



APCO

MEMBER CHAPTER SERVICES Committee

Member Chapter Services Monthly Poll

This month's poll will be focused on Reclassification. We request a member from each Chapter to PLEASE participate in answering our poll questions. It will only take a few minutes and the results will be shown in next month's newsletter.

<https://www.surveymonkey.com/r/MCSC1223Reclassification>

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Membership Information

Member Type	11/1/2022	11/1/2023
Associate Members	2,430	2,402
Full Members	4,354	4,306
Full Group Members	8,552	9,353
Online Group Members	20,471	24,030
Commercial Members	473	482
Commercial Group Members	401	329
Total Number of Members	36,681	40,902
Total Number of Group Agencies	1,501	1,657
Commercial Groups	55	51

APCO Membership Renewal

Your membership will expire on **December 31st**. If you have not renewed, log into myapcointl.org, click on My Invoices, to print or pay your invoice.



Washington State Chapter Highlights

Washington State APCO-NENA Public Safety Communications Conference – 2023



During the third week of October the Wenatchee Conference Center in Wenatchee, Washington was filled with enthusiastic and energized 911 public safety communications professionals.

We kicked it off with a pre-conference PSAP Directors meeting, Chapter Meeting, Chapter Dinner, and Axe Throwing.



Day one we had a opening breakfast and welcomed NENA Immediate Past President Laurie Anderson. Each day of the conference we had a 50/50 raffle drawing and were able to boost our Sunshine Fund with the Chapter's split. We also held our Basket silent auction where we raised over a thousand dollars for our Sunshine Fund!



Our Vendors and our Conference Sponsors make our conference amazing! We had great success on the vendor floor with attendees spending quality time there during the Vendor floor opening & reception, dedicated vendor time, and lunch served on the floor.



Our service project was to collect items for houseless teens in the Wenatchee area. Our generous and caring members donated hundreds of dollars' worth of gift cards, bags, clothing, and toiletries.



Washington State Chapter Highlights (continued)

Washington APCO-NENA 44th Annual Chapter Awards Banquet

The conference highlight is our Awards Banquet. Award winners receive complimentary conference tickets and hotel rooms so they can attend the conference and receive their much-deserved awards in person. This year APCO 2nd Vice President Mark Spross attended and participated in our swearing-in ceremony and special award presentations.



Telecommunicator of the Year
Kristen Stewart



Telecommunicator of the Year
Sheila Ring



Supervisor of the Year
Tannis Rhoton



Training Officer of the Year
Amy Sullivan



Technician of the Year - John Heglin



APCO Senior Member - George Long



Maurice Courtright Award
Sheryl Mullen



WA APCO-NENA Life Member
Mary Sue Robey



Health & Wellness Committee

"Dispatching Diabetes: The Hidden Health Risk for 911 Dispatchers"

November marks Diabetes Awareness Month, a time to shed light on a health issue that affects millions of people worldwide. While diabetes is a well-known condition, there's a lesser-known group of individuals at risk – 911 dispatchers. These dedicated professionals play a crucial role in emergency response systems, but the demands of their job can put them at risk for developing diabetes. In this article, we will explore the unique challenges faced by 911 dispatchers and discuss effective strategies to prevent diabetes.

The 911 Dispatcher's High-Stress Environment:

911 dispatchers are the unsung heroes of emergency response. They are the first point of contact for individuals in distress, and their ability to stay calm, organized, and focused is vital. However, the nature of their work exposes them to a combination of risk factors that can increase their susceptibility to diabetes:

1. **Prolonged Sitting:** Dispatchers often sit for extended periods during their shifts, which can lead to a sedentary lifestyle—a major risk factor for type 2 diabetes.
2. **Irregular Shifts:** Many dispatchers work irregular hours, including night shifts, which can disrupt their circadian rhythms and make it challenging to maintain a healthy sleep schedule. Poor sleep patterns have been linked to an increased risk of diabetes.
3. **High Stress:** Dispatchers handle high-pressure situations on a daily basis, and chronic stress can raise blood sugar levels over time.
4. **Poor Eating Habits:** The demanding nature of the job can lead to unhealthy eating habits, such as relying on fast food or snacks, which can contribute to weight gain and diabetes risk.

Preventing Diabetes among 911 Dispatchers:

Despite the unique challenges faced by 911 dispatchers, there are several effective strategies to reduce their risk of developing diabetes:

1. **Regular Physical Activity:** Incorporating regular physical activity into daily routines is crucial. Even short breaks to stretch and move around can help combat the effects of prolonged sitting. Aim for at least 150 minutes of moderate-intensity exercise per week.
2. **Healthy Eating:** Focus on a balanced diet rich in fruits, vegetables, lean proteins, and whole grains. Prepare meals in advance to avoid unhealthy eating options during shifts.
3. **Stress Management:** Dispatchers should actively manage stress through techniques such as deep breathing exercises, mindfulness, or hobbies outside of work. Support from colleagues and supervisors is also important.
4. **Sleep Hygiene:** Establish a consistent sleep schedule, even on irregular shifts, to promote better sleep quality. Create a comfortable sleep environment free from disruptions.

Health & Wellness Committee (continued)

- 5. Regular Health Check-ups: Dispatchers should prioritize regular health check-ups to monitor their blood sugar levels, cholesterol, and overall health. Early detection and management of risk factors are key to diabetes prevention.
- 6. Education and Awareness: Employers can play a significant role by offering diabetes awareness programs, providing access to health resources, and encouraging a healthy work-life balance.

As we observe Diabetes Awareness Month, let's not forget the 911 dispatchers who work tirelessly behind the scenes to save lives. Their dedication to public safety is commendable, but it's crucial to recognize and address the health risks they face, including the risk of developing diabetes.

By adopting a proactive approach to health and wellness, 911 dispatchers can reduce their susceptibility to diabetes and lead healthier, more fulfilling lives. Employers and the broader community should also play their part in supporting the well-being of these essential professionals who are always just a call away when we need help.

References:

American Diabetes Association (ADA) <https://diabetes.org>
Centers for Disease Control and Prevention (CDC) <https://www.cdc.gov/index.htm>
National Institute of Diabetes and Digestive and Kidney Diseases (NIDDK) <https://www.niddk.nih.gov/>

Alicia A. Williams
Fire Communications Supervisor
CAD Modernization Project
Phoenix Fire Department
2425 W Lower Buckeye Rd
Phoenix, AZ 85009



Health & Wellness Committee (continued)

ROASTED CAULIFLOWER SALAD

The Mediterranean Dish



PREP - 15 MINS



COOK - 45 MINS



SERVES - UP TO 6



INGREDIENTS

- 2 CUPS CUBED BUTTERNUT SQUASH
- 1 WHOLE HEAD CAULIFLOWER CUT INTO SMALL FLORETS OF EQUAL SIZE
- EXTRA VIRGIN OLIVE OIL
- SALT AND PEPPER
- 5 OUNCES SPRING MIX
- 1/4 CUP TOASTED NUTS OF YOUR CHOICE
- 2 TABLESPOONS RAISINS (OPTIONAL)

INGREDIENTS (LEMON-HONEY VINAIGRETTE)

- 2 TABLESPOONS LEMON JUICE
- 6 TABLESPOONS EXTRA VIRGIN OLIVE OIL
- 1 TEASPOON DIJON MUSTARD
- 2 TABLESPOONS GOOD QUALITY HONEY
- KOSHER SALT AND PEPPER
- 1 TEASPOON SUMAC

DIRECTIONS

First, roast the veggies

- Toss the cauliflower florets with extra virgin olive oil and season with salt and pepper.
- Arrange in a single layer on a sheet pan.
- Cover and roast in a 450 degree F heated oven for about 15 minutes.
- Uncover and add butternut squash cubes (after tossing them in olive oil and seasoning).
- Roast uncovered for another 30 minutes or until veggies are tender and beautifully charred.

Second, make the dressing.

- Whisk together all ingredients in a small bowl.

Lastly, put the salad together and serve.

- Toss spring mix salad with about 2 tablespoons of the dressing.
- Toss roasted veggies with remaining dressing (while still warm) and add them to spring mix.
- Garnish with nuts and raisins or dried fruit of your choice.

FOR THE FULL RECIPE AND MORE TIPS GO TO:

<https://www.themediterraneandish.com/roasted-butternut-squash-and-cauliflower-salad-with-lemon-honey-vinaigrette/>

Health & Wellness Committee (continued)

Bring on the December Fun:

Decorate Cookies: engage in an enjoyable pastime suitable for both children and adults. It's perfect for a memorable family day or a delightful evening. Begin with basic sugar cookies, or opt for whimsically shaped gingerbread cookies, and let everyone add their favorite toppings for a dash of fun!

Embrace the Outdoors: embrace the onset of the crisp, chilly months and enjoy activities like ice skating, sledding, skiing, cross-country skiing, winter hiking, tubing, snowboarding, or simply have a playful time tossing snowballs with your friends and family.

Donate Toys: regardless of their condition, there are always children worldwide who could benefit from a little holiday joy.

A trip for Lights and Decorations: take a brief drive or stroll through your neighborhood to admire the dedication and effort of your neighbors!

Make New Year's Resolutions: begin contemplating what you wish to alter or maintain in the upcoming year. Consider aiming for that significant promotion, adopting a new fitness regimen, beginning a meditation practice, staying connected with friends, or establishing a breakfast or dinner tradition to cherish your loved ones. Whatever your choice, grant yourself the chance for a rejuvenating new beginning.

Watch Holiday Movies: dedicate some time to enjoying the seasonal movies that evoke joyful memories or initiate new traditions.

Health & Wellness Committee (continued)

The Holiday Blues and You

The weight we carry daily as 9-1-1 professionals is immense on its own without the addition of further uncertainty and stress that accompanies the holiday season. The great majority of our communication centers are suffering from the lack of trained staff causing precarious schedules, overtime, and low morale which will continue to unsettle our professionals as the holidays rapidly approach us. But we know all this already, don't we? We know that each of these components impacts our mental health, sometimes without warning, and it is our responsibility to prepare ourselves and others for it, today!

The holiday blues are described as the temporary feelings of sadness, loneliness, depression, anxiety, and other negative emotions that occur during the holiday season, typically expanding from Thanksgiving to New Year's. According to the National Alliance on Mental Illness (NAMI), these feelings can often be associated with additional stress, unrealistic expectations of the holidays, or memories that accompany the season. One of the greatest risks for the holiday blues as a 9-1-1 professional is the inability to be with friends and family. The holiday season puts incredible emphasis and pressure to be joyful and social and our careers do not typically allow that, leaving us vulnerable to this health crisis.

What Does It Look Like?

Kendra Cherry, MSEd shared with [verywellmind.com](https://www.verywellmind.com) that the holiday blues can appear in numerous different ways including:

- Changes in appetite or weight
- Changes in sleep patterns
- Depressed or irritable mood
- Difficulty concentrating
- Feelings of worthlessness or guilt
- Feelings of tiredness and fatigue
- Feeling tense, worried, or anxious
- Loss of pleasure in doing things you used to enjoy

Identify Your Limits

As we understand our vulnerabilities during this holiday season, we must also identify limits or triggers that we may have that could potentially expose us further to the holiday blues.

Self-assessments are vitally important to be able to recognize what stimulants could act as triggers.

We must be aware of the types of incidents, sounds, locations, physiological reactions, and feelings that could expose us to stress and anxiety worsening or causing symptoms of holiday blues. Once you have identified your limits, share them with those that are closest to you.

Informing friends and loved ones in advance could assist them in recognizing situations that may

Health & Wellness Committee (continued)

be triggering to you. They also may be able to recognize symptoms that you are experiencing and guide you to the help that you need.

Seek Help When Needed

It is imperative to establish positive mental health as 9-1-1 professionals and one of the key components of doing so is knowing what resources are available. To start, you are your greatest resource. You must be your own advocate. Do what is best for you and remember your 'why'. Why did you become a 9-1-1 professional? What carries you through the tough days while in your communications center? Remember what fills your heart with positivity and focus heavily on that during this holiday season, as much as you can. If you are not in a healthy mental space, you will not be able to be there for others as best you can be. You must also be able to realize when you have reached your limit and know when to seek help. Seeking help takes courage and you must realize it is okay not to be okay. Rely on your friends and family and be sure you are aware of other resources available to you, such as the following:

- Utilize your agency's Employee Assistance Program (EAP) and Peer Support services.
- Dial 9-1-1 to speak to your local law enforcement agency.
- Dial 9-8-8 to reach the suicide and crisis hotline.
- Go to <https://responderstrong.org>
- Utilize Safe Call Now at <https://www.safecallnowusa.org>
- Text badge to 741741

Have Fun!

Don't forget to have fun this holiday season! Promote positivity for yourself and your team. It is often difficult to go through the holiday season away from friends and family, and we must do what we can to be joyful. Enhance your well-being through the examples below:

- Focus on good sleeping habits.
 - Do your best to get 8 hours of sleep nightly and limit your phone usage before bed.
 - Emphasize healthy eating habits.
 - Limit alcohol consumption as alcohol is a depressant.
 - Participate in wellness activities such as walking, meditation, yoga, massages, or a workout. Focusing on your wellness truly has no limits.
- Volunteer within your community
- Contact your local food banks, public kitchens, and other charities to assist in providing dinners and other items during the holidays.
- Partner with a local charity and adopt a family to provide Christmas gifts and essential items.
- Speak to your local Humane Society to see what assistance they may need.
- Contact local retirement facilities and donate holiday cards to their elderly residents.

Health & Wellness Committee (continued)

- Work with your teammates within your communication center to host fun holiday activities.
 - Create games such as BINGO, trivia, and filling up a jar with items to guess how many are inside. You can have winners receive a prize.
 - Host potlucks, cookie exchange parties, and gingerbread house decorating competition.
 - Coordinate decorations, dress-up days, and crafts.
- Recognize what activities bring you joy and set time aside to participate in them.
 - Complete holiday crafts or bake family recipes.
 - Send out holiday cards to friends and family.
 - Decorate your home for the holiday season.
 - Coordinate time to see friends and family, even if it must be separate from other, larger events that you cannot participate in due to your schedule. Find time where you can and enjoy it to the best of your ability.

Throughout this holiday season remember to focus on your well-being and that of your team members. This information and resources provided can help you as well as those around you. Be an advocate for yourself and look for changes in others too as we navigate this challenging time.

Enjoy and Happy Holidays!

Resources:

Kendra Cherry, MEd. "How to Cope with the Holiday Blues." *Verywell Mind*, Verywell Mind, 12 Dec. 2022, www.verywellmind.com/holiday-blues-4771716#:~:text=Holiday%20Blues%20Feelings%20of%20sadness%20that%20last%20throughout,viewed%20as%20a%20time%20of%20happiness%20and%20rejoicing.

"Press Releases." *NAMI*, www.nami.org/Press-Media/Press-Releases/2014/Mental-health-and-the-holiday-blues#:~:text=Holiday%20blues%20are%20different%20from,affected%20by%20the%20holiday%20blues. Accessed 5 Nov. 2023.

"Tips for Managing the Holiday Blues." *NAMI*, www.nami.org/Blogs/NAMI-Blog/November-2015/Tips-for-Managing-the-Holiday-Blues. Accessed 5 Nov. 2023.

Submitted by:

Kayla Bacon

Grants Pass Police Department, Oregon

Kyleah Carruthers

UW Madison Police Department, Wisconsin



Health & Wellness Committee *(continued)*

Embracing Inclusivity: Celebrating December Holidays in a 911 Dispatch Center

As December approaches, various holidays bring communities together in celebration. However, in the professional setting of a 911 dispatch center, the commitment to inclusivity is crucial. Recognizing and honoring diverse traditions while maintaining the essential operations of emergency services is both possible and essential.

The role of a 911 dispatcher is demanding, requiring focus and unwavering attention. Nevertheless, creating an inclusive and celebratory environment within the dispatch center is not only feasible but also uplifting for the team. Here are several approaches to inclusively celebrating December holidays within the setting of a 911 dispatch center:

1. **Education and Awareness:** Encouraging education and raising awareness about the diverse holidays celebrated in December among the dispatch team is an important first step. This fosters understanding and respect for different cultural and religious observances.
2. **Inclusive Decorations:** Decking the halls with decorations that represent various December holidays can help create an inclusive atmosphere. Incorporating diverse symbols, colors, and traditions in workplace decorations can promote a sense of belonging for everyone.
3. **Potluck of Diverse Cuisines:** Organizing a potluck where team members can bring dishes representing their cultural or familial holiday traditions encourages camaraderie. It offers a delicious way to celebrate diversity and learn more about each other's backgrounds.
4. **Voluntary Cultural Presentations:** Allowing team members to voluntarily share stories, customs, or personal experiences related to their holiday traditions can be enlightening and unifying. This provides an opportunity for everyone to learn and appreciate different cultural perspectives.
5. **Flexible Scheduling and Accommodations:** Recognizing that team members may observe different holidays and may require time off or specific accommodations is crucial. Implementing flexible scheduling or time-off requests can ensure that everyone can observe their respective holidays without stress.
6. **Charity and Community Engagement:** Engaging in charitable activities or community outreach aligned with the spirit of giving during the holiday season can bring the team together while supporting the community they serve.
7. **Acknowledgment and Respect:** Encouraging a workplace culture where all traditions are acknowledged and respected fosters an inclusive and harmonious environment. Acknowledging diverse holidays in team meetings or through simple greetings can make a significant impact.

Inclusively celebrating December holidays within a 911 dispatch center not only respects diversity but also strengthens the team's bond. By recognizing and appreciating the richness of various

Health & Wellness Committee (continued)

cultural celebrations, a dispatch center can create a more supportive and unified environment. While the primary focus remains on the critical role of ensuring public safety and swift emergency response, integrating inclusive celebrations fosters a sense of belonging, respect, and unity among dispatchers. Ultimately, this approach contributes to a more positive work environment and enhances the capacity to serve the community effectively.

The commitment to inclusivity in celebrating the December holidays within a 911 dispatch center not only showcases respect for diversity but also exemplifies unity within a vital emergency service setting.

Submitted by:
Alicia Williams, Phoenix Fire Department Regional Dispatch Center



Historical Committee

Did You Know?

APCO has acknowledged 229 of its members with the designation as Life Members. This designation is granted for significant contributions to our organization. Of these members, 94 have passed away.

To preserve the legacy of these members, in September of 2015 a YouTube channel was created to present video interviews with Life Members. The Historical Committee conducts video interviews each year at the Annual Conference, as well as others over Zoom throughout the year. To date, there are 22 videos posted to the Reminiscing With APCO History Makers Channel.

The link for this channel is:

<http://www.youtube.com/@reminiscingwithapcohistory5960>

Submitted by:

Charles Venske RPL/Life Member

Commercial Advisory Committee

New Video Series

The Commercial Advisory Council (CAC) is excited to bring to you the latest in our new video series *What Does APCO Mean to You?*

Tune in to our CAC members explaining why APCO is so important to them. They also provide insight into the value of an APCO commercial membership.

Click on the links to hear testimony from our [Chair Jason Bernard](#) and [Vice-Chair Jessica Long](#).

We also want to recognize and thank [Virtual Academy](#) and Kelly Sanders-Kelley for their generosity in creating and publishing these videos for our APCO Community.

Submitted by: Diva C. Miranda Jones, Senior Sales Engineer at Carbyne



Cybersecurity Committee

Log Management's Crucial Role in Cybersecurity

There are many key pieces to having a sound cybersecurity posture to make sure that your network is as protected as it can be against threat actors. Did you know that log management is one of those key pieces that you should have in place?

What is log management? It is the practice of continuously gathering, storing, processing, and analyzing data from programs and applications to optimize system performance, identify technical issues, strengthen security, and improve compliance. The importance of log management is greater security, with logging enabled on your network, the logs are one of the key sources of data for detecting security breaches and predicting threats. Security Log management helps keep a check on network security and compliance and helps ensure early threat detection or intrusion detection for timely mitigation. Agencies should have some type of network-based and/or software-based security software to help detect malicious activity, protect systems, and data and support incident response efforts. Some of these might include Antimalware/Antivirus Software, Remote Access Software, Intrusion Detection/Prevention Systems, Vulnerability Management Software (this includes patch management), Routers and Firewalls.

The need for log management is important and can benefit organizations in many ways. It helps to ensure that computer security records are stored in sufficient detail for an appropriate period. Routine log reviews are helpful in identifying security incidents, fraudulent activity, and operational problems shortly after they have occurred. Besides some of these benefits, several laws and regulations that compel organizations to store and review certain logs. One such law is the Federal Information Security Act of 2002 or FISMA. The law emphasizes each Federal agency to develop, document, and implement an organizational-wide program to provide Information security for the information systems that support its operations and assets.

With the benefits that logging provides, along with it, including the many different log sources and the inconsistencies that come with so many different applications and systems running on the network. Some things you can do to combat some of these challenges are prioritizing log management throughout the organization, policies and procedures for log management, and adequate support for those people tasked with log management.

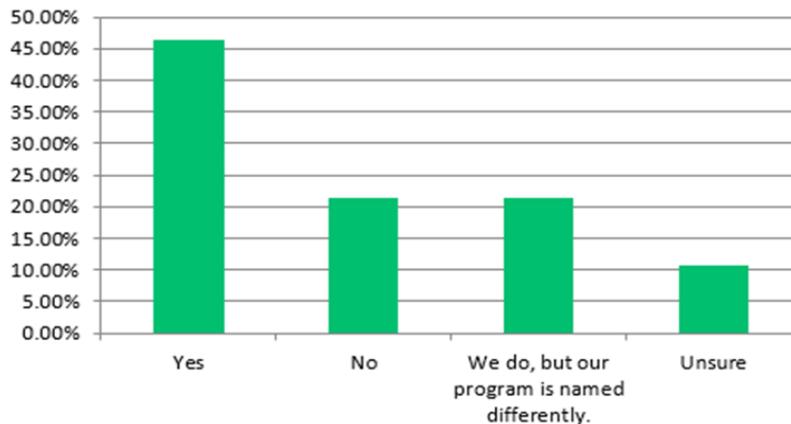
CISA has recently released a new tool, called Logging Made Easy. The purpose for this FREE tool is to help target rich/resource-poor organizations leverage key data to more effectively detect and mitigate intrusions. "Logging is critical for proactive monitoring of threats and retroactive investigation and remediation in the event of an incident. Logging Made Easy is a tested and reliable solution that can help organizations with limited resources needing a centralized logging capability," says Chad Poland, Product Manager for Cyber Shared Services. You can obtain more information by going to CISA's new webpage for their logging tool <https://www.cisa.gov/resources-tools/services/logging-made-easy>. See more resources listed below for log management that might benefit your organization.

MCSC Monthly Survey Results

In November’s Member & Chapter Services Committee survey, we focused on the Compassionate Care Program. We received 30 responses from 21 Chapters. The Chapters that responded were:

Alabama	Kentucky	Nevada
Atlantic	Michigan	New Mexico
Colorado	Mid-Eastern	Northern California
Florida	Missouri	Pennsylvania
Idaho	Montana	South Carolina
Illinois	Nebraska	Tennessee

We asked you, “Does your Chapter have a Compassionate Care Program?” 28 of 30 respondents answered. 13 (thirteen) said “Yes”, 6 (six) said “No”, 6 (six) said “We do, but our program is named differently”, and 3 (three) were unsure.



In question #2, we asked, “Not every state calls its program ‘Compassionate Care.’ Does your Chapter have a program/committee name including...” 28 respondents answered, summarized below.

- Basket of Cheer (0 responses)
- Membership Support/Outreach (4 responses)
- Sunshine Fund (4 responses)
- Totes of Hope (2 responses)
- None (12 responses)
- Other (6 responses)
 - APCO KARES
 - Compassionate Care
 - Engagement Committee
 - Support as the need arises
 - Totes of Love



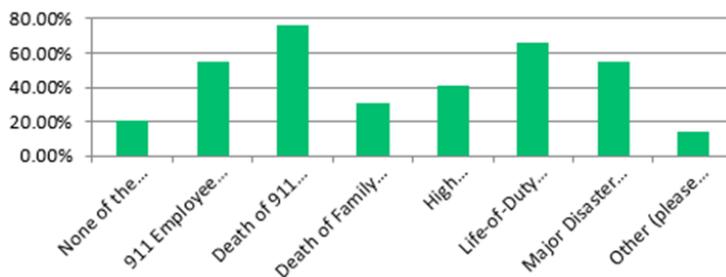
MCSC Monthly Survey Results (continued)

Question #3 asked, “What does the Compassionate Care Program do for your membership?” 29 respondents answered, with one abstaining. Responses are summarized as follows:

- Cards (18 responses)
- Flowers (15 responses)
- Gift Baskets/Totes (11 responses)
- Monetary Donations (7 responses)
- Snacks/Meals (12 responses)
- Social Media Posts (3 responses)
- None of the Above (7 responses)
- Other (5 responses)
 - Box of Love, depending on the situation
 - Challenge coins
 - Gifts, depending on the situation
 - National Public Safety Telecommunicator Week pin
 - Plants

In question #4 we asked, “One of the most challenging questions for those who are looking to start a Compassionate Care Program is: What is the qualifying event? What are qualifying events in your program?” 29 respondents answered, with one skipping the question. Answers are summarized as follows:

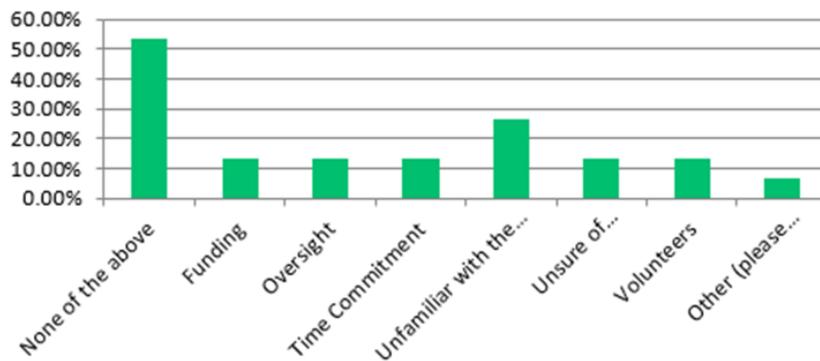
- 911 Employee Severe/Critical Illness (16 responses)
 - Death of 911 Employee (22 responses)
 - Death of Family Member of 911 Employee (9 responses)
 - High Stress/Critical Incident (12 responses)
 - Line-of-Duty Death/Serious Injury (19 responses)
 - Major Disasters (Natural or Man-Made) (16 responses)
 - None of the above (6 responses)
 - Other (4 responses)
 - Not clearly defined
 - Each situation depends on what we do – Cards always, boxes be careful with.
- NOTE – We do NOT just limit to our Chapter – we have been known to provide outreach to our “sister” Chapters.



MCSC Monthly Survey Results (continued)

Question #5 asked, “If your Chapter does not currently have a Compassionate Care Program, what hurdles have prevented you from creating one?” 15 respondents answered, with 15 skipping the question. Responses are summarized as follows:

- None of the above (8 responses)
- Funding (2 responses)
- Oversight (2 responses)
- Time Commitment (2 responses)
- Unfamiliar with the Program (4 responses)
- Unsure of Qualifying Events (2 responses)
- Volunteers (2 responses)
- Other (1 response)
 - I’m new to the board so there may be reasons I am not aware of.



Thank you to those who responded to this survey. We appreciate your time and the detail you provided, as this will help the Member & Chapter Services Committee to better assist you and your Chapters. This month’s survey will be focused on Reclassification Efforts. Please visit <https://www.surveymonkey.com/r/MCSC1123Reclassification>



Humor Under the Headset



When I was still a very new trainee, I took a call from a man reporting that overnight, someone had left a few horses in his front yard. I knew we had some rural areas in our county, so it made perfect sense to me that someone could wake up with random horses in their yard. I started questioning him about whether he had any idea who they were or how they got in his yard. He was answering all of my questions, and my CTO was only half listening at this point. Finally, I asked the most important question,

were they tied up? That caught my CTO's attention and she busted out laughing, so much so, she couldn't speak. The caller, on the other hand, didn't miss a beat and simply said, "Ma'am, they are construction horses."

I had to put him on hold at that point to laugh hysterically, turn 14 shades of red, bang my head on the console and decide I was the dumbest person alive.



**Don't forget to submit your
Humor under the Headset Today!**

Teammates In Action



DAILY ACTIONS
BY HEADSET
HEROES.



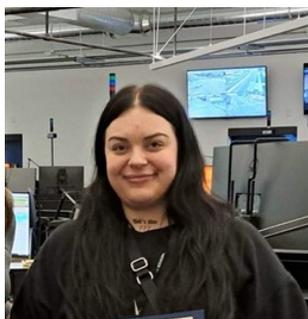
WE'RE
WORKING TO
BRING THESE
MOMENTS TO
LIGHT AND
NEED YOUR
NOMINATIONS!

<https://www.apcointl.org/membership/awards-recognition/teammates-in-action/>

<https://www.apcointl.org/membership/awards-recognition/teammates-in-action/>

Teammates In Action (continued)

The Member Chapter Services Committee is pleased to announce our next recipient of the Teammates in Action Award.



On Friday, 05/19/23 at 4:33am at Denver 911 Alexandra received a call from a woman who stated her daughter was in labor. The baby boy was born without complications within 7 minutes of the start of the call, just before EMS arrived on the scene.

Alexandra is a brand-new ECT. These calls can be exciting and sometimes scary, but Alexandra kept a calm and confident tone. She followed the protocol flawlessly and gave instructions that helped deliver a healthy baby boy. She earned Denver's "Stork Award" for completing the protocol perfectly and delivering the baby while on the phone with the grandmother. Excellent work Alexandra!

Please join us in congratulating Alexandra on her exceptional performance and awarding her the "Teammates in Action Award" Thank you Alexandra for your commitment to professionalism!



Upcoming Conferences



SAVE THE DATES



**North
Carolina
APCO**
Leaders in Public Safety Communications

**2023 TELECOMMUNICATOR
TRAINING SYMPOSIUM**

December 3-6, 2023 | Greensboro, NC
www.tcsymposium.org



Chapter Member Services Committee Members

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