

Murdo, Patricia

From: Kimberly Burdick <kburdick@chouteaucosomt.com>
Sent: Monday, November 06, 2017 1:53 PM
To: Murdo, Patricia
Cc: Stinar, Glen; 'Peter Callahan'
Subject: November 7th meeting Interim committee

Pat;

First, I'm not going to be able to make the meeting because of the roads. Unfortunately, all I have to drive right now is a Mustang, and although a cool car, it's not conducive to travel on icy, winter roads.

Glen Stinar will be attending and speaking on behalf of the training received at MLEA for dispatchers.

Since the time we spoke, the subject of our conversation piqued my interest and I thought I would share some information with you.

I am part of an organization that is about everything dispatchers and dispatching in the public safety world. The organization is APCO and it stands for the Association of Public-Safety Communications, Officials. They offer many different training courses for dispatchers. It is not the only organization but in my opinion the best.

They've recently launched a course entitled, "Call Processing Incidents Involving Veterans with PTSD"

I reached out to the instructor for this course informing her of our conversation and subsequent potential of testimony. This is her explanation of the course which I found interesting.

I agree with not asking the question are you a Veteran, because I believe if it is a Veteran issue it will become very apparent early on. In the class we share a great deal of public source videos from About Face, and after listening to each Veteran who speaks - they will make the fact known. They talk about deployments, or being "in country" or "since I've been back."

A lot of the "negotiations" skills are similar, and yet there are many unique nuances, such as the date which they often share. Each individual has their own date that is the day their life changed. Whether their buddy was killed, they truly thought they were going to die, something significant happened to change them. Also, a lack of tolerance for fluff.

We also go into the safety plan that many have. If they ever indicated to the VA any thoughts of self harm they should have a safety plan. Essentially it is a blue print on how

to interact with them; signs they are spiraling, coping tactics, people who can help, people to keep away. That is unique from others.

The consensus has been that there is not enough out there to prepare Telecommunicators for the 22 suicides. For every suicide there are about 25 attempts so that is 500 Veterans in crisis in the US on a daily basis.

This is a training that is available to dispatchers. We haven't taken the course in our center, but after reading this more than likely we will.

I've also attached a copy of our own center procedure regarding Suicides. I'm not sure if it'll be valuable or not, but thought I'd send it to you. Our center is small, six full time dispatchers. I'm not sure how much it differs from the larger centers, but overall, it's probably similar.

Again, thank you for the invite.

Kimberly Burdick RPL, CPE
9-1-1 Communications Manager
1215 Washington
Chouteau County Sheriffs Office
Fort Benton, MT 59442
Office: 406-622-5451
Cell: 406-788-5501
Fax: 406-622-5138