

Women with stressful jobs have 40 percent higher heart risks, msnbc.com, 11/14/2010

“A U.S. government-funded study found that female workers with stressful jobs were more likely than women with less job strain to suffer a heart attack or a stroke or have clogged arteries.”

This study, in the article, was identified as “the longest major one to look at stress in women who make up nearly half of the U.S. workforce.” We’ve identified and provide support to show the continuous and chronic stress place upon the public safety telecommunicator. This study involving 17,415 participants in the Women’s Health Study, led by Dr. Michelle Albert, a cardiologist at Brigham and Women’s Hospital in Boston. Dr. Albert, concluded that, “the high-stress group had a 40% greater overall risk of heart problems, including heart attacks, strokes or clogged arteries needing bypass surgery or an artery-opening angioplasty procedure.

1. Comment

The impact of the chronic stress and impact on the health and mental well-being of these individuals may never been realized. The public safety communications profession is predominantly a young workforce, evident by the lack of services years, the turnover rates, the lack of individuals working in this profession to retirement, \_\_\_\_\_. Individuals entering this workforce quickly recognize the impact of the profession on their mental, physical and career outlook. Many enter the profession, utilizing its connection to public safety as a stepping stone to other jobs that 1) they may not be old enough to do, 2) lack the education or related experience to complete their resumes, and 3) need a foot in the door to become a law enforcement officer, firefighter, or paramedic.

911 processing time articles.pdf

Staffing in many public safety communications centers would, by all public expectations, be considered understaffed. You may believe a news story from KFOXTV in El Paso, Texas in which a City Representative responded to 911 complaints as an anomaly. A call to 911 from a citizen as fire consumed his El Paso home was not responded to. It reportedly took 14 minutes before he finally spoke to a dispatcher. It’s not the public safety communications professional’s unwillingness to answer the call, but the volume of calls and the ability of staffing levels to manage all emergencies all of the time. The expectation of the citizen in this instance, “I would assume that someone would answer the phone within the first or second ring.”

91A Health of US 911 2.pdf

A finding of the 9-1-1 Industry Alliance in \_\_\_\_\_, states that “Policymakers must be more vigilant to ensure that available 9-1-1 resources are used for their dedicated purposes.” Although efforts identified

in the report were geared towards the outdated infrastructure and systems utilized to support 9-1-1, the raiding of funds is also having a significant impact on funding provided for the localities to have sufficient staffing to meet the needs and demands of the community. If an agency has too few staff, or staff is stretched in too many directions, the best and most costly 9-1-1 system will serve little purpose if the call goes unanswered. The “Human Factor” of Public Safety Communications is an element too often overlooked, under-emphasized, under-appreciated and minimized when staffing requests are made.

NOTE: This article quotes a *New York Times* article which stated the 9-1-1 “system has not kept pace with the nation’s rapidly changing communication habits. As it ages, it is cracking, with problems like system overload, **understaffing**, misrouted calls and bug-ridden databases leading to unanswered calls and dangerous errors.”

#### Stress p1.pdf

“Chronic stress can lead to fatigue, PMS, anxiety, depression, obesity, and immune dysfunction. If you continue to live under chronic stress, eventually you will just burn out and feel exhausted all of the time even when you finally get some rest. This is your body’s later-stage reaction to stress, which is to conserve energy and go into “famine physiology.” This is when it feels as if nothing you do to lose weight or build muscle seems to work. And if you do overexercise and cut your calorie intake drastically, you can actually make yourself worse.

#### Celebrating 911 victory in Vince Florida.pdf

Reform throughout the nation has been virtually non-existent and, unfortunately, usually follows a catastrophic incident or event which drives change. If you peruse the legislative reform or event legislative activity related specifically to 9-1-1 operational, technical and professional, you will find little recent change. In May 2010, Florida lawmakers passed the Denise Amber Lee Bill, a bill prompted by the mother of two’s tragic death and lack of response from a dropped 911 call. “In the end, the people of Florida, through a unanimous house vote, spoke and said enough is enough,” says Nathan Lee.

Although Florida found inadequate standards for emergency call takers and uniform training standards unmandated, this report provides overwhelming proof that this is not isolated in Florida. It is a nationwide crisis in the overall public safety system.

Who could agree less with Nathan Lee, Denise’s husband, when he says it only makes sense those who take the calls are certified and trained.

Local 911 response is stellar CA standard.pdf

“Our people are the types who don’t like to hear the phones ringing,” The report in the Glendale News Press, reports from the Verdugo Fire Communications Center that only three incoming emergency calls rang more than a minute, but no calls exceeded 2 minutes.

911 Operators unable to handle child callers.pdf

Many have heard the story of an 8-year-old girl in Detroit who’s mother lay dying of gunshot wounds even though she reached out for help. Following an investigation, it was determined that Michigan had no statewide minimum requirements for emergency operator training. “Each 911 center has its own standards,” said Harriet Miller-Brown, the 911 administrator for the state. Of the 226 state-approved courses available to 911 dispatchers in Michigan as reported in The Detroit News, only two were geared toward dealing with children in emergencies. Why 226 individual training program.

APCO Minimum Training Standards For Telecommunicators provides ..... Add something here that references Minimum Training Standards as it applies to handling difficult callers (i.e. children, etc.)

Did you know, in many states, the following professions require a mandated state certification and/or license?

- Hair stylist
- Massage therapist
- Manicurist
- ADD
- ADD
- ADD

In 2010, a seventh-grade classmates at the Detroit International Academy, who said they have experienced skeptical 911 operators, drew up a 14-question survey that they sent to 911 operators through the United States. Of the 97 operators who responded, most agreed that they don’t get enough training on child callers.

AZ 911.pdf

Article titled “911 officials fear budget cuts will endanger public safety.

Arizona is not unique to many other states and localities affected by recent economic downturns? Many have heard where public safety personnel have been cut to manage budget shortfalls. In Arizona, lawmakers reportedly sliced the amount of funding in the emergency-system improvement fund by nearly half as they worked to cut \$1.1 billion from the fiscal 2011 budget.

Aging 911 infrastructures still permit the primitive 9-1-1 call to go through, although technology exists today and more will in the future to improve the country's 9-1-1 system to provide key upgrades providing for the ability to process texted 911 messages, relay video and data, and tracing cellphone calls from remote areas. Some improvements have been on the planning books for years. Many funds collected through traditional wireline phone service and today's wireless communication networks are diverted to meet those budget shortfalls. State's are using these funds regularly to make up for budget shortfalls and are making the \_\_\_\_\_ of these funds part of the general operating budgets. At what point are these funds utilized for the purpose they were intended. To support 9-1-1 services across the country.

What 9-1-1 services are we referring to?

- Technology upgrades
- Training
- Staffing

There are many instances where federal funds are available to assist local fire departments and law enforcement agencies in staffing their forces (site COPS grants, etc. – Carol you know what I'm talking about). So critical to the entire public safety system, the public safety communications center with its need for current and up-to-date technology to allow for the efficient delivery and processing of 9-1-1 calls, computer systems that efficiently call on the proper and quickest response from the public safety system, and staff members trained so that anywhere in the country the delivery of 9-1-1 expected services are met on *every* call, *every* day, from *every* device.

### APPENDIX THREE: RCMP CIVILIAN STAFFING CATEGORIES

Approximately 26,000 employees, including regular (i.e., police officers sworn into the service and willing to relocate anywhere in Canada), civilian members (i.e., individuals recruited for their specialized technical skills, also willing to relocate anywhere in Canada), and Public Service employees.

The following table summarizes the wide range of functional skills and abilities required by the RCMP's civilian members:

#### RCMP Civilian Member Skill Areas

Scientific/Professional	Technical	Administrative
<ul style="list-style-type: none"><li>• Toxicology</li><li>• Chemistry</li><li>• Biology (DNA)</li><li>• Law</li><li>• Fingerprint</li></ul>	<ul style="list-style-type: none"><li>• Air Services</li><li>• Instrument Technology</li><li>• Document Examination</li><li>• Counterfeit Analysis</li><li>• Firearms Technology</li><li>• Information Technology</li><li>• Telecommunications</li><li>• Electronics &amp; Mechanical Technology</li><li>• Electronic &amp; Mechanical Engineering</li></ul>	<ul style="list-style-type: none"><li>• Investigative Analysis</li><li>• Criminal Intelligence Analysis</li><li>• Strategic Services</li></ul>

Source: [http://www.rcmp-grc.gc.ca/recruiting/civ\\_e.htm](http://www.rcmp-grc.gc.ca/recruiting/civ_e.htm) (accessed 31/10/2007)

The table above demonstrates that the RCMP's commitment to highly skilled and extensively educated civilian employees is substantial. This reality places a particularly important on the organization to ensure that its senior executive members are well positioned to provide leadership to this important layer within the department. With civilians having carriage of this comprehensive range of vital organizational responsibilities, it is imperative that the RCMP provide suitable, sustainable and substantial leadership for all of its employees.