



Massachusetts Communications Supervisors Association

“Developing Dispatchers & Dispatch Centers”

Hastings
WESTCOMM
President

Peter Kinnas
State 911 Department
Vice-President

Gregory Lynskey
SWCCC
Secretary

Warren Gould
Boxford Communications
Treasurer

Katrina Shamshak
North Shore Regional 911
Keenan Leonard-Solis
Georgetown Police
Essex County VP's

Patrick Feeney
SEMRECC
Michael Gethin
State 911 Department
Southeast Regional VP's

Corey Swift
Wilmington Public Safety
Anne Camaro
Nashoba Valley RECC
Middlesex-Suffolk County VP's

Chris Carleton
Northborough Communications
Daniel Walsh
Clinton Police
Worcester County VP's

Khristy Lord
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Johnathan Danek
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Hampden/Berkshire Cty VP's

Donald Tryon
MSP RECC Northampton
Franklin/Hampshire County VP

Katrina Shamshak
North Shore Regional 911
Training Coordinator

Kevin Lessard
Northern Middlesex RECC
911 Commission Representative

Board@ma911.org

December 18th, 2025, Monthly Meeting - Hybrid meeting held at Rutland Library and via Microsoft Teams. 39 Total Attendees, 23 in person and 16 virtual

Minutes submitted by Asst. Secretary Alexa Owen.

1. Welcome and Introductions

- President Hasting called the meeting to order at 10am sharp.
- President Hasting informed all attendees that the meeting is being video and audio recorded for record keeping and historical purposes and will be posted on the website.
- Video Link: <https://ma911.org/2024/12/26/december-2024-monthly-meeting-video/>
- In person attendees introduced themselves.

2. Monthly Training / Presentation

- Sgt. Gordie Candow from the Groton Police Dept. on Law Enforcement and Autism.
- He started teaching over 15 years ago and is teaching this class in particular as a person who is directly related to someone on the spectrum (his 19 y/o son, Alex and two foster sons, Zander and James)- this was his first time teaching dispatchers.
- Autism Spectrum Disorder (ASD) is a developmental disability that usually appears during the first three years of life.
- Asperger's can be diagnosed as late as early adulthood
- Autism calls are often confused with mental health issues/ can present as missed medications or intoxicated
- Often those with ASD are super smart and capable but are missing some social cues
- Autism effects social interactions, communication and language skills, behaviors
- There are varying levels, low, medium, and high functioning
- Stressful situation can cause social regression for someone with ASD
- More than 3 million people have ASD in USA. 1 in 36 children and 1 in 45 adults. A new case is diagnosed every 20 mins. 4 times as prevalent in males.
- There are no none causes but we think common causes are genetic vulnerability, environmental triggers and vaccine injury.



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- l. There is no medical or blood test to detect ASD-diagnosis is based on observation of communication, behavioral, and developmental levels
- m. Loud noises and other sensory stimuli may overwhelm someone w ASD and cause sensory overload
- n. They may appear to be poor listeners, make little to no eye contact, flat facial affect, and may have inappropriate reaction to situations
- o. Prone to unusual walking patterns, prone to repetitive actions, toe walking, stimming. Try not to stop someone from there repetitive behavior unless its harming to self or others
- p. How to best approach a person with ASD: be calm, be literal/specific, avoid slang, use clear concise language
- q. Attracted to bodies of water
- r. 30% of children with ASD will self-injure
- s. Children with ASD have meltdowns that are not controlled events and difficult to stop once started. Adults with history of meltdowns usually can exercise a degree of control.
- t. Behavior generating possible 911 calls- violent rocking, pacing loud grunting, noisemaking, utterances, running into walls, head banging, hiding under large objects
- u. Responding offices should know people with ASD have Hypotonia (underdeveloped trunk muscles) and they may be unable to support their airway when lying flat on their chest
- v. Emergency Biographical Information Form/Disability indicator form for parents to come into the station and fill out for their children
- w. Keenan shared a link to their form on Georgetown PD website, Greg advised DCF has a good form as well

3. Update from State 911 Department

- a. Nothing heard from State Dept
- b. Katrina Shamshak advised open enrollment this January 2nd to January 31st. Applicants must have 3 years experience, active state 911 login, ICS 100, 200, 700, 800, 144, CPR, PST class. Short in the West.

4. Appointee Reports

- a. SIEC – Corey Swift not on. Last meeting was November.
- b. State 911 Commission –Kevin Lessard spoke about the grants- they are out and deadline is March 6th. There are not too many major changes so



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pay attention to that. The next commission meeting is Feb 13th @noon in Middleboro.

- c. Updates – Nextgen 911 call software will be release this month. Strategic sourcing team will be involved in the responses for the RFI. Major overhaul of call handling software. Kevin will share the information, also can be found on Combuys.

5. Treasurer's Report

- a. Warren Gould presented the treasurer report
- b. Beginning Balance: \$8686.05
- c. Total Expensive:\$1,224.00
 - i. Quickbooks \$31.88
 - ii. Microsoft 365 \$40.25
 - iii. Brenda Stanly (Donation to Hopkinton dispatcher) \$500
 - iv. Katrina Shamshak reimbursement for Canva \$119.99
 - v. Galifords \$500 annual reservation
- d. 43 FY25 paid members to date
- e. New Members: Hamilton
- f. Motion to accept: Greg Lynskey, Second Tom O'Brien. Unanimous vote

6. Secretary's Report

- a. Secretary Lynskey advised last meetings minuets are out. Alexa Owen made a motion to accept, second by Warren Gould. Unanimous approval.

7. Regional Vice President Reports

- a. Essex – Katrina: If anyone is looking to get a start on their presenting career, NHEDA (New Hampshire Emergency Dispatcher Association) is looking for presenters for their annual conference April 7-10 in Barlett, NH.
Keenan: Multiple areas hiring including Georgetown, North Shore, Essex County. He gave a shoutout to North Shore for creative job posting and dispatch PR. Encourages engaging ways to prevent our profession as a career. Joshua Graham was named Telecommunicator of the year for Northshore. Alex McKeon Supervisor at Northshore just finished CCM. There are scholarships for this. Upcoming trainings- 2 upcoming 8 hour trainings, can be found on State 911 approved list or on CIT websites.
- b. Middlesex- Anne- Denise Amber Lee A Victims Plea on April 10th at North Middlesex RECC



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- c. Southeast – Mike Gethin advise Yarmouth PD hosting Denise Amber Lee foundation January 6 and 7.
-Weymouth, Bourne, and Sandwich all hosting multiple courses from Commonwealth Police Legacy in January. Outreach continues.
Pat Feeny extending congrats to those who completed their CCM.
- d. Worcester – Chris Carleton –Athol, Boylston hiring PT. Nashoba, SWECC and Northboro looking for fulltime. 3 trainings coming up ‘Under the Headset’ February 4,5 & 6
- e. Hampden/Berkshire – Jonhathan- Great turnout for Denise Amberlee class. Will have them back for another training. TERT had successful mock deployment in Springfield.
- f. Franklin/Hampshire – Donald Tryon- Still have some opening for a training if anyone is interested
(Still have an opening for another VP)

8. Committee Reports

- a. Training & Events Committee – Katrina Shamshak advised all future MSCA trainings have been arranged.

-The March training day is set for March 12th in Foxboro. Confirmed presenters are Kris Inman and Adam Timm of the Healthy Dispatcher.

-Spoke to Tracy Eldridge of On Scene First on being third presenter. She submitted the following proposal:

- This proposal is for 8 hours of training (two 4-hour classes.
- \$3,000 Class Offerings Includes:
- A flat fee for 8 hours of training. • No minimum number of students is required.
- *The Ethical Compass: Navigating Public Perception as a Public Official Hours: 4-hours Description: In today's world, public officials are under constant scrutiny, where every action, decision, and word can influence public trust. This session focuses on the importance of maintaining an ethical compass while navigating the complex landscape of public perception. We'll discuss how integrity, transparency, and accountability shape the relationship between public officials and the communities they serve. Through real-world examples and practical strategies, participants will learn how to balance ethical decision-making with the pressures of public opinion, ensuring that their actions not only meet legal standards but also uphold the trust of those they lead.*

-If we accept Tracy's proposal it will give attendees options of 3 different classes to choose from and maximize our use of the space



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-Once we decide on this we can release registration

-Motion to accept: Peter Second by Dan Walsh. None opposed.

-There is a room block for anyone interested in staying the night before cost of \$199. Room block will close Feb 18th. Heads up for board members to start thinking who will be attending so we can secure your rooms—stay tuned for an email on that.

-Annual meeting, date is secured for June 18th at Galliford's Restaurant at the Southwick Zoo

Additional thoughts:

- Katrina has an idea MCSA hosting an Instructor Development day. Our mission is to develop dispatchers and what better way to develop them than give them the tools and encouragement to become trainers/instructors. Many people shy away from teaching in house or at conferences because they are not sure what it entails
- I propose a training day dedicated just to that. The cost of the training would be free however we would charge to cover the cost of lunch (that way no cost incurred to the association)
- Thoughts? Looking at potential dates of May 14th or 15th or June 12th
- Location TBD (Open to suggestions, offers)

Motion by Peter Kinnas, second by Kevin Lessard. None opposed.

- b. Newsletter – Katrina asking for all VPs to send her something for the newsletter.
- c. Legislative – Johnathan Danek no updates on state bills. 911 saves bill was favorably placed, no action since it was placed on union calendar. Pete brought to our attention the Social Security fairness act for anyone that may be impacted by its passage. It passed overwhelmingly in the House and Senate. If you are eligible to social security, if the bill passed you would be eligible to full amount of benefits. Pres Hastings did say that we will refile the bills again next year as a combined bill and will start making appointments at local offices in January on a monthly basis.
- d. Emerging Technologies – Rob Verdone was not present and there was no report.
- e. Historical Committee – Butch Garrity spoke about how supervisors in 2000 came together to make the association. In just 25 years the association went from something very small to what it is today. He



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spoke about how back then there was only a two day training to become a dispatcher. The first 5 week academy was in 2001.

Pres Hastings wants us to come up with a committee to get some ideas for our 25 year event. She thought of an idea to make a book to sell

- f. Outreach/Membership – Pete Kinnas – first challenge coin swap was completed. 11 participants. We have a couple ‘new old’ members who came back and renewed memberships. Pres Hasting wants to make sure everyone is ready to go April 9th for 911 goes to Boston.

Kevin Lessard spoke about a dispatcher who had a difficult pregnancy. Due to the timeline of her job change when she came to North Middlesex, she doesn't have enough banked sick time so hes looking to donate to her from MCSA. Motion by Greg and second by Tom Obrien. None opposed.

Alexa Owen spoke about the Sullivan family and keep them in our thoughts and prayers.

- g. Book Club – Khristy Lord stated there is nothing to report.
h. Peer Support Committee – Khristy Lord
i. Generic Training Manual Committee – Corey Swift

9. President's Report

- a. Nothing at this time

10. Other business

- a.

11. Adjournment

- a. Peter Kinnas made a motion to adjourn at 12:15pm, second by Dan Walsh.



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Meeting Attendees:

Mike Amidon (In Person)
Nina Barszcz (Virtual)
Anne Camaro (Virtual)
Pete Cheverie (Virtual)
Johnathan Danek (Virtual)
Cam Dunbar (In Person)
D. Jeremy Demar (In Person)
Patrick Feeney (Virtual)
Butch Garrity (In Person)
Michael Gethin (Virtual)
Joe Gibbs (Virtual)
Warren Gould (In Person)
Brendan Gray (In Person)
Ken Handfield (In Person)
Erin Hastings (In Person)
Robert Hept (In Person)
Natalie Hunt (Virtual)
Stephen Johnson (In Person)
Michael Keady (Virtual)
Laura Kilgour (Virtual)
Peter Kinnas (In Person)
Jocelyn Laplante (In Person)
Keenan Leonard-Solis (Virtual)
Kevin Lessard (In Person)
David Luciano (Virtual)
Greg Lynskey (In Person)
Michael Moriarty (In Person)
Kristina Morin (Virtual)
Tom O'Brien (In Person)
Jim Officer (Virtual)
Alexa Owen (In Person)
Mark Sayers (Virtual)
Phil Sisk (In Person)
Aaron Smith (Virtual)
Mike Traghese (In Person)
Don Tryon (In Person)
Marlyn Velazquez (In Person)



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Nicholas Waleszczyk (In Person)
Dan Walsh (In Person)



December 18, 2024 – Rutland Public Library

Name	Agency/Business	Email
Greg Lynskey	SWCC	on file
Ken Handfield	MSP	kennethhandfield@mass.gov
Don Tryon	MSP	on file
Cam Dunbar	MSP	on file
Michael Moriarty	DRCC	on file
Michale Wiles 20741	911	on file
Robert Heft	911	on file
Tom O'Brien	Belmont	on file
Dan Walsh	Clinton	on file
Erin Hastings	Westcomm	on file
Kevin Lessard	NMRECC	on file
Wanna Gould	Boxford	on file
Mike AmDon	Westboro	on file
PETER KINNA	STATE 911	ON FILE
Phil Sisk	MCP	on file
D. J. J. Ma-	Intado	on file
Stephen Johnson	Concord	sjohnson@concordma.gov
Jocelyn Laporte	WRECC	jlaporte@hudson.gov
Butch GARAIS	RET-1	on file
Marlyn Velazquez	Westcomm	on file.



December 18, 2024 – Rutland Public Library

Name	Agency/Business	Email
Alexa Owen	WRTEC	A.Owen@holdenma.gov
Brendan Gray	Acton	on file
Mikie Tringali	SEC	—

MCSA Treasurer report through 12/15/2024

Beginning balance (11/10/24) = \$ 8,686.05

Expenses:

Intuit Quickbooks (monthly)	= \$	31.88 (11/12/24)
Microsoft Office 365 (monthly)	= \$	40.25 (11/27/24)
Brenda Stanley (Donation to Hopkinton Dispatcher injured overseas)	= \$	500.00 (12/09/24)
Katrina Shamshak (Reimbursement for yearly Canva subscription)	= \$	119.99 (12/09/24)
Galliford's (Annual meeting reservation deposit)	= \$	500.00 (12/10/24)
Intuit Quickbooks (monthly)	= \$	31.88 (12/11/24)

Expenses (total) = \$ 1,224.00

Income:

FY25 Dues payments \$ 4,000.00

Income (total) = \$ 4,000.00

BALANCE = \$ 11,462.05

72 FY21 Members, 70 FY22 Members, 89 FY23 Members

79 FY24 Paid Members

43 FY25 Paid Members to date (some deposits pending)

RENEWED MEMBERS: Chelsea, Hopkinton, Hudson, Lowell, Leominster, Maynard, Metacomet ECC, Metro North RECC, Nantucket, Natick, Nashoba Valley RDD, Northborough, Patriot RECC, Seekonk, South Worcester County RECC, Southeastern MA RECC, Templeton RECC, Tyngsborough, W.A.Hendrickson.

NEW MEMBERS: Hamilton

89 FY25 Membership have been sent covering all members and requests for membership.

Respectfully submitted,

Warren Gould, Treasurer MCSA

Reference for yearly expenses

Siteground Webhosting (yearly)	= \$	275.76 (05/28/24)
Johnson & Johnson (1 year) Eboard Insurance	= \$1,460.00 (08/01/23)	(was \$1,416.00)
Constant Contact (yearly)	= \$	490.92 (08/23/23) (\$40.91/month)
Canva (1 year-2 subscriptions) (Katrina Shamshak & Peter Kinnas)	= \$	239.98 (12/05/24)

Total yearly costs = \$2,466.66

Gregory Lynskey (SWCCC)

From: Shamshak, Katrina C. (911) <Katrina.C.Shamshak@mass.gov>
Sent: Monday, December 16, 2024 07:31
To: Gregory Lynskey (SWCCC)
Subject: [External]MCSA Updates

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe. If unsure, please consult your administrator before proceeding.

Monna has me teaching at the Academy Wednesday but I'm hoping to be able to pop on during a break

Katrina Shamshak Updates

TERT Update:

Open enrollment for applications is January 2-January 31. If anyone is interested in participating applications are only accepted during that time. In order to be considered applicants must have the following:

- 3 years of 911 Dispatch Experience
- A 911 login with State 911
- ICS 100, 200, 700, 800, 144
- CPR Certification
- Basic PST

Regional VP Update:

NHEDA: Not exactly Essex Co related, but more north. If anyone is looking to get a start on their presenting career, NHEDA (New Hampshire Emergency Dispatcher Association) is looking for presenters for their annual conference April 7-10 in Barlett, NH.

Training:

March:

- The March training day is set for March 12th in Foxboro. Confirmed presenters are Kris Inman and Adam Timm of the Healthy Dispatcher.
- Spoke to Tracy Eldridge of On Scene First on being third presenter. She submitted the following proposal:
 - This proposal is for 8 hours of training (two 4-hour classes).
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- If we accept Tracy's proposal it will give attendees options of 3 different classes to choose from and maximize our use of the space
- Once we decide on this we can release registration
- There is a room block for anyone interested in staying the night before cost of \$199. Room block will close Feb 18th. Heads up for board members to start thinking who will be attending so we can secure your rooms—stay tuned for an email on that.

June:

Annual meeting, date is secured for June 18th at Galliford's Restaurant at the Southwick Zoo

Additional:

- As if there wasn't already enough going on, I had an idea about MCSA hosting an Instructor Development day. Our mission is to develop dispatchers and what better way to develop them than give them the tools and encouragement to become trainers/instructors. Many people shy away from teaching in house or at conferences because they are not sure what it entails
- I propose a training day dedicated just to that. The cost of the training would be free however we would charge to cover the cost of lunch (that way no cost incurred to the association)
- Thoughts? Looking at potential dates of May 14th or 15th or June 12th
- Location TBD (Open to suggestions, offers)

Newsletter: Would like to challenge all committees and all Regional VPs to send me something for the next newsletter- haven't received anything as of yet. If your center is decorating for the Holidays I'd love to showcase that as well!

Katrina C. Shamshak, RPL
Public Safety Dispatcher III
Training & QA Coordinator

Massachusetts TERT Coordinator
North Shore Regional 911 Center
Massachusetts State 911 Department
18 Manning Ave., Middleton, MA 01949
Main: 978-801-4911 x4163
katrina.c.shamshak@mass.gov
www.mass.gov/NSR911

Gregory Lynskey (SWCCC)

From: Keenan Leonard-Solis <KLeonardsolis@GeorgetownMa.gov>
Sent: Wednesday, December 18, 2024 11:59
To: Gregory Lynskey (SWCCC)
Cc: Shamshak, Katrina C. (911)
Subject: [External]December MCSA Meeting | Report from Essex County

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Greg,

Here were my talking points for today's meeting. I did miss a note in the chat that Merrimac is also hiring part time employees, so I added it to my notes below:

Essex County Hiring Announcements:

- **Groveland:** Part-time Dispatcher position available. Interested applicants should contact Sgt. Steven Petrone (spetrone@grovelandpolice.com).
- **Merrimac:** Part time Dispatcher position available. Interested applicants: contact Mark Sayers (msayers@merrimacpolice.org).
- **Georgetown:** Full-time Dispatcher position available. For those who may not know, Georgetown is my agency, so feel free to reach out to me if you have any questions or are interested in joining my team (kleonardsolis@georgetownma.gov).
- **Northshore Regional 911:** Full-time Dispatcher positions available. Interested applicants can send their resumes to Alyson Del Isola (Alyson.b.dellisola@mass.gov) and Katrina Shamshak (Katrina.c.shamshak@mass.gov).

I want to give a shout out to NSR911 who have been doing an excellent job on social media with creative job postings and good quality dispatch PR. They're really trying new approaches to connect with their audience, including a chance to call in on a dedicated line to chat with current dispatchers and ask questions about the role. I would encourage all PSAPs to continue to find novel ways of engaging with your respective communities. Anything we can do to help present our profession as a career and not just a job will go a long way in elevating the 911 industry in Massachusetts.

APCO Atlantic Recognition:

TC Joshua Graham of Northshore Regional 911 was named Telecommunicator of the Year at the APCO Atlantic Conference in Portland, Maine last month. This prestigious award recognizes outstanding dispatchers across eight states. Josh's dedication, skill, and commitment to excellence truly embody the spirit of the telecommunicator role. Congratulations, Joshua, on this well-deserved recognition!

CCM Recognition:

Congratulations to Northshore Regional 911 Supervisor Alex McKeon, who recently completed **Fitch and Associates' Communications Center Manager** program! Alex participated in the CCM program independently, outside of the PSAP Leadership Scholarship offered by State 911 and facilitated by MCSA. However, I'd like to remind everyone that there is a scholarship opportunity available for those interested in pursuing this. Stay tuned for more details.

There are excellent leadership training opportunities out there, and I encourage everyone to take advantage of them if you're looking to grow professionally in our field.

Upcoming Training Opportunities in Essex County:

I'd like to share two upcoming 8-hour training sessions in Essex County, which were posted by State 911 on their Facebook page. Both are expected to be approved for State 911 Con Ed, including the FY25 Behavioral Health training mandate. But please refer to State 911's approved list of classes for official confirmation.

(CIT-TTAC stands for Crisis Intervention Team - Training and Technical Assistance Center).

Metro Boston CIT-TTAC - CIT for Dispatchers Class

- Date: Monday, February 24, 2025
- Time: 8:00 AM - 4:00 PM
- Location: Andover Police Station
- Details: This training will provide dispatchers with an overview of Crisis Intervention Team (CIT) goals and their critical role in supporting both residents and public safety.
- Registration Link: Metro Boston CIT's website: <https://www.metrobostoncit.org/training-registration>

Northeast Essex County CIT-TTAC - Psychological First Aid for Dispatchers Class

- Date: Thursday, April 3, 2025
- Time: 8:00 AM - 4:00 PM
- Location: Beverly Police Station
- Details: This training will teach practical skills for dispatchers to assist individuals impacted by traumatic events. Attendees will learn how to provide Psychological First Aid in the immediate aftermath of disasters.
- Registration Link: Northeast Essex CIT's website: <https://neessexcit.org/trainings/psychological-first-aid-for-dispatchers/>

From what I can tell, there is no fee to register for these classes.

Gregory Lynskey (SWCCC)

From: Gethin, Michael (911) <Michael.Gethin@mass.gov>
Sent: Wednesday, December 18, 2024 10:50
To: Gregory Lynskey (SWCCC)
Subject: [External]Report for today's meeting.

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe. If unsure, please consult your administrator before proceeding.

Good morning, I was unable to make it today and will have to attend virtually.

Nothing major new to report. Many of the agencies in the region still hiring. Outreach continues as I have been trying to reach out to people and agencies in the region most have had nothing to report or I still have not heard anything back. I will continue to make contact and connections with centers in the region and if anyone has anything to share please reach out.

As I had mentioned before Yarmouth PD hosting Denise Amber Lee foundation January 6 and 7.

Weymouth, Bourne, and Sandwich all hosting multiple courses from Commonwealth Police Legacy in January.

Merry Christmas!

Mike

Michael Gethin
Operations Manager
Massachusetts State 911 Department
PSAP Operations, Division 1
31 Maple St, Milford, MA 01757
michael.gethin@mass.gov

Gregory Lynskey (SWCCC)

From: Chris A. Carleton <ccarleton@town.northborough.ma.us>
Sent: Wednesday, December 18, 2024 09:37
To: dwalsh
Cc: Gregory Lynskey (SWCCC); Alexa Owen
Subject: [External]Worcester County Regional VP report for 12/18/24

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe. If unsure, please consult your administrator before proceeding.

Hiring:

- Athol is accepting applications for part time dispatchers.
- Boylston is accepting applications for part time dispatchers.
- Nashoba is accepting applications for a full-time regional dispatcher.
- Northborough is accepting applications for a full-time public safety dispatcher.
- South Worcester County Communications Center is looking to fill a full time Public Safety Telecommunicator vacancy.

Training:

- As reported in last months report Westborough will be hosting 3 classes with Under the Headset with Halcyon on Tuesday 2-4-25, Wednesday 2-5-25 and Thursday 2-6-25.
Tuesday 2-4-25 will be Combating Complacency: <https://www.undertheheadset.org/event-details-registration/combating-complacency>
Wednesday 2-5-25 will be Providing Caller Focused Service: <https://www.undertheheadset.org/event-details-registration/providing-caller-focused-service>
Thursday 2-6-25 will be Being an Encourager & Bridging the Gap for Supervisors: <https://www.undertheheadset.org/event-details-registration/being-an-encourager-bridging-the-gap-for-supervisors>

Nothing to report for outreach.

Thank you!

Chris Carleton
Supervisor of Communications and Records

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