

Massachusetts State 911 Department January 2022 Newsletter

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Issue 1

Volume 10

Ready, Set, DISPATCH!



Credit to: SVAHS Criminal Justice FB Page

Earlier this month, as part of our partnership with Regional Vocational Technical High Schools located in the Commonwealth, the Criminal Justice students from Smith Vocational Agricultural High School (SVAHS) located in Northampton completed their two minimum training requirements to become certified 9-1-1 telecommunicators in Massachusetts.

Congratulations and Best Wishes!

NEWS

*See page 2 for a reminder on
Interpreter Services offered
through the NG9-1-1 System!*

Updates from our Programs Division

Massachusetts Peer Support Network (MSPSN) — *Taking Care of Those Who Take Care of Others* —

The MSPSN group provides peer assistance to **all emergency service personnel within the Commonwealth** before, during, or after a critical incident. A critical incident is described as any event that occurs that may overwhelm those involved resulting in significant distress.



When contacted, peer support makes every effort to lessen the impact of the incident using a variety of interventions provided by trained peer support personnel.

The MSPSN hotline dedicated to 9-1-1 personnel is *Commonwealth 9-1-1 Peer Support* and can be reached 24/7 by calling 840-600-PEER. For more information on the peer support network services, visit <https://mystatepeersupportnetwork.org/>.

IMPORTANT

Interpreter Services through the Next Generation 9-1-1 System

Please be reminded that the State 911 Department's funded interpreter service that is part of the NG9-1-1 System is only to be used to communicate with **9-1-1 CALLERS**.

PSAP staff are reminded that the interpreter service number **must not** be shared for conducting interviews, investigations or for booking prisoners. Local agencies or departments interested in contracting with an interpreter service for other business can contact Programs Director Monna Wallace at monna.wallace@mass.gov for assistance.


Updates from our Fiscal Division




Don't get left out in the cold. Review your FY 2022 grant awards to ensure that all personnel and/or commodities/services you wish to seek under these programs is properly approved. If personnel need to be added, an e-mail from the authorized signatory to 911DeptGrants@mass.gov requesting to add personnel can assist in avoiding reductions/returns. If commodities/services not currently on the awarded grant are needed, submission of budget modification is required to add eligible commodities/services to the grant.

Updates from our Fiscal Division—continued

(continued from page 2)



Time is melting away. The filing deadline for the FY 2023 Regional Development Grant is Thursday, **March 3, 2022**. Begin your review of the guidelines, application, and workshop presentation early to allow sufficient time for completion of the application process as well as obtaining all needed documentation, *i.e.*, quotes, IMAs, letters of attestations. Please note all documentation should be current; expired quotes, IMAs, letters of attestations should be updated. All information is available on our website at www.mass.gov/e911.



Do you want to build a reimbursement? The State 911 Department's reimbursements forms allow for editing. However, please keep in mind that when doing so the information should be legible. We have received some requests where the print is very small making it difficult to reconcile. Submission of multiple pages is preferred to "shrinking" the information to fit on one page.

If you have any questions, or require assistance—please contact Finance Director, Karen Robitaille at Karen.Robitaille@mass.gov.

Updates from MassEDP

The Massachusetts Equipment Distribution Program (MassEDP) continues to remain in operation during the ongoing COVID-19 pandemic. While home visits have been temporarily suspended, we are still staffing the office, communicating with and providing customer service for our clients by telephone and email as well as processing new applications as they are received. This process will remain in place until we are able to resume normal operations.

In addition, the MassEDP team would like to share that we have worked diligently and are now providing virtual outreach opportunities to share information on our Program. If you are interested in having a MassEDP representative join you for a virtual outreach opportunity please email Katelyn Sylvia at Katelyn.A.Sylvia@mass.gov.



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ATTENTION

Attention 911 Telecommunicators, Public School Systems, Privates Schools, and Colleges

When was the last time you received a 9-1-1 call from the Multi Line Telephone System (MLTS) serving a school in your jurisdiction? Was the address displayed the actual address of the school or was it the address of that municipality's town hall, superintendent's office, or some other local municipal address? Was the name of the school displayed? Was any other location information transmitted with the call such as a classroom number, building name or number, or a floor number or identifier? If the 9-1-1 call came from a dormitory or residential suite, was the room number from which the call originated displayed?

When seconds count, it is critically important that first responders are informed of the specific location of an emergency. Consider for a moment the all-too-common incidents of active school shootings. If a 9-1-1 call is made from a school where an active shooting is taking place, what might happen if the location information received with the call shows the address and location of the town hall located miles away from the school where the shooting is taking place? First responders could be dispatched to the wrong location resulting in the loss of precious lives. Understand that this scenario is not at all unrealistic.

The State 911 Department has been made aware of multiple issues with public and private schools, and universities and colleges. We encourage all PSAPS to contact schools within your jurisdiction to make 9-1-1 test calls from every floor of every school building to determine if the location information transmitted with the calls meets the requirements of Dispatchable Location Information as set forth in 560 CMR 4.00. We encourage all local public-school departments, private schools, universities, and colleges to take the initiative to do the same.



Would you like to know more about the Commonwealth's Dispatchable Location requirements or anything else MLTS related? The State 911 Department hosts two-hour online MLTS workshops twice per month. These workshops are open to everyone free of charge. Workshops are presently scheduled at 1PM on these dates: February 9th and 24th, March 9th and 24th, and April 13th and 28th.

The Department has an email address that any MLTS issues or questions may be directed to. It is mlts911@mass.gov.



**9-1-1 Spotlight:
Telecommunicator (TC) Drew Firestone
North Shore Regional 911 Center**

On Saturday November 27, 2021, TC Drew Firestone received a 9-1-1 call reporting a large fight at a hotel located in Danvers, MA. At one point during the call, the caller was in physical danger and could not freely communicate with TC Firestone any longer. TC Firestone quickly explained the silent call procedure and was able to continue to illicit information from the caller that way. TC Firestone offered great reassurances throughout the call and showed empathy, compassion, and understanding about the situation. TC Firestone was on the line with the caller for over 15 minutes. When police units arrived on scene they were met with chaos and TC Firestone kept the caller on the line until he was safe and police approached him.

**9-1-1 Spotlight:
Maynard Public Safety Communications Center
Dispatcher Alicia Luther**

During the overnight shift on August 21, 2021, as the sole dispatcher on duty, Dispatcher Alicia Luther began receiving reports of a shooting on Cindy Lane in Maynard, which resulted in three people shot. Dispatcher Luther updated Police, Fire and EMS with critical information for responder safety, mutual aid and ample resources for Police/Fire/EMS on scene all while maintaining a calm and collected demeanor. It was clear that her concern for responder safety, anticipation of their needs, and clear communications were vital in a successful outcome.

**9-1-1 Spotlight:
Maynard Public Safety Communications Center
Dispatcher Dan Cacciatore**

On September 2, 2021, at approximately 16:10 hours Dispatcher Dan Cacciatore received a report for a strange odor inside of a residence on Park Street. As the Maynard Police and Fire Departments were dispatched to investigate an explosion was reported, and a 2-alarm structure fire resulted. Unfortunately, this incident resulted in a fatality, and two Police Officers, and one Firefighter being transported to the hospital. Dispatcher Cacciatore was the sole Dispatcher on duty at this time, and he was able to coordinate Police/Fire/EMS entities until assistance arrived. Dispatcher Cacciatore was able to remain calm, and work through multiple requests from various agencies at once.

9-1-1 Spotlight:
Firefighter James McGowan
Maynard Public Safety Communications Center

On September 2nd, 2021, Firefighter James McGowan was completing Day One of his NG9-1-1 training at the Maynard Police Department. As he prepared to leave for the day he received a notification for station coverage for an explosion. Firefighter McGowan immediately stepped into Dispatch and took over Fire Communications while Dispatcher Cacciatore handled contacting mutual aid, utilities and Police Communications. Firefighter McGowan played a vital role in anticipating the needs of the Fire Department, responder safety, and clear communications. Since this event, Firefighter McGowan has gone on to complete his certification, and is being released from training to begin his role as Public Safety Dispatcher while recovering from an injury.



*Maynard Public Safety Communications Center
(L/R): FF James McGowan, Dispatcher Alicia Luther, & Dispatcher Dan Cacciatore*



REMINDER

A face mask is required for all students, 9-1-1 instructors and others that enter a State 911 Department facility. This applies to those that are **vaccinated and unvaccinated.**

Thank you.

The State 911 Department