

## **Fall APCO Agenda - Tuesday**

Mindfulness:

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### **The Soup Ladies – Ginger “Mama” Passarelli**

“Warming the world one bowl at a time” is the mission of the Soup Ladies founded by Ginger Passarelli known to so many who love her as “Mama”. They respond within an hour (most times) to quickly provide first responders with the appropriate nutrition in freshly cooked meals to promote safety and clear thinking during critical incidents and in times of emergencies and disasters.

You’ll learn ...

- How the Soup Ladies began
- Who and where we serve
- How we’re organized to be the on the road within an hour of being called
- The training and professionalism required of our volunteers
- And what a simple bowl of soup means to police, firefighters, search and rescue teams, and other emergency personnel when working in very difficult situations

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### **Virginia Tech Active Shooter – Kristina Anderson**

Founded after the school tragedy of Virginia Tech on April 16<sup>th</sup>, 2007, the Koshka Foundation ensures the memory of that day is continued in meaningful ways.

Kristina Anderson, Executive Director, founded the Koshka Foundation for Safe Schools after becoming one of the most critically injured victims of the shooting. Shot 3 times, Ms Anderson returned to graduate from Virginia Tech and is now a resource for school administrators, teachers and students regarding violence prevention and ways to increase personal safety. The Foundation partners with law enforcement agencies and first responders to provide educational presentation on surviving an active shooter from a survivor’s perspective and best practices incorporating lessons learned.

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## **Denise Amber Lee Foundation – Nathan Lee with Matt Grogan**

### **"The Denise Amber Lee Story"**

Denise Amber Lee Foundation President, Nathan Lee, will take you on an emotional journey, telling the story of his beautiful wife Denise Amber Lee and the powerful and uplifting journey he took after her death that led him to create a foundation in her name.

Denise was abducted, raped, and murdered in Southwest Florida in 2008. The fact that Denise was the daughter of a 25 year veteran of the local sheriff's office brought an immediate, overwhelming response to Nathan's first 9-1-1 call of her missing. Four other calls to 9-1-1 were made from witnesses over the next 3 hours including one witnessing the abduction in real time, describing cross streets but to no avail. The unbelievable number of opportunities and corresponding failures to save her that evening will be discussed and analyzed in this inspiring call to the Public Safety industry to do better.

The preventable death of his wife has garnered national attention on the need for a better trained and certified 9-1-1 workforce. Attendees will leave motivated with a sense of pride in the importance of the job they do and every call they take could be the next Denise. Understanding the incredible difficulty that Public Safety professionals endure every day, Nathan Lee has made it his life mission to help the Public Safety industry anyway he can to make sure what happened to his wife will not happen again.

Matt Grogan didn't anticipate a career in emergency communication, but once he entered the profession, he found it a great fit.

Grogan, a Communication Specialist, was working on the night of Oct. 1, 2017, at Las Vegas Fire and Rescue Combined Communications Center when a lone assailant opened fire from the 32<sup>nd</sup> floor of a hotel room kitty-corner from the Route 91 Harvest music festival on the Las Vegas Strip. The 11 minutes of active shooting killed 58 people and wounded hundreds more. Calls to the communication center continued well into the night and early morning.

Grogan found strength in talking about the event, his personal experience trying to assist in the frenzy he could only visualize from inside the communication center.

Grogan wanted to help spread the message about the importance of communication in the dispatch center especially during critical incidents. He is now a trainer with the Denise Amber Lee Foundation, providing knowledge he has gained throughout his 14 years at dispatch, with a focus on agency responsibility and self-care for people in the profession.

## **Fall APCO Agenda - Wednesday**

### **NENA Reclassification – Chuck Cullen**

9-1-1 telecommunicators play an integral role in public safety. They work alongside police, fire, and EMS to provide crucial information that protects the lives of citizens and responders alike.

Unfortunately, the Bureau of Labor Statistics doesn't view them like that. In the Bureau's Standard Occupation Classification System (SOCS), Public Safety Telecommunicators are classified as "Office and Administrative Support Occupations." Anyone who has ever worked under the headset knows that this is simply not true.

For this reason, Rep. Torres (CA-35), herself a former 9-1-1 dispatcher, has introduced the Supporting Accurate Views of Emergency Services Act (911 SAVES), which will order the Office of Management and Budget to revise its Standard Occupation Classification System to categorize Public Safety Telecommunicators as a Protective Service Occupation, alongside much of our public safety family.

This change will not only more closely align OMB's classification with the true nature of our role in public safety, but will also recognize the hard work that TC's and dispatchers put in every day to make our entire country a safer place to live and work.

### **FirstNet – Kristi Wilde**

### **OEM Update – OEM Staff**

### **Excited Delirium – Dr. Woody Peeples, MD**

Is this primarily a law enforcement call or a medical emergency? Why is it important for Telecommunicators to understand and help identify excited delirium incidents? Join Dr. Woody Peeples and learn how to identify excited delirium, steps you can take to help our responders have a successful outcome and what causes excited delirium.

### **UCC Shooting – Nolan McGinnis**

UCC Shooting: Lessons learned. As a paramedic in Douglas County at the time of the shooting, Paramedic Nolan McGinnis was in the first ambulance that responded to the Umpqua Community College shooting Oct. 1, 2015. A 26-year-old man shot and killed nine people at the college before he had a brief shootout with police and then killed himself. Eight other people were injured. McGinnis shares his lessons learned around the event, with a focus on communications.

### **The Science Behind CPR – Petar Hossack**

When you answer an emergency call of a cardiac arrest, you know you need to give CPR instructions but do you know why? Bend Fire Department EMS Captain Petar Hossack will go into the science behind CPR and help telecommunicators understand why it is so hard for

callers to identify cardiac arrest. We will also talk about what is happening to the body during the event and how your instructions make all the difference.

## **Fall APCO Agenda – Thursday**

### **Leadership Development; Training & Job Aids – Motivations**

*Character and Communications Leadership displayed during crisis and critical emergencies is based on training, history, personal experience, upbringing, and stress level...all which Impact or guide team response, expectations and behavior.*

**Methodology:** Revive morale; improve coping skills; **reduce the long-term impact of crisis related stress.** Reset common courtesies, customer service best practices, personal accountability, being mindful, encouraging increase in positivity; reduce gossip. Improve morale and emotional wellness programs.

Communicating in a way that improves team during crisis, reduce bullying & intimidation; Practical Workplace Application; Reset Discipline goals; Improving Manager & Staff interaction, noticing negativity and not tolerating toxic behaviors to spread throughout a team

Review Leadership skills by example, as shown in the workplace

**Professional and Personal Development;** notice improvement in the most unlikely individuals