

Social Media

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Monthly Meeting

April 17, 2019

10:00-13:00

Maynard Police Department

197 Main Street

Maynard, MA 01754

*presentation by Mass
Environmental Police

May 15, 2019

10:00-13:00

Cambridge Emergency
Communications

125 6th Street

Cambridge, MA 02142

June 19, 2019

10:00-13:00

Michael's Harborside

1 Tournament Wharf

Newburyport, MA 01950

Training Day Recap

March was a busy month in the MCSA world. On Wednesday, March 27, 2019, we hosted the annual MCSA Training Day at the Boxborough Regency Hotel and Conference Center. Over 130 attendees were present and participated throughout the day, and we are thankful to have had the opportunity to be a part of such an informative and interactive training. This training honed in on a number of different concepts and resolutions related to stress resiliency in the workplace, including: acute, traumatic, chronic stress, as well as compassion fatigue, skills and tools that can be deployed by 911 dispatchers and peers to prevent negative stress impacts and consequences, tactics that can be utilized for 911 dispatchers (and with callers) during a wide range of 911 calls, and skills and insights to help attendees develop and further shape healthy relationships at home and within PSAPS.

Thanks again to all who participated and made this event possible.



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ADDITIONAL (FREE!) TRAINING

CTO Training Day

Wednesday, April 24, 2019

08:00-16:00

Framingham State University, McCarthy
College Center – Forum Room

EMD-Q Training Day

Friday, May 24, 2019

08:00-16:00

Trinity EMS Training Center
10 Jean Ave Unit 12
Chelmsford MA, 01824

MCSA Board of Directors

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David Squires
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Franklin/Hampshire County
VP

Stephen Hooke
911 Commission
Representative

Board@ma911.org

LEGISLATION UPDATES

On March 7, 2019, [HR1629](#), the bipartisan *911 Supporting Accurate View of Emergency Services (SAVES) Act*, which, if passed, would reclassify 911 call takers and dispatchers from “Office and Administrative Support Occupations” to “Protective Service Occupations” within the Office of Management and Budget Standard Occupational Classification (SOC) catalog was introduced. This bill is the first of its kind and is being championed by US Representatives Norma J. Torres (CA-35) (the only former 911 dispatcher serving in Congress), and Brian Fitzpatrick (PA-1), a former FBI Special Agent and federal prosecutor.

This bill is crucial to any future, possible reclassifications, and has been endorsed by APCO International, NENA: The 9-1-1 Association, and the American Federation of State, County, and Municipal Employees (AFSCME).

On April 3, 2019, Senator Richard Burr & Senator Amy Klobuchar introduced a bipartisan bill in the United States Senate to accompany the Congressional 911SAVES Act introduced by Rep Torres and Fitzpatrick.

The Information on the proposed Senate legislation can be found [here](#).



MCSA members (pictured above: VP Charles Goodwin, Regional VPs: D. Jeremy Demar, Erin Hastings, and Lee Ann Delp) were present at the introduction of HR1629, the *SAVES Act*.

**IDEAS FOR FUTURE ISSUES? THINGS
YOU'D LIKE TO SEE?**

LET US KNOW

**Contact Grace Cohen, Newsletter Editor,
with topic ideas for future issues.**

outreach@ma911.org

ADAM TIMM

Adam spent over a decade as a 9-1-1 operator for the Los Angeles Police Department, where he pioneered a stress resilience program that contributed to a 45% decrease in sick time usage. After leaving the LAPD, Adam started his training company, "The Healthy Dispatcher," to bring tools for resilience to this challenging profession.

ANNE CAMARO

Anne has been working in the 9-1-1 field for over 12 years.

She's worked in three different PSAPs in various positions both in training and operations. She holds a master's degree in Public Administration from Arkansas State University, and a Post Graduate Certificate in Local Government Leadership and Management from Suffolk University.

ELIZABETH BELMONTE

Liz started her career with Cambridge Emergency Communications 15 years ago. While in Cambridge, Liz has worked as a Certified Trainer for 10 years. In 2014 she was recognized by the APCO Atlantic Chapter as "Trainer of the Year". She was promoted to the role of Training Supervisor in May of 2017 and holds a bachelor's degree in Human Resource Management from Columbia Southern University.

D. JEREMY DEMAR

Jeremy is the Director of Emergency Communications for Springfield, MA. He holds a master's degree in Homeland Security from the Naval Postgraduate School, with undergraduate work in Emergency Management and Fire Protection from SUNY Empire State College and Monroe Community College respectively.



911 Family Impact Study

Last month, we included this study in our newsletter. We are including it here again, as the study is still open. Please feel free to print this flyer and spread the word.

As 911 telecommunicators, we know that more research is needed to fully understand what effects the profession may have on the social and psychological aspects of our lives. With this in mind, a group of us have come together to study the impact the 911 telecommunicator job has on the telecommunicator's family.

Most of us in the 911 industry, never really thought about how our job may affect our families. The reality is that it does, and we hope this study will help us understand and raise awareness to the stress brought upon our loved ones by our chosen career.

We are looking for immediate family members, spouses, and close friends of current and retired 911 telecommunicators to participate in this study. Participants will receive a link to an anonymous 10-question survey asking them to describe the impact their family member's job has had on their interactions with family and close friends.

Please reach out to your family members and friends, and if they're willing to participate please e-mail familyimpactstudy@gmail.com. The data collected will be analyzed and the results will be used for a research article.

We hope to be able to raise awareness to the impact of such a stressful job on social relationships. We also hope to be able to show the need to classify 911 telecommunicators as first responders based on the impact the job has on different aspects of the telecommunicator's life. We appreciate any assistance you may be able to give us in conducting this study, and we ask that you please share this flyer with other telecommunicators.