

Maine
Cumberland **County**

Prepared by: Director Melinda J Fairbrother-Dyer

Third Quarter: 7/1/2021 - 10/1/2021

Cumberland County RCC Quarterly NewsLetter

Readers,

It is my pleasure as the Director of Communications, to present to you a glimpse at what is going on at the CCRCC in our quarterly newsletter.

The members of the CCRCC are Cumberland County's FIRST first responders. This newsletter is intended to provide our partnering agencies with some important quarterly statistics but also to help better educate our very own partners in the community a bit on who we are, what we stand for, and what roles we play in the public safety world. If you have thoughts or suggestions for the next edition of our quarterly newsletter, please send them to Melinda at mjdyer@cumberlandcounty.org.

Thank you for taking the time to see some of the important work this team of silent heroes does on the daily.

Respectfully,

Melinda J Fairbrother-Dyer

Lindsey Joliat



Lindsey has had a short tenure here at the CCRCC but has dispatch experience from another dispatch agency. Lindsey has hit the ground running with the CCRCC. Lindsey demonstrates superb skill, ability, and customer service. Lindsey is already stepping up to cover shifts, assist her teammates and is already a valuable member of the CCRCC Team. Lindsey always displays a positive attitude and is a team player on the floor. Lindsey can be counted on when the room gets hectic and can operate without much supervision. Lindsey is a delight to work with and always displays the highest level of professionalism and positivity! Lindsey is bringing a bright light and kind attitude to the CCRCC and we are thrilled she has joined our team.

2021 Employee of the 3rd Quarter

Total Calls ALL Towns	July	August	September
Law Cases	7,682	7,800	6,608
Fire / EMS	1,660	1,757	1,463
Animal Cases	404	355	390
Total Calls	9,746	9,912	8,461
9-1-1 Call Volume	3918	4133	3328

Total Law Incidents by Town	July	August	September
Baldwin	118	108	152
Bridgton	635	552	418
Casco	334	345	276
Chebeague Island	33	22	11
Cumberland	523	538	494
Frye Island	69	51	21
Gorham	1206	1475	1333
Gray	489	490	440
Harpswell	427	388	372
Harrison	196	202	177
Long Island	9	14	6
Naples	456	499	350
New Gloucester	185	232	156
North Yarmouth	126	105	123
Pownal	41	37	21
Raymond	301	289	199
Sebago	127	119	101
Standish	751	649	568
Windham	1391	1393	1120
Total	7417	7508	6338

Total Fire Incidents by Town	July	August	September
Baldwin	9	4	13
Bridgton	27	37	40
Casco	81	90	55
Chebeague Island	19	17	6
Cumberland	100	87	116
Frye Island	14	9	2
Gorham	273	305	243
Gray	156	150	113
Harpswell	73	98	78
Harrison	31	37	30
Long Island	8	6	4
Naples	102	75	72
New Gloucester	60	71	53
North Yarmouth	38	33	29
Pownal	16	8	10
Raymond	101	120	79
Sebago	56	36	34
Standish	186	197	211
Windham	310	357	275
Total	1,660	1,737	1,463

Total Animal Complaints by Town	July	August	September
Baldwin	5	13	11
Bridgton	44	43	24
Casco	25	21	36
Chebeague Island	0	0	0
Cumberland	22	21	16
Frye Island	0	1	0
Gorham	56	51	63
Gray	23	23	32
Harpswell	20	20	19
Harrison	11	7	9
Long Island	0	0	0
Naples	14	22	22
New Gloucester	26	27	16
North Yarmouth	14	11	14
Pownal	2	2	0
Raymond	18	11	21
Sebago	13	4	11
Standish	38	27	33
Windham	73	51	63
Total	404	355	390

	July	August	September
Missing Persons	15	20	16
Suicidal Calls	11	8	12
Protocol 9 / Not Breathing / CPR Calls	11	16	11
Death Unattended	14	19	13
Mental Health	77	62	81
Traffic Stops / Details	1,589	1,585	1,261
Domestics	67	67	47
Motor Vehicle Accidents	248	260	240
Protocol 69 / Structure Fires	37	46	35
Attempt to Locate	309	300	307

Quality Assurance

The CCRCC works very hard to maintain a high level of quality in the work that is done by the members of the organization. The CCRCC has developed a program to measure this Quality throughout the agency on a daily, monthly, yearly basis.

	July	August	September
Law Case Reviews	45	53	45
EFD Case Reviews	70	60	60
EMD Case Reviews	101	100	100
Monthly NCIC Validations	49	51	57
Missing Person Reviews	16	24	15
9-1-1 Average Ring Time	8 sec	7 sec	5 sec

Meet one of the voices behind the headsets



Hi All, My name is Samantha King. I have been a dispatcher with Cumberland County since 2017. I live in Gray with my husband, Tyler and daughter, Brielle. I started my adult career interested in the nursing field, and after a few years I switched gears and became interested in EMS and Dispatching. My fascination with fire trucks, ambulances and police cars began at a very young age for me, so for me to be in this career now tells me that I am exactly where I need to be. I love that every shift is different here in dispatch. You never know what the next 911 call will be, or what the next traffic stop may bring. One of my favorite parts of working in dispatch is my co-workers. For the most part we are all really great friends, and have a great working relationship. I am a member of the QA group, and hope to soon become a part of the FTO program. When I am not working, my family and I are most likely spending time with our family on the lake, traveling for my husband's racing hobby, or simply just relaxing and enjoying days off! Thanks!

Meet our Newest New Hire



Hello! My name is Faith! I started my dispatcher journey in July 2021 and I'm loving it! I currently live in Gorham and I'm from Gorham. I graduated in 2014 from Gorham High school and attended University of Maine at Fort Kent and finished up school at Southern Maine Community College. I have my degree in Social work and worked in Behavioral Health for about 6 years. I'm formerly adopted from the Foster Care system and now dedicate my free time to give back and advocate for those still in the system. I also love spending time with my cats and my family dogs, being with my family and friends and attending local events.

I'm very excited to be a dispatcher and help those in need! I'm also very excited to work alongside amazing coworkers and learn as much as possible. “

Training

	July	August	September
Total Trainings Complete	76	89	105
New Hire Training	520 hrs	360 hrs	320 hrs

During this quarter as an agency we achieved a lot of Leadership Training for our Supervisory Staff.

Risk Management in Public Safety- 8 hrs - Gordon Graham

Communications Training Officer - 24 hrs - APCO

Communications Supervisor Training - 24 hrs - APCO

Continuing Education for Dispatch Recertification

Anti Bullying Supervisor Training - Leadership Managing Change - How to Start Cultural Transformation - Learning How to not Manage People - Why Good Leaders Make You Feel Safe - Discipline and Termination - Decision making Maximizing Best Outcomes - The Trauma of being a First Responder - Adult Learning Theories - Choose Your Attitude: Improving Morale and Positivity in the Comm Center - and LOTS of daily on shift training.

"WHAT'S MY CASE NUMBER?"

STATUS CHECK **911 RINGING** "I NEED SBI/III" "FOOT CHASE"

"ETA ON FUNERAL HOME?" "MAYDAY"

"COUNTY I'M IN PURSUIT OF THE SUSPECT"

"COUNTY, TRAFFIC STOP"

"I NEED 2 WRECKERS" **10-50** **STATUS CHECK**

IN-PROGRESS PENDING

"WARRANT CHECK" "TASER DEPLOYMENT"

911 RINGING "DO WE HAVE HISTORY WITH THEM?"

JUST A DISPATCHER

911 RINGING

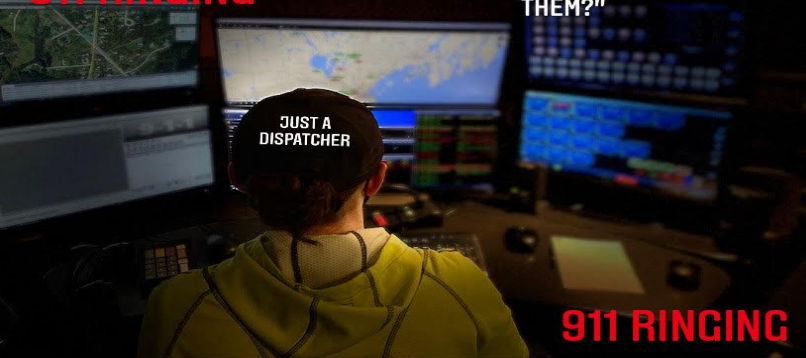
"CAN YOU CALL THE COMPLAINT BACK" "PLATE CHECK" "SHOTS FIRED"

"OFFICER DOWN" "WHERE'S MY BACKUP?" "COUNTY, I DIDN'T COPY YOUR TRAFFIC"

911 RINGING **STATUS CHECK** "I NEED A K9"

"ETA ON WRECKER?" "ETA ON FIRE?"

IN-PROGRESS PENDING



Working as an Emergency Dispatcher is a highly demanding occupation, and stress will be inevitable at times.

Some of the stressors include:

Big Consequences for Failure: – People make mistakes; it is part of being human but not part of being a dispatcher. – When there are dire consequences to the occasional mistake, such as lawsuits or death, the overall work experience becomes much more stressful, and the risk of compassion fatigue increases.

Responder safety: The foremost thought on the mind of a dispatcher, the daily stress of the “what if”. Shots fired, help, officer down. Every time you see it in the news you pray it will never be those you are looking over but the reality is it can be them in an instant and you are always on high alert for that possibility.

The forgotten FIRST first responder - 911 Dispatchers often feel a level of exclusion from the status and camaraderie typically shared by on-scene personnel who “get the credit”. Dispatchers often don’t receive the closure street units have after traumatic calls, our minds are left to fill in the blanks of how the situation really unfolded often leading to a more traumatic end.

Shift work - unusual hours can create sleep disturbances which can leave the body unable to sufficiently restore normal processes. This in turn leads to numerous health issues that are often “unexplained”.

Relationships and family - Researchers have studied the impact of public safety personnel’s stress on their spouses’ physical and mental health. It has been found that Trauma is transferable and has a significant impact on our families. Much of the adverse impact on family life is due to long hours, shift work and cancelled leave. While family is why we work and is our first priority, work can cause family time to take a back seat in order to put the Responders and Communities we serve as a priority too.

Civilian divorce rate per 1,000 population: 3.4% •

Public Safety divorce rate per 1,000 population: 14.5%

These are Some of the labels that we attach to a 911 Dispatchers response to stress:

Vicarious trauma is a process of change resulting from empathetic engagement with trauma survivors. Anyone who engages empathetically with survivors of traumatic incidents, torture, and material relating to their trauma, is potentially affected.

Compassion fatigue, also known as **second-hand shock** and **secondary stress reaction**, describes a type of stress that results from helping or wanting to help those who are traumatized or under significant emotional duress. This can result in a loss of sympathy and a gradual lessening of compassion.

Secondary trauma is defined as **indirect exposure to trauma through a firsthand account or narrative of a traumatic event**.

Burnout is a state of emotional, physical, and mental exhaustion caused by excessive and prolonged stress. It occurs when you feel overwhelmed, emotionally drained, and unable to meet constant demands.

Dissociation is a mental process of disconnecting from one's thoughts, feelings, memories or sense of identity.

The fight, flight, or freeze response refers to **involuntary physiological changes** that happen in the body and mind when a person feels threatened. We never get to freeze we must act and we must act quickly and correctly we are always jumping up and down with the fight response resulting in cortisol dumps over and over.

Anxiety disorder is a type of mental health condition. If you have an anxiety disorder, you may respond to certain things and situations with fear and dread.

What are we doing to help minimize these stress responses?

We provide feedback to our staff on many of the calls that they take in order to help afford an opportunity for closure. Quality Assurance is and will remain a priority for us.

We have a Critical Incident Stress Management Team available 24/7 and have access to partners County and Statewide who are trained as well in Public Safety Stress.

We talk about it and talk to our families about it.

We recognize the causes of stress and do what we can to acknowledge it and provide a safe place to be open about it and its impact on our staff.

We have very clear expectations and policies that are maintained and improved upon quarterly to help folks not wonder what's expected but to know what's expected.

We look for the good but don't ignore the bad. Accountability and understanding in uncertain times has allowed work to remain a safe place for our staff to know they will be praised when they do well but also held accountable if we have an area to improve upon.

We encourage folks to take a walk or sit at the picnic table if they have had an especially troubling call or series of calls where a breather would be helpful.

We have lightened up on some of the personal restrictions we had in the past to allow employees to exercise more control individually. Things are addressed individually if they become problematic versus punishing the group.

We are working to fill our vacancies with folks that will be a good fit, we are not accepting just anyone who wants a job. We are looking at the needs of the current staff and doing all we can to find folks who will contribute to our mission positively.

We are working to provide a better and safer workplace and are in the planning stages of getting our team new workstation consoles, chairs, lighting, carpeting, and paint.



Why do we do this if it takes such a toll on our body and mind ?

For most people, including myself, being a 911 dispatcher is not something that you grow up believing that you'll be. You happen upon the career by chance but once you are here:

You are part of a group of people who understand you in ways no one else can.

You get to do your part in helping first responders come home everyday.

You get to be someone's hero every day and they will never even know who you are.

You can help in ways others cannot, 911 Dispatchers are the calm voice in chaos.

Here at Cumberland County the pay and benefits are great for supporting and raising a family.

The benefit time is great when there is time to use it.

You get to look forward to aspiring to be the best you can by learning something new and sharing something new with a co-worker daily. Doing all you can to help serve our First Responders and Community better.

I couldn't imagine doing anything else, it's hard to put into words when you finally identify as a career dispatcher. It's just what you were meant to be and do, and you do so proudly.....

What do our Dispatchers have to say.....

What drew you to this career versus another career?

I was drawn to the idea of helping others when they need someone to help them. I love helping people and I like that I can do all I can to make their day better

I went to school for criminal justice, though I didn't finish, I felt I needed to put myself in a position that I could use that knowledge. I've watched my dad do this job for 15 years and he's always helped others, even long before he started dispatching. And I want to be like him, the one who does what they can to provide relief, calm, and help in some people's worst moments.

I was an EMT and my grandfather was fire chief who served on the CCRCC Board of Directors for many years.

I was drawn to this career by marriage. I was 19 and newly married and my father in law was the Fire Chief in Naples. At the time, it was a volunteer job and there were four ladies doing it from their home. I went over to one of their houses and was trained in two evenings and never looked back! They hooked a radio antennae to my roof and put a telemount in our kitchen for radio with Naples fire and ems and a red phone that only called in for 911 calls. The other three ladies and I met monthly to sign up on a calendar our hours for the month.

Ever since I was a kid public safety was in my blood. I came from a long line of firefighters on both sides of my family. When I was 14 years old I joined the local volunteer fire company following in the footsteps of those before me. I wanted nothing more than to be a career firefighter and kept that passion through my college years and into early adulthood. After 2 years of serious burn out I sought a part time opportunity at the CCRCC. 12 years later I have never looked back. This job fulfilled my passion for public service while simultaneously offering me financial benefits and a break on my physical health that a career in the fire service never would.

What makes you show up to work each day?

I show up because of my passion for learning and helping. Our crew is so amazing and talented and I love that they all love helping people as much as I do.

If I can offer at least one person, each day, a bit of peace I have done my job. In the 6 months I've been here my greatest strengths have become focused, my weaknesses have softened - becoming strengths, and I am improving as a person as well as a dispatcher each day.

Each day is different.

Our dysfunctional work family is the best.

I show up every day because even after 41 years, I still feel I have something to offer and I love the staff here and their commitment to this job.

I show up to work everyday because I can genuinely say I love what I do. I love feeling like I made a difference for someone on their worst day. This job is tough - no doubt. No one we talk to is having a good time but we show up for them on those days. We live for the days where we feel like we had a positive impact for someone the best that we could. Not many calls will have a "positive" outcome but sometimes just being the voice for someone when they need it most is enough to feel like a success. Hearing all of our fire companies sign back in quarters and all of our law enforcement go home at the end of the night is sometimes the best feeling of the shift. But to bring everyone home when you are counted on is more than enough reward to keep showing up every day.

What do our Dispatchers have to say.....

What keeps you in a Dispatch career versus heading in another direction?

I can grow in this field. I can keep learning and thriving and CCRCC cares for their employees and their health.

This job, as well as the public safety fields, provide so many opportunities. Dispatching was a door that I opened and is only the start of a very long journey for myself. I've discovered so many projects to improve ourselves and hope to become a public safety advocate, improving the field on a national level.

I have too much time invested to start over somewhere else

There has never been a different direction for me from the first time I answered a call for help, I am still just as "nosy" and still need to know what is happening around us.

What's your most memorable moment, comment, slip up, ism, etc

My most memorable slip so far I think is when I was answering the fire radios and instead of saying "Copy" I said "Coffee". I checked and responded appropriately but it was a sign I needed coffee!

One of my favorite "slip up" moments on the radio is when I was calling Windham Engine 7 and accidentally called it "wengine 7". It's stupid but it has stuck, jokes have been made on a few occasions about it since it happened. I think it's because it works so well

CMP is in progress

The slips are steppary

Cumberland County 9-1-1 is hiring!

Who We Are

We are a 9-1-1 answering point(PSAP) who provides emergency and non-emergency dispatch for 5 police agencies and 19 fire departments within Cumberland County. Our team of 38 employees are fully trained and nationally certified in Emergency Medical & Emergency Fire dispatch protocol use. We have a robust Quality Assurance program and mandatory continuing-education-hours to best provide the citizens and our community. We are the life-line for our first-responders and the public.

Benefits Include:

- > Pay range starting over \$20/hour
- > Retirement Plans
- > Comprehensive Benefits package
- > 18 week training program
- > Tuition Reimbursement
- > Wellness Program
- > Paid Time Off

Cumberland County 9-1-1 is hiring!

Interested?

Download an application at

www.CumberlandCounty.org

or Contact Us!

Cumberland County 9-1-1 Dispatch Center
22 High Street Windham, Maine

911director@cumberlandcounty.org

207-893-2810

Start your career in public safety today!

Call Type of the Quarter

Mental Health - Suicidal

July	August	September
88	70	93

Employee Overtime

July	August	September
692 hrs	908.75 hrs	753.50 hrs

*** 911 ***

Radio Identifier: identifiers@cumberlandcounty.org

County IT: helpdesk@cumberlandcounty.org

Response Plans: responseplans@cumberlandcounty.org

Message to CCRCC Supervisor Group:
ccrcc_supervisors_group@cumberlandcounty.org

Message to Dispatchers:

announcements@cumberlandcounty.org
ccrcc_dept_group@cumberlandcounty.org

911 Education Team: 911_public_ed@cumberlandcounty.org

