



the NHEDA Broadcaster

A Monthly Journal of Information For New Hampshire's Emergency Telecommunicators

A publication of the New Hampshire Emergency Dispatcher Association PO Box 664 Berlin, NH 03570

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2014 NHEDA/APCO Conference

October 27, 28 & 29th 2014



In October of 2014, NHEDA will be co-hosting the annual dispatch conference with APCO. It was decided that instead of having two conferences a couple months apart, to have one conference. This will save both associations money and benefit dispatchers as well. Dispatchers will have access to training at one conference with speakers, not only from New Hampshire, but Nationally.

Tom Andross from Grafton County Sheriff's Office is the "Continued on page 2"

****IMMEDIATE JOB OPENING****

The NHEDA Broadcaster is in immediate need of someone to take over as Editor. Paul Bagley has done a wonderful job creating this amazing newsletter. Let's continue his great work. If you are interested please email:

Newsletter@nheda.org OR contact President Cassie Leavitt.

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Highlights in this issue:

2014 Conference
NHEDA and APCO

LRMFA Two-Day Training Held

Part Time Communications Specialist Job Opening

*President's Message:
-Secret Santa*

2014 NHEDA/APCO

Continued from Page 1.

Co-Chairman representing NHEDA. He will be working side by side with E. Doug Hackett from Hanover Communications. Doug was named the Co-Chairman representing APCO Atlantic Chapter. Along with both Co-Chairman and the Conference Committee members we are hoping to bring you one amazing combined conference. If you have any special training topics you would like to see, please email NHEDA Chairman

Tom Andross at: TAndross@co.grafton.nh.us.

MAKE YOUR RESERVATIONS TODAY !!!!!

Omni Mt Washington Hotel Bretton Woods, NH

Call: (603) 278-1000

\$139 for 2 person room, \$159 for 3 person room in the hotel

\$99 for 2 person room, \$139 for 3 person room in the lodge

ROOMS ARE GOING FAST !!!!!!!

We look forward to seeing you there in 2014 !!!

Part-Time Communications Specialist Job Opening

The Town of Hollis, NH has an opening for a Regular Part-Time Communications Specialist. The position involves constant interaction with the public as well as the handling of Emergency Services for three communities. The job requires excellent communication skills and ability to work under pressure. The shifts are Thursday, Friday and Saturdays from 7am to 3pm. In addition you may be requested to work any other open shifts.

Salary Range from \$16.95 to \$20.85

Experience is a plus, but we will train the right individual. Send resume and cover letter to:

John Duvarney, Manager

Hollis Communications Center 9 Silver Lake Rd Hollis, NH 03049

Interested in Contributing Content to The Monthly Newsletter?

Looking to fill a Full Time or Part Time Communications position?

Email: newsletter@nheda.org

NHEDA is always looking for some content to put into the newsletter. Are you a Communications Spvsr or Training Officer. How about submitting an Employee Biography for Dispatcher Spotlight. Or a training topic with your fellow dispatchers. Email picture and Employee Biography or training topic to NHEDA at newsletter@nheda.org.

Upcoming Training/ Meetings

Wed November 13th 0900 hrs

NHEDA Standards Committee Workshop at Merrimack County Sheriff's Office

Wed November 20th 1000 hrs

Merrimack County Sheriff's Office Cecily McNair to report on trip to the NENA Conference and class she took reference to Communications Standards.

Tuesday December 10th 10am

Omni Mt Washington Hotel

Bretton Woods, NH

NHEDA/NHTERT JOINT BOARD OF DIRECTORS MEETING

Two-Day Training Event Held at Lakes Region Mutual Fire Aid

On October 30th and 31st, Lakes Region Fire Mutual Aid hosted a two-day training event with classes on Ethics, Liability, QA-QI, and Customer Service on the first day. The second day consisted of training on Tactical Communications: All Disciplines and All Hazards. Classes were produced by First Contact 9-1-1. Thank you to Lakes Region Fire Mutual Aid for their continued support of NHEDA . Also, thank you to Dispatcher Chris Reynolds from LRFMA for coordinating this event, Tom Andross and Cassie Leavitt for assisting him with it.

On November 4th, 5th, and 6th at Fire Mutual Aid Headquarters in Keene, NH there will be an APCO Communications Training Officer (CTO) class being taught by: Tracy Potter-LaBarre from NH E911.

PLEASE WELCOME THE FOLLOWING NEW MEMBERS TO NHEDA

Cassie McNelly	Derry Fire Department
Matthew Steer	Rockingham County Sheriff's Office
Dani-Jean Stuart	Hudson Fire Department

On behalf of the NHEDA Membership and the Board of Directors, WELCOME.

We hope that you make the best of your NHEDA Membership and consider possibly getting involved to continue moving this organization forward.



President's Message

Well, Fall is here and we just had our Spectacular September Spatcher Social at the Squam Lakes Science Center in Holderness. And while next month I'll have a proper write up and pictures for you, it was a fun time. What a great location, very central for the majority of us. It was great getting an opportunity to get together with our loved ones and just be social.

One of the suggestions brought up at the social was the idea of doing a secret santa swap. Personally, I am a huge fan of Christmas and the holiday season, so of course I am on board. So the promotions committee will be putting together a list of people who are interested in doing the swap. If you are interested, please email me at president@nheda.org with your name, agency and agency mailing address. Then once I have a list together we will randomly pair up individuals and let them know who their recipient is. Then all you have to do is purchase a gift and mail it to their agency with their name on it. Then sit back and wait for yours ! It's just a little way to have a little fun and enjoy some holiday spirit !

Recently in an issue of Fire Rescue magazine there was an excellent article titled "Understanding the Dispatcher's Job :

<http://www.firefighternation.com/article/communications/understanding-dispatcher-s-job>

This article was very well written and a well deserved pat on the back for all dispatcher's out there, that at least one company officer gets it. And even better, he's trying to spread the word. I encourage everyone to go read that article , especially if you need a shot in the arm positivity. More so, share the article with all your officers, firefighters and EMT's and help spread the word that not just anybody can do our job.

Thank you again to everyone who came to our social event.

Cassie B. Leavitt

the NHEDA Broadcaster

The NHEDA Newsletter is produced monthly and available free of charge electronically to emergency telecommunicators who serve the people of New Hampshire. Go to www.nheda.org today for details on free membership and other benefits of belonging to NHEDA.

Any NHEDA member can contribute to the newsletter. Submit articles, photos, training announcements and your ideas for articles. Send material to [\(list email of editor\)](mailto:editor@nheda.org).

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