/prepare

To request a member of Mass EDP to participate in an outreach event in your community, or for more information on the Mass EDP application process and equipment available, please contact **Grant Harrison** by email at grant.harrison@mass.gov.



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

For outreach events, please contact **Katelyn Sylvia** by email at katelyn.a.sylvia@mass.gov.

9-1-1 Spotlight:

WESTCOMM Regional Emergency Communications Center

The WESTCOMM Regional Emergency Communications Center (RECC) went live on Tuesday, December 10, 2019. The regional PSAP is processing 911 calls for the City of Chicopee and the Town of Longmeadow. The call center is located at Chicopee Police Headquarters and managed by PSAP Director, Erin Hastings. The center is currently staffed with 20 civilian dispatchers.

Prior to the opening of the center, Chicopee Police and Fire dispatch were staffed with sworn personnel. Since going live and transitioning call center staff to civilian dispatchers, police officers and firefighters are now back on the road and Chicopee Fire Station #7 has been reopened after being closed for almost 14 years.

Congratulations to Director Hastings and her staff. Below is a photograph of the ribbon cutting ceremony with Lt. Governor Karyn Polito and others held on Friday, December 20, 2019.

The State 911 Department wishes you continued success.



Congratulations!