

911's 411 Awards Celebration

Covington-Newton County 911 Center



Friday, December 16 at 7pm, Covington-Newton County 911 Center employees all began to gather on Church Street in Covington for our 1st Annual Awards Celebration. We were all able to get together on this night because of help from our friends! A special thanks goes out to those that helped cover the radios and the phones while we had a fun night away. Jennifer Mercek, Cindy & Donald Bentley, Pam Pinkstaff, & Tyrone Oliver all listened to the phones and radios giving the entire center an opportunity to get together.

After we ate, we all enjoyed seeing our co-workers receive their well-deserved awards!



where Sarah was asked to perform CPR and did so like a professional despite her anxiousness. Very few times do any of us get to actually see the patients

The first award given was given to Rookie of the Year, Krista Hipps. Krista is known for her positive and professional attitude and for going her of her way to help the public and her co-workers.



Next was Dispatcher of the Year, Keith Zackery. Keith is known to

much less get to work on them, way to go—Sarah!

There were two employees awarded with Perfect Attendance, Keith Zackery and Tom Wall both received an award for perfect attendance and they get a day off with pay! Good Job!

Happy Birthday:

- Tiffany Stephenson—9/12
- Krista Hipps—11/8

Happy Anniversary:

- 10/18—Krista Hipps, Christina Crabtree, Sarah Herbert, & Rebecca Myrick (1 year)
- 11/30—Anessa Westmoreland (10 years)

Another special thanks to Becky Rutledge and her staff at the Corner Café for cooking for us and taking good care of us for the night.

In the past, the 911 Center employees have had to pay for some or all of our meal, due to our lack of revenue. However, this year we had several very special people get together and help us out! We received a check in the mail from Main Street Bank to help fund our party. Unfortunately, we are not sure who exactly to thank for that, as it was not sent with a letter or a note. So, to all of Main Street Bank—THANK YOU VERY MUCH! Your donation was very appreciated. Also, Captain Willie Davis and the Community Outreach Program, DARE deserve a big thanks for their assistance with our party. We do appreciate everyone's contributions to allow us to celebrate!



his co-workers as a valuable asset to the team and the entire center and he is well trusted.

After that was Employee of the Year,

Suzzan Monroe. Suzzan is known to others as wise and always ready to make others laugh, she also promotes and encourages new ideas.



Sarah Herbert was honored with the Meritorious Service Award, everyone at the 911 Center is very proud of Sarah, the award was received for her efforts during an EMS ride a long

The 911 Center started another tradition this year, service year pins. Two employees have been employed at the 911 Center for 15 or more years: Sue Roberts, 18 years and Fay Puckett, 16 years. Wow, way to go! Trudy Henry, Anessa Westmoreland, and Suzzan Monroe were also honored for their service of 10 years or more. Trudy with 11 and Anessa and Suzzan with 10 years.



One last thank you goes out to Stu Tabor, for agreeing to be our guest speaker! We all enjoyed your presence and your kind, and at times, humorous speech. We are glad you wanted to enjoy our evening with us and remind us that all we needed to know we learned in kindergarten! Thank you Stu.

Inside this issue:

APCO Convention	2
United Way Update	2
911 Connections	2
A Child Is Missing	3
911 Connections & Spillman Training continued	3
Survival Spanish	3
Holiday Stress	4

Spillman Training

As everyone knows, on the 10th of October, we began a battery of Spillman training that will continue well into January and beyond when the Sheriff's Office begins their training. Many of you have attended classes on everything from using the imaging module in Summit to learning better ways to use the software for searches and mapping. We hope that everyone that has attended training can say that they learned at least one thing new about the capabilities of the software.

I am sure, many of you have noticed you shared class seats with people from Covington Fire, Covington Police, Oxford Police, and even Porterdale Police. As training continues, you will find yourself in classes with more Covington Fire, County Fire, the DA's office, EMS and hopefully some SO personnel. This is the biggest push at being a complete information sharing system that we have ever made.

On November 2nd and 3rd, Oxford and Porterdale went live on the

Spillman system and have the ability to share information with each other as well as with Covington Police and Covington Fire. One Porterdale unit is a guinea pig for the testing of the Summit Mobile system so we can start getting the bugs worked out of the different procedures and protocols that will be necessary with Mobile Voiceless Dispatch. If you want to learn more about the Mobile product there will be training on it when more units have the computers ready to go.

Trudy and Suzzan's Rocky Mountain Adventure! The Denver APCO Convention

We began our trip on Sunday morning August 21 where we rendezvoused in the parking lot of Longhorn Steakhouse, Trudy picked me up, and we were on our way! Trudy was tired because Jackson had been up sick most of the night (like any new Mom she was worried about her cub) but being married to Tony has taught her to "trooper up" and that she did!! We embarked on our adventure with her doing double duty, driving, and taking care of Jackson via phone.

We made it thru the airport without incident and soon we were winging it to the "Mile High City." We flew into Denver on a bright and beautiful day, made our travel connections, and soon found ourselves crowded into a passenger van with many other travelers and their luggage and made our way into the city. After stopping at EVERY hotel in the city we finally got to ours the Holiday Inn, we were very glad to get out of that van! We checked into our rooms and at this

point, I must mention I had to take a NON-SMOKING room!!!! This was going to be a very long week!

On Monday morning we headed over to the Denver Convention Center a massive glass and steel structure, soon we entered a sea of humanity. Over 5000 members attended. As I was replacing Mike Smith I had to register for the Convention upon my arrival, everything was switched over into my name and we then went to the reception room to get our goodie bag; a very nice canvas book bag with the APCO emblem filled with numerous flyers as well as our Convention Agenda listing all of the sessions for the week, we picked the sessions we would be attending and started the process.

We attended session's everyday, there were morning, and afternoon classes with a lunch



break in between. The topics were varied and we tried to attend as wide a variety of classes as possible, some of the sessions we attended were: Teambuilding, Amber Alerts, Nutrition & Fitness in the dispatch center, several voice over IP sessions, Super-

vision for the new Team Leader and a couple of sessions on Interconnectivity and bundling (whatever that is) as well as several sessions and workshops dealing with CALEA Accreditation. The sessions and workshops were very informative and well run; Communications Officers as well as expert guest speakers instructed most.

Now don't think it was all work and no play, we got in a lot of sightseeing and a lot (and I mean a lot!!!!) of good food. We went to the Capital one day, it is a very beautiful building with a step outside that when you stand on it is designated as being exactly one mile above sea level, one night we went to the stadium where the Denver Broncos play for a night of food and fun, we drove to Pikes Peek and Trudy drove us up the mountain in a very small clown car, Pikes Peek is the highest elevation in the United States over 14,000 feet above sea level. Trudy was a real champ she drove up and down the mountain, as I was very scared and could not keep my eyes open very much. The air is very thin on top of the mountain, we could not stay very long but the scenery, and the views were majestic.

On Thursday night we attended the closing reception along with the other Georgia delegates, it was a very impressive dinner with many awards and recognitions.

We returned home on Friday very tired but with many great memories and experiences, I am very grateful to have been asked to attend and very glad I was able to share this trip with Trudy.

United Way Update

Over the summer the 911 Center employees came together and made two baskets for a silent auction to raise money for the United Way. That silent auction raised \$1605! There was also a raffle for a day off for City of Covington employees at the United Way cookout. That raffle raised \$677. There were one-time donations and several payroll deductions totaling \$12,192. For 2005 The City of Covington employees raised a total of \$14,474 for the United Way. Compared to last year, \$2350.40—we had a 616% increase!

Way to go! The Covington Newton County United Way

supports several local programs in Newton County. Some of these programs help make Newton County better by nurturing the children and youth, strengthening families, promoting self-sufficiency, creating safer neighborhoods, and helping families meet basic needs.

The United Way Campaign Chairman of Covington Newton County, Stu Tabor congratulates all employees of the City of Covington for their increased support. Be proud of yourselves for your generous contributions!

"The roots of true achievement lie in the will to become the best that you can become."
-Harold Taylor

911 Connections, Community Outreach Program by Christina Crabtree

It is time for the 911 center to make a real connection with the youth of our community. Who better to instruct them than the people who they would actually be speaking with given a real life emergency? We have all overheard it, school teachers, police officers, firemen, girl scout leaders, karate instructors- briefly instructing kids to, "call 911" in case of an emergency. However, most youth do not know how or what to say once they do.

The 911 Connections program is a community outreach program de-

signed to go into our local school system and teach our community's youth about 911. Through the use of a nationally recognized lesson plan known as 911-for-kids, the program sets out to teach children how to save lives and property through the proper use of 9-1-1, the nation's universal emergency telephone number.

Youngsters who complete the 9-1-1 for Kids® classroom program will know:

- WHEN to use 9-1-1- and when not to;
- HOW to place a 9-1-1 call and;

- WHAT to say in case of a police or fire or medical emergency.

Armed with this basic information about 9-1-1, young children will be able to:

- Call for help when they need it for themselves or for others.
- Assist in saving lives and property.
- Avoid costly abandoned or prank calls which tie up the 9-1-1 dispatch system.

Currently the program is in its **planning phase**. During this

phase the main goal is fundraising, creating and organizing the program. Many connections have been made with neighboring agencies such as the **Henry county Fire and Safety education division** and **Rockdale county communications**, representatives from those agencies have proven to be a very valuable resource; offering advice and materials.

I would like to take the opportunity to thank our Director **Mike Smith** and also **Capt. Davis** with **D.A.R.E** for their advice and effort

A Child is Missing Alert—Community Service Project by Laurel Roysden

This community service project works hand-in-hand with the Sheriff's Department to inform the community of the A Child is Missing alerts.

A Child Is Missing is a non-profit organization that was founded in 1996, in Fort Lauderdale, FL. It was created because NO community-based program existed for locating missing children, the disabled, and elderly during the crucial first hours of disappearance. This is a free service offered to law enforcement agencies.

ACIM can place **1,000 calls in sixty seconds**, when law enforcement relays information on a missing child or vulnerable person to ACIM, a technician records a personalized message with case details asking residents for help in looking around.

So far my project has been going very good. I

have attended 3 Home Owner Association Meetings and have met with approximately 30 parents who have children with Autism. I am receiving a lot of interest regarding the A Child Is Missing organization. The public is very responsive and feels as I do, that this is a wonderful and very resourceful tool that we are able to use and it is free to the public and law enforcement agencies. I will start attending PTO meetings beginning in January at all of the schools in Newton County. I will also be putting up posters and flyers at the Library, Courthouses, City Hall in both Oxford, Porterdale, and Covington.

Also beginning in January I will start making contact w/the business leaders in Newton County to inform them of the program and what to expect if/when they were to receive any calls from A Child Is Missing.

I have met with Capitan Thomas at Newton County Sheriff's Department, Chris Byers of Porterdale, Roy Eitneiner of Oxford, and Chuck Groover of Covington Police Department to see who is responsible to giving the ok to utilize A Child Is Missing and also what their policies are on who reports it, who will be the contact person when the calls start coming in and so forth.

I am really glad to be a part of this. As a mother with children of my own, I feel really strongly on this program and the benefits that it offers to the community and to law enforcement agencies.

Laurel Roysden



911 Connections continued...

(Continued from page 2)

with fundraising questions.

Since this is a new program for our county our focus this year is going to be only on the early elementary grade levels. 911-for-kids started with materials geared toward the education of such grade levels and since then has evolved to include materials for pre-k through twelfth. It is my hope that one day our program will also have evolved so that we can serve all grades through many different mediums such as robotics, puppetry, and multimedia.

If you have any questions, suggestions or ideas for the program please e-mail me at Christina.crabtree@covington-newton911.com

Yard Sale!

Thank you to everyone who helped, donated, and/or purchased items from our yard sale. We brought in a total of \$274! We had a fun time. Remember to save your stuff, so we can have another yard sale next year and make just as much money! {Some

of us had to take some of our stuff for sale back home with us, because we just couldn't part with it!}



The following is a role-play exercise/conversation learned from the survival Spanish class in Forsyth at the Georgia Public Safety Training Center. Kristen agreed to write up the dialect for you all to see what all she learned while in the survival Spanish class. If you would like a translation, or if you would like to know more about the class Kristen would be happy to discuss it with you. I have seen her on several occasions pull out her Spanish notebook and speak to Spanish callers on the telephone. I agree with Kristen, I think this class will prove to be a good tool for all dispatchers.

Dispatcher: Newton County 911. What is your emergency?
 Caller: Hola!
 Dispatcher: Habla Ingles?
 Caller: No
 Dispatcher: Necesita policia, bomberos, o ambulancia?

Spillman Training continued...

(Continued from page 1)

By January 1st Newton County Fire and Covington Fire will be going live on the system and by January 12th, Newton Medical Center EMS should be live on the system. Our goal then is to have the mapping module or "GEOBASE" up and running by early to mid February.

We are making great strides at becom-

ing a model center for Central Dispatch Systems as well as for the Spillman and Spillman Mobile products. I hope everyone is as excited as I am at the progress the center is making at becoming one of the best and most technologically advanced centers in the state.

Adam Cooper
 CAD Systems Manager

Survival Spanish for Dispatchers Everywhere!

Caller: Bomberos!!!
 Dispatcher: Puede ver humo o flamas?
 Caller: Mucho humo!
 Dispatcher: La direccion de la emergencia?
 Caller: Veinte y cinco holly circle
 Dispatcher: Si! Y tu numero de telefono es cinco cinco cinco, dos uno siete ocho?
 Caller: Si!
 Dispatcher: Salga de edificio y bomberos viene!

This is what I learned during Survival Spanish class. I do feel this class is a necessity. It will help our center with the increasing Spanish population as well as decrease the response times to these residences.

-Kristen Vineyard



I would like to thank all of you for all of your contributions to the Center's newsletter. All of your efforts do not go unnoticed. This newsletter is the end to the Center's 2nd year of newsletters and I feel like it is time for a change. I have been feeling like more of a pest about the newsletter than anything. I do not want anyone to think that the newsletter is my project. This is a Center project and promotes our willingness to be team players to all who read it quarterly. I would like the newsletter to continue for a long time; however, I can't continue to be a pest and beg everyone for articles.

If the newsletter is to continue past 2005, there must be more organization to the production. I would like to invite anyone that would like to be part of a new committee to join the newsletter committee. From my past e-mails I already know of, at least, 3 people that have shown interest in helping with the newsletter (and I hope to receive e-mails from those three this time too).

Since the newsletter is distributed quarterly, the newsletter committee only needs to meet twice a quarter. Once at the beginning and once again prior to the end of the quarter. If anyone is interested in joining this committee, please e-mail me and let me know. I will schedule our first meeting for the new year and new quarter after January 6th.

Thank you again for all of your help! Erin

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CHECK US OUT ON THE WEB!

Dealing with Holiday Stress

Thank you Anessa Westmoreland for sharing this insightful article about holiday stress. Stress can be a silent killer, we don't realize we are doing our bodies harm until it is too late. From the American Psychological Association... (<http://helping.apa.org/articles/article.php?id=67>)

What's stressing you out this holiday season?

If you're like most Americans surveyed by the American Psychological Association this year, it's money.

Americans list lack of money (61%), the pressures of gift giving (42%), lack of time (34%) and credit card debt (23%) as top causes of holiday stress. Survey results also show that younger Americans are more worried about lack of money (81%) and gift giving (54%) compared to people over the age of 35.

So, how are people dealing with holiday stress? One in five Americans are worried

that holiday stress could affect their physical health and 36% say they either eat (22%) or drink alcohol (14%) to cope with holiday stress. Others rely on exercise (45%) and religious and spiritual activities (44%) to relieve stress. And 14% turn to massage and yoga.

In short, people turn to what they know -- and ironically, the things that make them feel good right away, like food or drink, can be bad for them in the long run.

If you're stressed because of the holidays, here are some positive things you can do to deal with holiday stress and build resilience:

Make connections. Good relationships with family and friends are important. So, view the holidays as a time to reconnect with people. And, accept help and support from those who care about you to help alleviate stress.

Set realistic goals. Taking small, concrete steps to deal with holiday tasks instead of overwhelming yourself with goals that are

too far-reaching for a busy time.

Keep things in perspective. Try to consider stressful situations in a broader context and keep a long-term perspective. Avoid blowing events out of proportion.

Take decisive actions. Instead of letting holiday stressors get the best of you, make a decision to address the underlying cause of a stressful situation.

Take care of yourself. Pay attention to your own needs and feelings during the holiday season. Engage in activities that you enjoy and find relaxing. Taking care of yourself helps keep your mind and body primed to deal with stressful situations.

