National Public Safety Telecommunicators Week

This year, April 14th through April 20th is designated as National Public Safety Telecommunicators Week. The Department of Public Safety would like to take this opportunity to recognize our true first responders for the critical, and often under-appreciated, work that they do.

In the Montgomery County Emergency Operations Center, shifts of 25 men and women work around the clock, seven days a week, 365 days a year, answering emergency calls, providing lifesaving assistance to callers, and dispatching police, fire, and EMS responders. On an average day, our telecommunicators answer almost 2,200 calls, manage nearly 2,300 emergency incidents, and maintain constant contact with approximately 700 police, fire, and EMS units across the 487 square miles of Montgomery County.

If you see a public safety telecommunicator during the week of April 14-20th (or any day of the year!) please thank them for their service! While almost never featured in the spotlight, our 9-1-1 telecommunicators, technicians, trainers, supervisors, managers, and administrative staff work tirelessly to protect the citizens and first responders of Montgomery County.

To learn more about National Public Safety Telecommunicators Week, visit www.npstw.org.

Another Agency Completes Naloxone Training

The Montgomery County Park Rangers were recently trained on the proper procedures to identify an overdose patient and are now equipped with the lifesaving Naloxone nasal spray.

Naloxone nasal spray is provided under a grant from the Pennsylvania Commission on Crime and Delinquency (PCCD). As the designated Central Coordinating Entity (CCE) for Naloxone in Montgomery County, the Department of Public Safety provides training for public safety and civilian emergency responders and equips them with the lifesaving antidote.
Telecommunicator Recruitment and Hiring Marathon

The Montgomery County Department of Public Safety is still recruiting motivated and dedicated individuals for the next class of telecommunicators. Our telecommunicators answer 9-1-1 calls and dispatch emergency responders to police, fire, and medical incidents.

An Open Testing/Hiring Marathon, including tours of the 9-1-1 center, for interested applicants will be held on Wednesday, April 24th from 7:00 AM until 8:00 PM at the Montgomery County Emergency Operations Center (50 Eagleville Road, Eagleville, PA 19403). No appointment is necessary during those hours.

In 2018, our telecommunicators answered nearly 800,000 calls (and Texts to 9-1-1), for an average of over 1,000 calls per 12-hour shift. We asked some of our staff about an exciting, impactful, or meaningful call that stands out to them...

"Assisting with finding a missing child in Cheltenham Township"
- Craig Michelbacher, Dispatcher #735

"Talking someone through the delivery of their child"
- Jim Fitzpatrick, Dispatcher #754

"A suicidal subject who refused to give his location. After speaking with him for 30 minutes, I was able to coax him into giving me his phone number and was able to find his address"
- Anthony Rivera, Dispatcher #659

Interested individuals can submit an application by clicking HERE. Once the application is received, you will be contacted to schedule initial testing. Applicants who are successful on the test will then be invited to an interview process, after which a short job shadowing experience is provided before top candidates are offered employment. The training academy will last approximately 8-9 weeks, and then telecommunicators will start on-the-job training in the Emergency Communications Center.

For more information, visit mcdps.org or contact Maryann Longo at (610) 631-6512.

Potential applicants should note that telecommunicators are considered essential personnel and will be required to report for work regardless of weather conditions.

2019 Telecommunicator Compensation and Benefits
• Starting salary of $35,605.41, with an increase after initial training
• Health, vision, dental, and prescription insurance
• Long term disability insurance and life insurance
• Pension plan
• Tuition & continuing education reimbursement
• Optional credit union membership
• Annual paid time off: 80 hours of vacation time (increasing to 120 after 5 years of service), 40 hours of personal time, 96 hours of sick leave, and 10 paid holidays
On March 20th, Department of Public Safety staff attended a Health and Wellness Event at the Dow Chemical Company’s campus in Upper Providence Township. Dow employees were provided with Hands-Only CPR and AED refresher training as well as information on Smart911, PulsePoint, and ReadyMontco.

On March 20th, 16 members of the Norristown Citizen Police Academy visited the Emergency Operations Center for an introduction to the Department of Public Safety and tours of the EOC and 9-1-1 Center. These “cadets” are enrolled in a 10-week program which teaches them the ins and outs of local law enforcement.

On March 23rd, Department of Public Safety staff attended the Public Safety Celebration at the Montgomery Mall along with numerous local fire, EMS, law enforcement, and human services agencies. Citizens who stopped by learned about how 9-1-1 works, careers in 9-1-1, and preparedness initiatives.
Official Commendation of Heroism

On Tuesday, August 14, 2018 at 6:07 PM, a 9-1-1 call reporting an active shooter was received from inside the Walmart store at 1000 S. Easton Road in Cheltenham Township. Numerous 9-1-1 calls were received over the next few minutes, reporting multiple shots fired inside the store with several victims injured. Within a few seconds of the first call, the first officers from the Cheltenham Township Police Department arrived on scene and made entry into the store. The shooter fled the scene and was apprehended a few minutes later after crashing his vehicle in the City of Philadelphia.

On August 14, 2018, Montgomery County Department of Public Safety Telecommunicator William O'Connell, Jr. was assigned to Police Zone 6, which encompasses Cheltenham Township, Springfield Township, and Jenkintown Borough. He had to contend with an extremely complex evolving incident, which brought nearly 90 police officers (from 21 departments) into a zone typically covered by approximately 20-25. Telecommunicator O'Connell had to remain calm and assertive in order to coordinate the chaotic response and provide clear information to the responding officers.

On Tuesday, February 26, 2019, Telecommunicator O'Connell was awarded an Official Commendation of Heroism by the Cheltenham Township Board of Commissioners at the Board’s monthly meeting at Curtis Hall. William was honored along with a large group of Cheltenham and Springfield Township Police Department officers for their actions during the active shooter incident on August 14, 2018. The Department of Public Safety would like to congratulate William, as well as all of the officers who bravely responded to stop the shooter and protect the lives of victims on that day.

Fire Academy Training Announcements

The Montgomery County Fire Academy is offering Truck Company Operations Level II for the first time this spring. The 16-hour course will be held on Tuesday April 9th (18:45-22:00), Thursday April 11th (18:45-22:00), and Saturday April 13th (08:15-16:30) at the Public Safety Training Campus. Topics covered during this advanced
course will include Thermal Imaging Camera skills, Bilco door forcible entry, chain cutting, removal of window bars, overhead door removal, aerial ladder climbing, and large area search/rescue.

The Fire Academy is also offering Water Rescue Operations Refresher (April 27th) and Water Rescue Technician Refresher (April 28th) for the first time. These courses are fully hands-on in moving water and are meant to reinforce and enhance the skills learned in initial PA Fish and Boat Commission courses.

Please see the March 2019 Notices for additional information.

**CPR Chain of Survival Awards**

On Monday, March 18th, Telecommunicators Kevin Brogan and Molly Vanderloop were honored at the Upper Moreland Township Board of Commissioners meeting for their assistance in two CPR saves in the township in the past year.

On March 26, 2018, a 39-year-old female went into cardiac arrest after complaining of chest pains to her husband. Her husband promptly called 9-1-1 at 9:02 AM and his call was answered by Telecommunicator Kevin Brogan. In addition to ensuring that police and EMS were immediately dispatched, Kevin remained on the phone and confirmed that CPR was being performed while emergency services were responding. The patient's husband and his mother performed CPR with Kevin's help until the police and paramedics arrived.

On January 23, 2019, a 61-year-old male collapsed while watching a football game at home with his family. Members of his family immediately called 9-1-1 and with the help of Senior Telecommunicator Molly Vanderloop, began to perform CPR until police and paramedics arrived.

On both incidents, the Upper Moreland Township Police Department and Second Alarmer's Rescue Squad arrived quickly on scene to provide advanced care and transport the patients to Abington Hospital.

The actions of the patients' families, police officers, EMTs, paramedics, and Telecommunicators Brogan and Vanderloop saved the lives of both patients and allowed both to return home to normal lives after brief hospital stays. Congratulations to Kevin, Molly, and all responders involved in these incidents!
2019 EDITS Registration Deadline Quickly Approaching

Registration for the 2019 Emergency Disaster Incident Training Symposium (EDITS) will close on Monday, April 8th. All payments (Online via PayPal or check via mail) must be received by that date. Register at www.emema.org or by using the form included in the March 2019 Notices.

The theme for this year’s conference is “Learning from the Past, Preparing for the Future.” The 2019 EDITS Conference will be held on Tuesday, May 7th and Wednesday, May 8th. Presentations will include:

- Route 91 Tragedy
- Merrimack Valley Gas Crisis
- Trauma on the Job: A Training for First Responders & Direct Care Providers
- The Seven Deadly Sins of Emergency Management
- Behind the Scenes of the Disney OEM
- Cosmo DiNardo Case
- The Human Side of Aurora

EDITS will be held at the Normandy Farm Hotel & Conference Center in Blue Bell, PA. Registration for the full conference costs $150.00 per person.

An Evening for Volunteers, offered at no cost to volunteer firefighters and EMS personnel within Montgomery County (out-of-county fee is $15/person), will be held on Monday, May 6th from 6:30 PM until 9:30 PM, also at the Normandy Farm Hotel & Conference Center. Presentation topics will include the Merrimack Valley Gas Crisis, the Barclay Friends Nursing Home Fire, and the Bensalem Township Gas Station Explosion and Trench Rescue. Register for An Evening for Volunteers at www.emema.org.

See the March 2019 Notices for a registration form and additional information.

EMS Institute Training Announcements

The Montgomery County Department of Public Safety, EMS Training Institute is offering several courses starting this spring and summer:

- Skill Evaluator Training (BLS Testing): Wednesday, April 10th, 7 PM – 10 PM
- EMS Preceptor Training (Basic): Wednesday, May 15th, 7 PM – 10 PM
- Paramedic Course: Mondays, Wednesdays, and Saturdays between May 20, 2019 and December 14, 2020 (Mon/Wed 7 PM – 10 PM, Sat 8 AM – 4 PM)
- Medical Management of Chemical, Biological, Radiological, Nuclear, and Explosive (CBRNE) Events: Tuesday June 4th and Wednesday June 5th, 8 AM – 5 PM
- Emergency Medical Technician: Monday – Thursday, 8 AM – 4 PM, from June 10th until August 8th
- Emergency Medical Technician – Arcadia University: Monday – Friday, plus 3 Saturdays (dates TBD) 8 AM – 4 PM, from July 22nd to August 23rd

All courses will be held at the Public Safety Training Campus, with the exception of Emergency Medical Technician – Arcadia University. Please see the March 2019 Notices for detailed course descriptions and registration information.
Outbreak Preparedness

The Montgomery County Department of Public Safety recently hosted Pennsylvania’s first “Outbreak Preparedness - Frontline Healthcare Facility Readiness for Emerging Infectious Diseases” course on March 8, 2019.

The 8-hour program was developed by a team composed of representatives from the Pennsylvania Department of Health, the Hospital and Health System Association of Pennsylvania, designated EA/TFs (Ebola Treatment and Assessment Facilities), and EMS Special Transport Teams. A committee of selected doctors and infection prevention experts from across the commonwealth reviewed course material to ensure the program was medically sound.

This training opportunity was geared toward Health Care Workers (HCWs) from frontline hospitals and healthcare facilities who may be charged with managing patients with a potential highly infectious disease (HID) during the first hours of evaluation, assessment, and care. Participants learned to identify potential highly infectious disease patients and apply infection prevention and healthcare safety practices to isolate and care for such patients while making proper notifications to health agencies for collaboration on continued testing and care.

Participants also had the opportunity to become more familiar with various ensembles of personal protective equipment and patient care techniques. Planning and preparing for patient transfer via specially-trained EMS teams was an integral part of the training process.

Upon completion, participants will be expected to deliver this course material at their own facilities, training their frontline healthcare workers utilizing their own plans and equipment.

Traffic Incident Management Training

Free online training in Traffic Incident Management (TIM) is now available for all fire and EMS agencies in Montgomery County. Departments that frequently respond to limited access highways are strongly encouraged to take advantage of this opportunity.

It is the goal of the Department of Public Safety to train all Montgomery County first responders in TIM, either via an online offering or a face-to-face session at a fire or ambulance station. In-person classes are available through the Fire Academy and can be held at your organization’s location.

In order to register for the online training, visit the TRAIN PA website at https://www.train.org/pa/welcome. If you have an existing user account, log in and search for “TIM.” If you don’t have an account, please create one to access the course.

Four (4) hours of Continuing Education Units (CEU) through the PA DOH Bureau of EMS are available for this class. If you have any questions, please contact David Brown at dbrown2@montcopa.org or 610-631-6518.
800 MHz Radio System Update

Motorola is still working on a resolution for the microwave system. This delay does not push back the December 31, 2019 deadline for all radio system users to have switched to APX radios.

The XTS and XTL 2500 and 5000 radios will not operate on the system effective January 1, 2020. However, these radios will continue to work on fire ground channels.

As stated in previous stakeholder meetings, Motorola has extended the end user radio warranty. For more information, contact Rick Lohwasser at rlohwass@montcopa.org.

Healthcare Training Opportunity

Collaborative emergency preparedness training opportunities help to enhance efforts in local, regional, and statewide disaster response and recovery. Healthcare disaster preparedness has increased dramatically with the implementation of Healthcare Coalitions across the Commonwealth.

Pennsylvania’s Healthcare Coalitions have been afforded a fantastic opportunity to train at one of the premier national healthcare training facilities, the Center for Domestic Preparedness in Anniston, Alabama. This training will immerse students in one of three courses (healthcare incident management, emergency decontamination, or emergency medical operations) which will culminate in an integrated capstone exercise (ICE). The ICE will bring all three programs together to manage a simulated disaster.

140 individuals from across Pennsylvania will be able to attend this training program. Each Healthcare Coalition through the HAP Regional Manager will coordinate registration for their region to include, at minimum, 6 participants for the Healthcare Leadership (HCL) course, 4 participants for the Hospital Emergency Response Training (HERT) course, and 4 certified Emergency Medical Services participants for the Emergency Medical Operations course.

Here are the details for the Pennsylvania ICE (PA-ICE III) training week:

- Dates: October 20-26, 2019 (Travel days will be 10/20 and 10/26)
- Cost: FREE (All program costs, including travel, housing, food and course fees are included)
- Location: Center for Domestic Preparedness (Anniston, Alabama)
- Registration: Contact your HAP Regional Manager (Brian Barth bbarth@haponline.org) to express your interest in attending the program. Please include your name, email, contact phone number, FEMA Student ID, and the course (HCL, HERT, EMO) for which you are applying. PLEASE NOTE: For those selected to attend, there will be additional registration requirements.
- **Deadline for Registration: April 15, 2019**

Attendees will travel by air to Atlanta, GA and will be bussed to the facility in a motor coach. Once at the facility, you will be housed in a single room dormitory style housing with a shared bathroom (1 per two rooms). Food is served cafeteria style three times daily (breakfast, lunch, and dinner). There are opportunities for social engagement and off-campus activities in the evenings. For more information, visit https://cdp.dhs.gov.

Program registration is open to all HCC members (Please note EMO requires an emergency medical services certification).