

Northwest Employee Times

Ironman Triathlon Standby—Steve Savage

Northwest Public Safety personnel participated in a Command Post operation for the Ironman Triathlon event held in Middlebury at Quassy Park on June 2, 2019. This event included 32,000 athletes who traversed through 8 communities during the bicycling and running parts of the competition.



Stephen Hebb, Jason Krajcik, Sean Cloney and Steve Savage manned both the Command Post and the DEMHS Region 5 Mobile Communications Vehicle (MCV) during the 12 hour event. The Command Post

hosted a variety of representatives from the Ironman support team, Middlebury, Watertown and Naugatuck Police Departments, the Connecticut State Police, along with Northwest personnel. A unified Incident Command structure was utilized to coordinate all aspects of the large scale event. The Western Area Police Command Post vehicle served as the Command Post.

The Region 5 MCV was brought in to supplement the communications capabilities and provide interoperability across the many agencies. A radio network was stood up to provide a seamless and direct communications link between the Command Post, the MCV, Northwest Public Safety and Litchfield County Dispatch (LCD). A secondary network was set up to provide a direct link between the Command Post and the MCV, and NW staff on portable radios within the park. The MCV also provided the ability to monitor or communicate on the Northwest Med channels, LCD dispatch channel, all of the area police departments participating in the event, Middlebury, Woodbury, Southbury, Watertown, Bethlehem and Thomaston fire/ambulance channels.

NexGen Cad was setup and utilized in both vehicles to view current statuses on event related responses and add call remarks when needed.

Northwest's primary role was to coordinate EMS unit responses to incidents involving the athletes located anywhere on the race courses. This later evolved into coordinating any incidents involving the athletes from flat tires, to mechanical breakdowns, to assisting with the coordination and re-assignment of the police traffic posts throughout the latter part of the event.

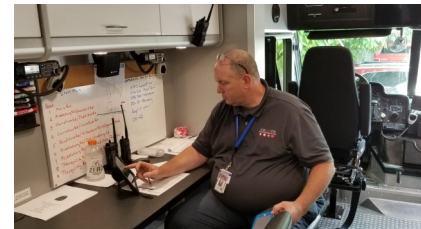
Northwest staff worked closely with the law enforcement entities within the Command Post to receive information from the field, assign the appropriate resources where needed and to document said incidents and share it with the Ironman support team.

One of the largest incidents handled was during the bicycling leg of the event where a series of sequential crashes took place at the same intersection in Litchfield. The communications link we had set up allowed seamless coordination of the multiple EMS services to respond, treat and transport those athletes to various hospital facilities. Athlete information was passed to the Command Post from State Troopers and Ironman race officials on scene. Several other less serious incidents were coordinated throughout the entire event.

The Northwest team excelled at the assigned task. Several positive comments and feedback were received during the event and at the after-action meeting held a week following the event. These addressed the operation of the Command Post and the capabilities of the communications vehicle. There were even suggestions that this type of set-up should be used for all future larger scale events in the area. Job well done.

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Telecommunicator Week April 14-20, 2019

Employees were celebrated during the recent Telecommunicator week with daily themes, contests and food. Management made breakfast for all employees two days during the week. A Taco Bar was setup on another day and hotdogs were served along with the chili competition. The week rounded out with ice-cream sundaes and candy. Everyone had a good time.

Employees voted for a Call Taker and Dispatcher of the Year. The Call Taker of the Year was awarded to Lataeya Burton and the Dispatchers of the Year were Ben Kovalsky and John DiMasso. John DiMasso won the 2nd annual chili cook-off contest. Jose Luna-Perguero won the jellybean contest with the closest guess. Congratulations to all!



Crazy Hair and Wig Day

Resources Provided by DEEP—Tyler O'Neil

I recently attended a training session hosted by the Litchfield County Fire Chiefs Emergency Plan. This training, provided by the state DEEP, was an effort to make departments aware of what resources are available from the DEEP for support at wildland fires, and how to request them.

All of these resources can be requested through the DEEP office in Hartford at (860) 424-3333. When making the request, be sure to provide a contact number for the incident commander so that they can be contacted by the DEEP Fire Con-

With our service area consisting of mostly volunteer fire service, manpower can become a major issue, especially during weekdays when most people are at work. The DEEP has 120 trained wildland firefighters that can be requested by incident commanders, as well as multiple pieces of fire apparatus located throughout the state. We are lucky enough to have a DEEP facility located close by in Middlebury at 1279 Middlebury RD, which houses three pieces of wildland fire apparatus, as well as a cache of firefighting equipment, including 20,000 feet of forestry hose.



New Employee Announcement —Sean Cloney

Jennifer Arpino

Jen comes to Northwest with years of experience in emergency dispatching both in New Haven, CT, and Randolph County, NC. Jen has joined the ranks of the Waterbury Dispatchers where she will put her practical experience to work. Please take the time to introduce yourself to Jen and welcome her to the team.

Employee Spotlight—Terry Ferrarotti

This profile looks at another one of our long-time employees, Terry Ferrarotti. Terry celebrated his 20th anniversary with NWCTPS on June 8th.

What do you like most about being a Dispatcher?

In being a Public Safety Dispatcher for the last 20 years, I have had the opportunity to build friendships and respect for many. Part time or full time we are all family, attending each other's weddings, family events and funerals to remember the good times.

How did you become involved in dispatching?

There were openings and I applied during a required CMed observation

shift for Paramedic Class. Miller, Griff, and Savage respected our class and were very welcoming during the class.

Do you work in the emergency services when you're not dispatching?

Full time I'm a Fire Lt for the State of CT. I also work part time as a Paramedic for New Britain EMS. I'm also the Deputy Fire Marshal in Harwinton and Goshen. I am a long time member of Harwinton VFD and past Deputy Chief

Tell me a little about yourself

I live in Harwinton enjoying small town living. Married to my wife Tina for 18 years. Two great kids Marie 6 and Patrick 3 as well as two dogs.

Employee Spotlight—Ben Kovalsky

Ben was one of the three recent winners of the Call Taker/Dispatcher of the Year awards presented during Telecommunicator's Week.

What does it mean to you to have won Dispatcher of the Year?

I was extremely surprised and humbled by winning this award. It was definitely not something that I was expecting. I like to think that I take a great deal of pride in the work that I do (even though I like to joke around) and to be recognized for it is a good feeling because it does not always happen.

What do you like most about being a Dispatcher?

I've worked a few different jobs since being in school and this is the first time that I can go home and feel like I actually did something important and possibly made a difference as little as it may be.

How long have you been a Dispatcher?

I've been a dispatcher at NWCTPS for the past 4 years.

How did you become involved in dispatching?

Prior to being a dispatcher here I was an EMT in Seymour. I got to know some of the people that work here just by talking on the radio etc. Mike Konwerski who was the Asst. Chief of Seymour Ambulance at the time let know of a potential job opportunity here and I applied.

What's the one thing you couldn't live without?

My 3 children mean the absolute world to me and are my reason for everything that I do. I definitely could not imagine life without them.

August Anniversaries

Chris Medeiros 3y

Steven Savage 38y

September Anniversaries

Amy Lee Kish 2y

Da'Jour Fluit 1y

Jason Krajcik 5y

Jillian Ribeiro 2y

Joe Sosnicki 12y

Molly Walker 3y

Olivia DeSpirito 2y



Dispatcher of the Year Ben Kovalsky

Employee Spotlight—John DiMasso



Dispatcher of the Year John DiMasso

John was one of the three recent winners of the Call Taker/Dispatcher of the Year awards presented during Telecommunicator's Week.

What does it mean to you to have won Call Taker/Dispatcher of the Year?

It means a great deal, especially to me that my peers chose me for this award. I am humbled by being chosen to be recognized.

What do you like most about being a Call Taker/Dispatcher?

Every aspect is important, the busyness, end results, direct involvement with calls.

How long have you been a Dispatcher?

Been in the first responder industry for approximately 35 years, mostly in EMS, so I've gotten to see what happens with other first responders.

How did you become involved in dispatching?

Many, many moons ago before a lot of my fellow employees were born, yes I am dating myself, I gave it a shot and just went from there.

Do you work in the emergency services when you're not dispatching?

No, you need to have a break to recharge yourself because you never know what's going to happen

next.

What do you like to do outside of work? (sports or hobbies?)

Spending as much time with my grandchildren as possible, playing golf as long as my body allows. At my age, take advantage of what you can.

Tell me a random fact about yourself that we might not know

I love to sing, not good at it but enjoy it.

What are three words that best describe you?

"ASK MY WIFE"!!!!

What is the best vacation you've ever been on? or If you could go anywhere on vacation, where would you go and why?

I just came back from Wyoming.

What's the one thing you couldn't live without?

My children.

Who would you most like to meet and why?

President Trump—never met a president never mind a sitting one.

If you could learn to do anything, what would it be and why?

Play golf

Employee Spotlight—Lataeya Burton

Lataeya was one of the three recent winners of the Call Taker/Dispatcher of the Year awards presented during Telecommunicator's Week.

How long have you been a Call Taker?

3 years

What do you like to do outside of work?

I like to spend time with my family.

What's the one thing you couldn't live without?

Coffee

If you could learn to do anything, what would it be?

To play the guitar



Call Taker of the Year Lataeya Burton

Compliance Stats—Jeffrey Liskin

Between April 1st and May 28th, there was a total of 458 calls reviewed

High Compliance – 230 (50%)
 Compliance – 110 (24%)
 Partial Compliance – 30 (7%)
 Low Compliance – 27 (6%)
 Non-compliant – 61 (13%)

74% are compliant and above
 13% are partial or low
 13% are non-compliant



Strides have been made in improving our performance and can be seen in these numbers as compared to the last report. Everyone has been digging in making great improvements.

A couple of areas to focus on are giving complete PDIs, such as advising the caller to put pets away, turn on the outside lights, and have someone flag/wave down the ambulance. Asking about fluids or injuries for an MVA will be asked during the Key Questions process and should be avoided in Case Entry. Also, when the defibrillator instruction is appropriate, according to the pre-instruction qualifier, it should be given regardless.



Peter Miller 7/3

Sean Cloney 7/13

David Czaka 7/18

Nicole Wade 7/20

Justin Ademoski 8/18

Tyler O'Neil 8/22

Eric Weid 8/24

Tami Reilly 8/28

Hristina Papastefanu
8/30

Morgan Marzella 9/12

Kyler Fausel 9/14

Krista Berthel 9/21

Jillian Jarrin 9/25

Jason Schwartz 9/27



Telecommunicator Word Search

ACCESS	ADDRESS
AMBULANCE	BUDDY
CALLER	CALLTAKER
COLLISION	DESCRIPTION
EMD	FIRE
HEADSET	HISTORY
NCIC	NURSE LINE
PATIENT	PHONES
PSAP	PUB ED
RUNAWAY	SHIFTS
STOLEN	SUNCOMM
TEAM	TELECOMMUNICATOR
TRANSFER	VICTIM
WEAPONS	

ALARMS
 BURGLARY
 CISM
 DISPATCHER
 FREQUENT FLIER
 LOCATION
 PAGING
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 RADIO
 SPILLMAN
 SUSPECT
 THEFT
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Looking for Writers...

Have an idea for a future story and want to write
 for the Northwest Employee Times? Please email
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