

# EMERGENCY



# SERVICES

PREPAREDNESS DEPENDS ON YOU

## Dispatch Times

October 2022  
Volume 9, Issue 10



### 10th Annual Sergeant Brian Dulle 5k Walk/Run September 25, 2022

This year Warren County Emergency Services was a shirt sponsor and we walked as team "Warren County Dispatch." Thank you to all that purchased a t-shirt and those able to participate in the walk. Those listed with an \* walked. Additional pictures on pg. 8



L to R - K. Fiebig, A. Rector, A. Adams, K. Adams, G. Books, Stroller: C. Books. Middle Harper

\*Kelly Fiebig & daughter Harper  
Paige Barton

\*Ginny Books & daughter Callie Mae

\*Kim Adams & son Alexander

\*Ashlee Rector

\*Samantha Hall

Jennifer Gabbard & husband Devon Cruse & son Cameron

Jesse Madden

Scot Fromeyer

Brittany Creager

\*Melissa Bour

Sara Swierk

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#### Mark Your Calendar!



**October 1**  
Food Truck Festival, S. Lebanon

**October 1**  
Hisey Fall Festival

**October 7 & 8**  
Lebanon Oktoberfest

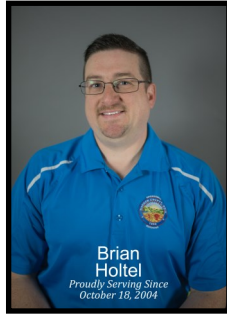
**October 8 & 9**  
Sauerkraut Festival

**October 29-30**  
Christmas in Springboro

**October 29**  
Back the Boo 5k Run/Walk, Hamilton Twp.

Halloween Times Pg. 9

August



Congratulations!  
Supervisor Brian Holtel

## Exceptional Calls

A percentage of the Communications Center's calls are reviewed by an outside service called Quality Performance Review (QPR). This includes quality assurance and accreditation services allowing us to have unbiased reviews of random pulled calls. We receive weekly and monthly reports from them. Below are the recent exceptional reviews. Great job!

**Joey Bishop - 1236071 - CC 26: Sick Person -** The caller said a resident at this facility was not feeling well. In KQs, it was discovered that the patient also had chest pain. Joey had a seamless transition to protocol 10 at this point. Excellent customer service with this very helpful caller.

**Sara Orr - 1250767 - CC 17: Fall -** The caller said she had COVID, became dizzy and fell down some stairs. At this point, Protocol 17 was correct. In KQs, the caller described being ground level when she fell. Sara did a great job seamlessly moving in the protocol when the protocol shunted her to Protocol 31: Unconscious.

**Lindsey Stump - 1245805 - CC 17: Fall -** The caller said she fell off her bed and was unable to get up. Lindsey did a great job reading the Public Assist instruction. She also displayed excellent customer service by offering to remain on the line with this caller until help arrived.

**Brittany Creager - 1247017 - CC 6: Breathing Problems -** The caller said her 99-year-old mother was having difficulty breathing. Brittany did an excellent job taking this call, while dispatching, and not missing a beat. I don't think the caller even noticed when she was answering radio traffic.

## October Birthdays

Lindsey Stump - 2nd  
Melissa Abrams - 16th  
Kelly Fiebig - 24th  
Sophia Abrams - 25th  
Riley Fuson - 25th



## October Milestones

Brian Holtel - 18 yrs. on the 18th  
Mike Wiggins - 15 yrs. on the 27th  
Brandy Cooper - 2 yrs. on the 19th  
Paige Barton - 2yrs. on the 19th  
Seth Whitlock - 1 yr. on the 11th  
Jordan Williams - 1 yr. on the 11th

*Congratulations*

## More Exceptional Calls- Great Job Everyone!

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*Kelly Fiebig - 1242596 - CC 52: Alarm - Kelly opened ProQA at the correct time and collected her information correctly with ProQA. What a show of improvement!*

*Brandy Cooper - 1244449 - CC 26: Sick Person - The caller said he was not feeling well. He was weak and dizzy. Brandy displayed outstanding customer service with this caller by using his name throughout this call, telling him to sit and rest and have his wife unlock the door, showing that she was concerned about him walking while dizzy. Brandy did an excellent job listening to this caller when he had a concern about this wife getting upset with the sirens as she had some memory problems.*

*Brandy Cooper - 1251221 - CC 26: Sick Person - The caller's 70-year-old daughter was unable to hold anything down. Brandy displayed good customer service with this caller by using the caller's name throughout the incident. This is a great way to build rapport and add a personal touch to the call.*

*David Sauer - 1248231 - CC 2: Allergies - The caller said that the patient was stung by a wasp and was allergic. David did a great job selecting the swarming option in KQs when the caller stated that there were many wasps that were swarming. David also did an excellent job trying to keep all of the people on scene and the responders safe by asking exactly where the wasps were.*

# Employee Spotlight

Positive feedback from the surveys that go out to callers. Keep up the awesome work everyone!

Feedback Board

List Focused

The dispatcher answered my questions and looked in to the problem, called and gave me the feedback the was really courteous and polite and helped me to take care of the situation

He was great and helpful.

Calm, good communication, well done

He was very engaged and showed real interest

Professional and responsive.

Thank you for the quick response and support

She did a fine job

Great job!

I rate the dispatcher and officer a 10 they did very well

Very professional

He did a great job. Very polite and helpful

Vey nice

I was pleased with the comments of the Dispatcher.

Fantastic service from the dispatcher!  
Thank you!

Very professional and very friendly helped

## Meet Our New Dispatchers



### Curtis "Blake" Holman

Blake is originally from the Oregonia area and graduated from Clinton-Massie High School. He has worked everything from landscaping, Pilot Flying J to Hunter Engineering as an assistant tech. Several of Blake's family members work for the county and he is excited to work with them. In his spare time he enjoys playing video games (built his own PC), reading, science fiction and hunting. He has hunted all over Ohio, Wisconsin, Michigan, Missouri & Kansas. He also helps his family raise, breed and train hunting dogs that eventually end up all over the U.S. Recently Blake purchased his first home and lives there with his dog named Gracie.



### Ashleigh Riffle

Ashleigh grew up in Lebanon and attended Lourdes University on a softball scholarship. In just 3 years she earned a Business Administration Degree. Past work experience has been Koenig Equipment, Boy Scouts of America, Erie Shores Council and Lowes customer service. She has 2 cats (Simba & Taz) and a dog named Chloe. Up until last year she played travel softball which took her to a lot of areas. Ashleigh was married this past July and in her spare time she enjoys hiking with her dog, comedy marathons and watching baseball and softball.



### Welcome Back Emmaline Ritchie

Emma originally started her career with us in April of 2017. She resigned in April of 2022 and made the awesome decision to return to us on August 29, 2022. Emma graduated from Franklin High School and has worked for Kings Island's Communications Center for over five years.

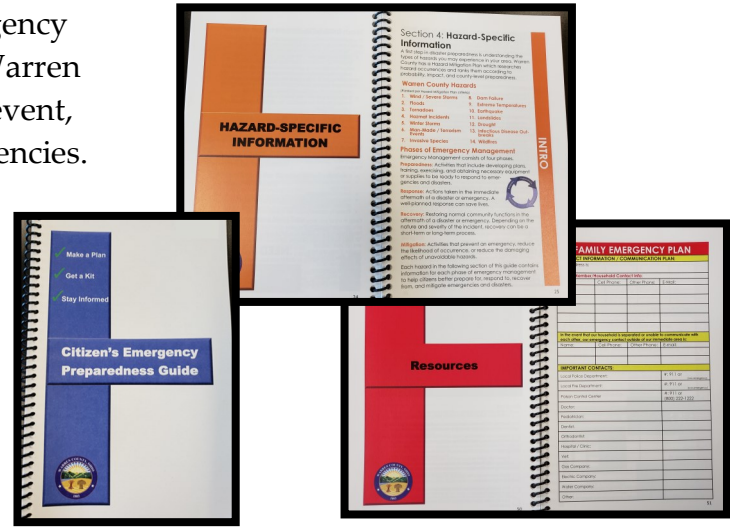


## EMA Creates the Citizen's Community Preparedness Guide

Warren County EMA has updated the Citizen's Emergency Preparedness Guide! This booklet is designed to give Warren County residents the information they need to help prevent, prepare, respond and recover from disasters and emergencies.

The Preparedness Guide includes general preparedness tips for at home or out of town, checklists for what to do when certain disasters or emergencies occur, available planning resources, and more!

Warren County EMA handed out the Preparedness Guide during Clearcreek Township's and City of Carlisle's National Night Out!



## EMA to Host TEEX 2-Day Cybersecurity Recovery Course


Warren County EMA is hosting the TEEX MGT 465—Recovery from Cybersecurity Incidents course on November 14th & 15th at the Warren County Emergency Operations Center.

This FREE, in-person course is designed for government officials and personnel, IT departments in the private and public sectors, and risk management personnel. A range of topics will be covered including cyber terminology, threat levels, government's role in cybersecurity, cyber incident recovery action plans, short and long term recovery actions and much more!

Seats are limited. Register early.

For more information or to register visit:

[MGT 465 – Warren County](#)




Warren County  
Emergency Management Agency  
520 Justice Drive, Lebanon, Ohio 45036

### TRAINING ANNOUNCEMENT

**MGT 465 – Recovering from Cybersecurity Incidents**  
**November 15-16, 2022 (8am-5pm)**  
at the Warren County EOC (520 Justice Drive, Lebanon, Ohio 45036)

Provided by



TEXAS A&M ENGINEERING  
**TEEX**  
EXTENSION SERVICE

**Course description:**

This course is designed to provide guidance for the implementation of an effective cybersecurity incident recovery program from a pre-incident and post-incident perspective. The training focuses on connecting IT with emergency management and is intended for government, critical infrastructure, and private sector personnel who have the responsibility for recovering after a cyber incident. Short term tactical and long-term strategic activities are discussed culminating in the development of an action plan.

**Prerequisites:**

Students must have a FEMA Student Identification Number (SID) to attend class. To obtain a SID visit [cdp.dhs.gov/femasid](http://cdp.dhs.gov/femasid).

#### What Will Be Covered

- Cyber terminology
- Cyber incident life cycle
- Threat levels
- Emergency management
- Recovery continuum
- Government's role in cybersecurity
- Cyber and the incident command system
- Federal resources for cyber
- Key programmatic elements that improve recovery
- Plan, organize, equip, train, exercise considerations
- Short-term recovery actions
- Long-term recovery actions
- Cyber incident recovery action plan

**Suggested Audience:**

- Government and private sector IT staff
- Local administrators and upper-level management personnel
- System administration
- Risk management personnel
- Local government administration
- Emergency management coordinators

## Protection Orders

The Protection Order File (POF) contains court orders that are issued to prevent acts of domestic violence against a person or to prevent a person from stalking, intimidating, or harassing another person. Orders are issued by both civil and criminal state courts. Once the court deems a Protection Order is necessary, the court will provide the appropriate NCIC Protection Order entry form to the appropriate police department and/or communications center to be entered into LEADS/NCIC.

When a protection order is issued for a subject within the jurisdiction of Carlisle, Springboro, Clearcreek Twp, Mason, Hamilton Twp, Morrow, Waynesville and Harveysburg, the court will send the order to Warren County Communications Center to have it entered in LEADS/NCIC.

When the order needs to be modified (ie. served date or condition changed, cleared or cancelled) it is the courts responsibility to notify the Communications Center on the appropriate NCIC form to make those changes. The Communications Center will hold the Protection Order records for these jurisdictions for the entirety of their life until the order is canceled or cleared by the court.

# 10th Annual Sergeant Brian Dulle 5k Walk/Run September 25, 2022





## Where Am I?

These pictures were submitted by Springboro Police Chief Kruithoff. We thought someone might just recognize these signs when driving outside of Warren County.

These signs are actually at exit 138 on I-65 just Southwest of Indianapolis.



## Trick or Treat Times

5:30 PM - 7:30 PM

**Lebanon**  
**Turtlecreek Twp.**



6:00 PM - 8:00 PM

**Carlisle**  
**Clearcreek Twp**  
**Deerfield Twp.**  
**Franklin**  
**Hamilton Twp.**  
**Lebanon**  
**Mason**  
**Springboro**



### Warren County Emergency Services

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Lebanon, OH 45036  
(513) 695-1315

Stay connected with us by:  
Website: [www.co.warren.oh.us/emergencyservices](http://www.co.warren.oh.us/emergencyservices)  
Facebook: [@WCOHEMA](https://www.facebook.com/WCOHEMA)  
Twitter: [@WCEMAOhio](https://twitter.com/WCEMAOhio)

Newsletter Editor: Melissa Bour



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