APCO MEMBER CHAPTER SERVICES Committee

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*"Health and Wellness for the Holidays"**

Tracey M. Hilburn RPL, ENP

"In today's environment, it is not only training and evaluating performance that are crucial, but monitoring the health and well-being of our telecommunicators."

The holidays are upon us and what a joyous season. Reflecting on times of childhood: long breaks from school, trips to grandma's and Christmas morning that just could not come soon enough to find that one special gift under the tree. But the dynamics of the current-day holiday season have taken a dramatic turn. Everything is fast-paced: juggling schedules to attend many family functions, painstaking decisions of what gifts to buy as most have gotten what they want throughout the year, heading out to pick up those last-minute needs only to find the stores sold out. Bah humbug!

As we are also all too familiar in the world of public safety, this time of year tends to bring heightened emotions and stress, along with financial worries. These issues contribute to the increased call volume reporting criminal activity and/or illness. Sadly, too, this dilemma not only affects the community we serve, but our public safety personnel as well. As has been identified over the years for field responders, the stress and emotional rollercoaster, both personal and professional, contribute to high blood pressure, poor health, depression, even suicide. Unfortunately, these same trends are becoming more apparent for those not seen but heard. Our telecommunicators are the first to initiate calm and control; handling these situations creates unavoidable stress due to the emotional, negative and/or distraught calls received. Also, with the work environment and the requirement of remaining within the confines of the console for extended periods, bad habits tend to form — including negativity, unhealthy eating and limited-to-no exercise — eventually leading to burnout.

These thoughts bring me to the topic for this article: health and wellness for the holidays! Identifying the onset of poor physical and mental health is becoming more important for the future of our employees and adds to the responsibility of managing a productive staff. In today's environment, it is not only training and evaluating performance that are crucial, but monitoring the health and well-being of our telecommunicators. Developing a healthy workplace to offset the negatives and remaining steadfast in encouraging and supporting our telecommunicators is of the greatest importance. In our communications center, we have a support coach available. This position is filled by a professional clergy/practical counselor familiar with emergency services who works alongside several emergency agencies in the parish. He makes regular visits during shifts, allowing for positive conversation and, at times, helping with closure to critical incidents. He remains available to each staff member 24/7 if needed.

APCO also strives to not only develop and provide training in these areas but to give positive recognition to our first response telecommunicators. These sources of recognition are evident in several programs: annual PSAP awards, initiatives for reclassification, ProCHRT Teammates in Action and Management Committee Compassionate Care, to name a few.

So as the holidays are upon us, and as we move into the new year, let us take this time to reflect on the positives we can bring to the team. Things as simple as acknowledgement of a job well done, a candy cane to say thank you for all you do or a little smile to show you are pleased with performance. I leave you with this. Let us remember the reason for the season and how blessed we are to protect, for this is a job of the heart and may no one be apart.

*Article from Nov/Dec PSC magazine

Membership Information

Member Type	12/1/2018	12/1/2019
Associate	3033	3112
Full Member	5288	4979
Full Group Members	6419	6797
Online Group Members	17,292	19,501
Commercial	6104	539
Commercial Group Members	254	299
Total Number of Members	**32,900**	**35,232**
Total Number of Group Agencies	**1092**	**1176**
Commercial Group	**54**	**56**

Silent Key

Kenneth C. Yoder

Retired Austin Radio Frequency coordinator Kenneth C. Yoder, 86, passed away Nov. 7. He served as an APCO frequency adviser for more than 30 years. He received the APCO Senior Member award and the APCO Life Member designation. He trained in radio operations and repair in the Army after high school and later joined the Air National Guard. In the U.S. Air Force he became a frequency manager for the Air Force Communications Command. He served in the U.S. and Europe until his retirement in 1985. After his service career, he worked as a frequency coordinator for the Department of Public Safety in Austin, Texas.

Upcoming Live Webinars - Free for APCO members

APCO Webinars are presented as live events and then made available as recordings. Most webinars are one-hour and many offer CEUs. Unless otherwise indicated, APCO webinars are free to APCO members. Registration is required in order to provide your personalized access link.

Register at www.apcointl.org/webinars

1. APCO Standards in Action: Help US Help You! - Webinar #55165
   January 22, 2020 1:00pm-2:00pm ET
   Sponsored By: APCO

CHECK OUT THE AVAILABLE Recorded Webinars https://www.apcointl.org/webinars

The APCO Institute provides affordable training, certification and resources for public safety communications professionals at all levels.

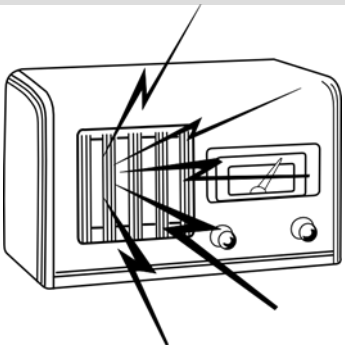
https://www.apcointl.org/download/apco-training-resource-catalog/?wpdmdl=19959

Commercial Advisory Council (CAC)

The CAC is composed of between 12 and 24 Commercial members of APCO who represent the diverse interests of the manufacturers, equipment suppliers, service providers and consultants in the public safety communications marketplace. Service on the CAC is a 4-year term and each year nominations and elections are held to fill open positions.

The CAC conducts its business through a series of monthly conference call meetings, a combination of in-person/conference call meeting (typically in February), and an in-person meeting during the APCO Annual Conference in August. Committees within the CAC work on a variety of target issues such as continual improvement of the conference and exhibit opportunities in APCO, engagement and support of Chapter Commercial Advisory Members (CCAMs), and the providing of Commercial membership

APCO Historical Committee



In most of our casual conversations, a reoccurring phrase can be heard, "remember when….". Generally, this phrase is followed by a story, a recollection of an event, or a time and place of significance at the moment. Often when an object brings back a memory there can be a remembrance of "the good old days" which we remember fondly but do not want to live through again. Our society likes to remember and this can be affirmed by the numerous museums we have throughout the country. Just visit Washington D.C. and you can easily fill a week with a variety of museum visits. Museums of American history filled with physical objects and printed articles marking places in time and events to remember.

The APCO Historical Committee invites you to join them in celebrating history. The APCO Virtual Museum is accepting submissions. This is exciting for all APCO membership. Each chapter within the APCO organization should have a Chapter Historian. The Chapter historian is tasked with keeping record of the organizational meetings, the charter issued by the organization, records of conferences hosted and memorabilia of special occasions including photographs of the event. What to do with it all can be the big question.

The solution to this question is part of the exciting news of the ability to now submit items to the Virtual Museum. Soon you will see more information forthcoming regarding how to submit to the Virtual Museum and how to search within the Virtual Museum. The submission form will be refreshed and pushed out for all to use.

APCO is committed to preserving history, through the Virtual Museum and by supporting the APCO Archive located at Bradley. With this commitment we can reflect on past developments and events, consider how they have shaped the future, and look forward to the continuation of documentation of important information for the APCO organization. What can we add from your chapter to enhance our collection for all to enjoy?

As an organization formed nearly 80 years ago, APCO International has a rich history. Since that time, the organization and the field of public safety communications have undergone myriad changes. The people, the technology, the memorabilia all weave together to tell the story of how APCO has grown to be the largest public safety communications membership organization, and how the industry's capabilities have grown exponentially to keep pace with the needs of the public it serves.

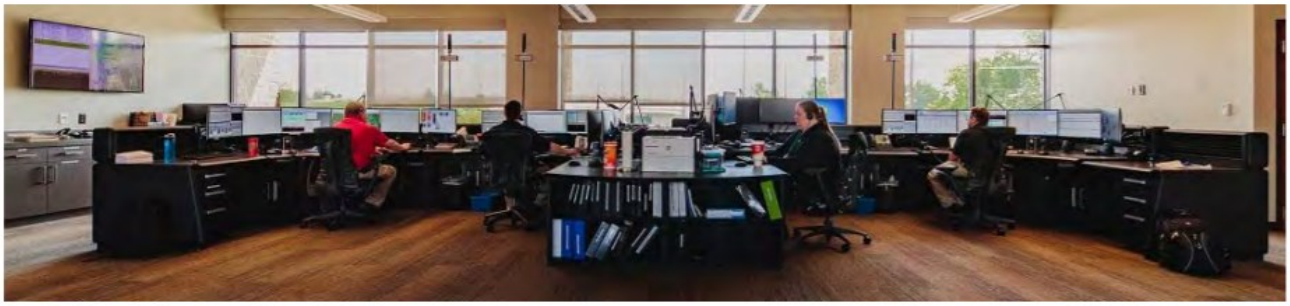
Visit the on-line museum at **http://apco.pastperfectonline.com/**

ECC Crisis Response

Public safety telecommunicators, supervisors, and managers work every day in emergency communications centers. They are prepared to respond to critical situations which occur in the communities they serve. Policy and procedure, emergency operation plans, technical response plans, and other preparatory resources focus on how to respond and mitigate emergencies when they occur. However, when emergencies are large scale or prolonged they can have a significant impact on center operations and the telecommunicators.

Most of the available training and preparatory resources within a center focus on how staff will respond to the needs of the community. There is often very little focus given to supporting the ongoing needs of staff members. In July 2019, the APCO Emergency Communications Center Crisis Response Task Force completed a report with reference guides containing best-practice recommendations for responses to impactful events. The intent is to assist public safety professionals to better prepare for the aftershocks that come from high profile events. Taking care of those who take care of the community.

To view the full report, go to:
https://www.apcointl.org/download/ecc-crisis-response-taskforce-report-crisis-preparation-manual/?wpdmdl=30648



The task force did an excellent job pulling together considerations and templates for centers to model, but we need our professional community to continue to provide lessons learned through your experience within crisis incidents. We want to build upon the outstanding work done by the task force to provide even more essential steps to care for our communities, our field responders, and ourselves should the unthinkable happen. There are many ways to share. Through your Chapter, on PSConnect Forums, or directly to ProCHRT: prochrt@apcointl.org.

2020 APCO Public Safety Awards Program Nominations

APCO International is honored to recognize the outstanding work performed everyday by our Public Safety Communications workers. Now is the time to take a moment to nominate those co-workers and teams that have gone above and beyond to make your job or Public Safety community better. This has been another wild year that has included life changing events to our communities and our colleagues, we would like to properly recognize them at APCO 2020 in Orlando, Florida. Please take the time to recognize that awesome trainer, supervisor, telecommunicator, or your support technicians who ensure our computers are running and radios work throughout the night. We need to hear your stories so we can honor some of the best in our industry.

Nominations for the awards program are accepted January 1, 2020 to March 31, 2020 (closes at 2359 Eastern Time). All nominations are submitted online at www.apcointl.org/awards. Nominees do not have to be members of APCO and the Nominator also does not have to be a member of APCO.

PSAP Award Categories:

Telecommunicator of the Year
Line Supervisor of the Year
Information Technologist of the Year
Team of the Year
Communications Center Director of the Year
Radio Frequency (RF) Technologist of the Year
Trainer of the Year

Award recipients will receive a VIP trip to the 2020 APCO Annual Conference & Expo in Orlando, Florida. The VIP package includes travel expenses, hotel accommodations and conference registration. During the conference, recipients will be recognized on stage in front of their peers from around the nation. They will also be featured in a press release and in an article in APCO's *Public Safety Communications* magazine announcing the winners.

Nominations for the **Technology Leadership Award** are also being accepted for both the Large Agency (76+ Employees) and Small Agency (1-75 Employees) categories. This award is intended to recognize an emergency communications center's use of technological advancement to increase operational efficiency and provide a higher level of service to the customers it serves. Nominations should detail the positive impact of the implemented technology as well as any modifications to policies and procedures. Examples of projects include but are not limited to computer aided dispatch (CAD), radio systems, 9-1-1 answering equipment, public safety IT, broadband, electronic crime reporting, mapping, GPS, etc. The Award Recipients for the Technology Leadership Award shall receive a complimentary "day-pass" registration to APCO 2020 for the day of the award ceremony. A representative from the winning PSAP(s) will be recognized at the annual conference, in Public Safety Communications and on the Web site. Visit www.apcointl.org/awards for more information on award categories and to submit someone or an agency.

ProCHRT Toolbox

APCO ProCHRT
Professional Communications Human Resources Committee

The Professional Communications Human Resources Taskforce (ProCHRT) Toolbox is a set of resources available on the APCO International website for the benefit of all public safety communications personnel. It is a free, and available to everyone from frontline telecommunicators to upper-level management, industry partners, and even members of the public. The toolbox contains the following categories:

- Health and Wellness Resources
- Training / Certification / Standards
- Legislative Resources
- Personnel and Recognition
- Public Education / Media Relations
- Public Safety Communications

The purpose of the Toolbox Workgroup is to educate APCO members and all public safety communications personnel and partners about this valuable set of tools and to increase its contents to include current and trending topics and resources within our profession.

You can gain access to the Toolbox several ways. You can open the APCO International website in your browser, click on the search icon and type "Toolbox", or you can copy and paste this address into your search engine: https://www.apcointl.org/resources/staffing-retention/professional-communications-human-resources-committee/prochrt-toolbox/ .

Each year APCO recruits dispatch personnel from all over the United States to sit on various committees and Task-forces, in which ProCHRT is one of many of the committees/taskforces. The Toolbox committee is a sub-committee of ProCHRT committed to keeping the information current and relevant. If you find information that is outdated, irrelevant, hyper-links don't work, or you would like to add information to one of the Toolbox sections, you can send an email to prochrt@apcointl.org and we will resolve the issues.

APCO Institute Schedule

Click the links to view more information about each class

Course Name	Dates / Time	Location
Active Shooter Incidents for Public Safety Communications, 2nd Ed	1/29/20	Middletown, VA
Communications Training Officer, 5th Ed	1/15/20-1/17/20	Fayetteville, NC
Communications Training Officer, 5th Ed	1/21/20-1/23/20	Tavares, FL
Customer Service in Today's Public Safety Communications	1/23/20	Whitehall, OH
Communications Training Officer, 5th Ed.	1/28/20-1/30/20	Forest Hill, MD
Active Shooter Incidents for Public Safety Communications, 2nd Ed.	1/29/20	Middletown, VA
Communications Training Officer, 5th Ed.	2/3/20-2/5/20	Pharr, TX
Disaster Operations and the Communications Center	2/6/20	Pharr, TX
Public Safety Communications Staffing and Employee Retention	2/7/20	Pharr, TX
Law Enforcement Communications, 1st Ed	2/10/20-2/13/10	Camp Verde, AZ
Communications Training Officer, 5th Ed.	2/11/20-2/13/20	Conyers, GA
Communications Training Officer, 5th Ed.	2/12/20-2/14/20	Fayetteville, NC
Bullying and Negativity in the Communications Center, 2nd Ed.	2/18/20	Addison, IL
Communications Training Officer, 5th Ed.	2/24/20-2/26/20	West Bend, WI

Visit the APCO Institute Site for the most up-to-date course information!

Live Courses -- https://www.apcointl.org/lp/live/
Online Courses -- https://www.apcointl.org/lp/online/

Planning Ahead….

Nexus
The NG9-1-1 Experience Reimagined

Dates Announced for Nexus: May 21-22 in Washington, DC

Nexus is a unique event that will incorporate all the elements of NG9-1-1 using real life scenarios to illustrate how the pieces work together to create the emergency communications center (ECC) of the future. Learn more.

Sign up to receive notifications and a 20% discount on registration.

APCO 2020
August 2-5 | Orlando, FL

Call for Speakers Is Open for APCO 2020

We invite you to submit a proposal to be considered for a one-hour presentation within our professional development program for APCO 2020 taking place August 2-5 in Orlando, FL. **Deadline is December 19, 2019.**

APCO Conference 2020 Solo?

Attending APCO National Conference Solo?

I have been attending APCO conferences for 25 years. I look forward to seeing acquaintances and catching up. At the Baltimore conference, I was able to have dinner with long-time friend and acquaintance, Sandi Barfield, Manager of the University of Las Vegas Police Services, NV Communication Center. She mentioned that she was attending the conference alone. As we chatted during dinner, we noticed a couple other single people come in and sit down by themselves to eat. We both said, "I bet they are APCO attendees". Curiosity got the best of us, so we asked, "Are you attending the APCO conference?". They both replied yes. We explained to them that we were just talking about how it would be nice if there was a way that anyone attending the conference alone could make contact with other attendees traveling alone.

There are many communication centers that can only afford to send one person to a conference! Instead of eating dinner alone, you could get together with other solo attendees and talk about your day, what classes you attended and even better expand your network of public safety acquaintances! This would not have to be anything official. I picture perhaps posting "hey everyone I am planning on dinner at the XYZ Café at 530 Sunday night, anyone wishing to join me let me know or show up". Someone else may say "Hey a couple of us are going to ABC Dinner at 630PM if anyone wants to join us" and people can attend or not. This would not be limited to attendees traveling solo, perhaps you simply like the idea of meeting new APCO acquaintances.

Our two solo diners, (sorry gentlemen I do not remember your names) felt it was a great idea and when I left, I promised them I would do my best via my APCO Committees (Editorial and Membership & Chapter Services) to get this idea launched before Orlando 2020.

Everyone, this is your opportunity to speak up! Should we encourage APCO to perhaps set up a PSConnect site just for the Solo APCO Attendees? Or maybe when you register for the conference you could check a box that states, "I am traveling solo and would like to connect with other solo APCO attendees".

Finally, put your thinking cap on, what should we call this group? If you are interested, please drop me a quick email and I will start gathering the data. Hopefully, next year in Orlando I will be able to sit down with you all and say hi, how was your day! I know Sandi will be sitting there next to me!

Julie

Julie Heimkes, Senior Consultant, Winbourne Consulting, LLC.
APCO Editorial Committee Member
Membership & Chapter Services Member
My personal email is jheimkes@gmail.com
My cell phone is 623-693-9811

South Carolina Chapter Life Member

In Recognition of Outstanding Service and Dedication to SC APCO
and, therefore, all South Carolina Citizens
by Unanimous Vote at the SC APCO Business Meeting
this June 11th, 2019
with Great Appreciation, the Prestigious Membership Designation of

Chapter Life Member

is hereby awarded to

Shirlene Skipper

SOUTH CAROLINA APCO
Leaders in Public Safety Communications

Kentucky 911 Goes to Frankfort

911 Goes to Frankfort
January 22, 2020 11:00am-3:00pm EST
633 Chamberlin Ave. Frankfort, KY 40601

Legislation at the state and federal levels will be one of Kentucky 911 top priorities for 2020; 911 goes to Frankfort is a great opportunity to meet with legislators.

Hope to see you there as Kentucky 911 starts 2020 in Frankfort.

South Dakota 911 Conference

The state Dakota 911 conference
Sept. 15 – 17, 2020
Best Western Ramkota Inn
Rapid City, SD

More Information Coming Soon!

CHAPTER MEMBER SERVICES COMMITTEE MEMBERS

NAME	CHAPTER ASSIGNMENT	EMAIL ADDRESS
LaMonica, Brian E. RPL	Chair	Svpsd116@gmail.com
Stroh, Melissa	Vice Chair	Melissa.stroh@isp.idaho.gov
Anderson, Jeryl	Arkansas, Missouri, Minnesota	janderson@orangecountync.gov
Brost, William	Pacific, Caribbean	wbrost.ycv@gmail.com
Diamond, David	Atlantic, Pennsylvania, Michigan	djosephdiamond@comcast.net
Entsua-Mensah, Isaac	Louisiana, Mississippi, Saudi Arabia	ie34@georgetown.edu
Essic, Travis	North Carolina, CPRA, N. California	tce0825@gmail.com
Gusa, Grayson	Virginia, Mideastern, Alaska	Grayson.gusa@ncapco.org
Heimkes, Julie	Commercial	jheimkes@gmail.com
Holbrooks, Darlene	Oregon, Utah, Nevada	dholbrooks@greenvillesc.gov
Hughes, Jessica	Indiana, South Dakota	Jessica.Hughes@decaturga.com
Ivory, Roberta	Tennessee, South Carolina	Roberta.Ivory@shelbycountytn.gov
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McCartney, Laura RPL	Kentucky, West Virginia, Ohio	mccartneylb@nnva.gov
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Raley, Catherine RPL	Colorado, Wyoming, North Dakota	craley@arapahoegov.com
Rice, Courtney - Intern	Idaho, Montana, Washington	crice@fd12.org
Scott, Laramie	Scribe	laramie.scott@clintonky911.com
Spirescu, Adriana	Arizona, New Mexico, Texas,	aspirescu@ocsd.org
Townsend, Travis	Georgia, Florida, Alabama	travistownsendsdale@gmail.com
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Martini, Stephen	Group Leader	
Hull, Rebecca	Staff Liaison	hullr@apcointl.org
Stowell Corder, Susan	Staff Liaison	stowells@apcointl.org

From the Member and Chapter Services Committee

Dear APCO Officers and Members,

The Member and Chapter Services Committee (MCSC) supports the membership at the chapter level by building relationships with chapter leaders. Each MCSC member is assigned to represent Chapters and throughout the year they maintain information flow with the chapter leaders. We are here to keep APCO members informed of association policies, governance guidelines, and other APCO programs. Just as important, we push issues from the local level to the APCO leadership level. We work for the people and strive to make sure you receive all that you can from your APCO membership.

MCSC members work diligently to get program questions or information out to the local chapters, gather the needed feedback, and get answers back to the APCO organization. We share information about programs, training, and initiatives supported by APCO International as well as upcoming events through the monthly MCSC e-Newsletter.

MCSC works to build relationships among chapter leaders through training classes and webinars hosted during the year. We also assist the APCO organization staff to provide chapter leader training and workshops at the annual conference. But, we need your help to make these things happen. You can assist us by:

- Keeping your Chapter officer list up-to-date with APCO headquarters.
- Submitting information about upcoming events or programs in your Chapter for the e-Newsletter.
- Keeping the contact information of your MCSC representative handy so if you have questions or need anything you can call on us to help.
- Participating in chapter officer calls, webinars, and training so that you are up-to-date with the current information.
- Letting your MCSC representative know who to contact in order to get information about your chapter if the President of your Chapter is not the primary contact person..
- Looking for the monthly e-Newsletter and providing us with feedback through your chapter.

We are very fortunate to have members on the MCSC who support APCO and are willing to volunteer their time to make sure that APCO can meet its vision to strengthen our communities by empowering and educating public safety communications professionals. As a committee, we look forward to continuing to work with you!

Sincerely,

Member and Chapter Services Committee