

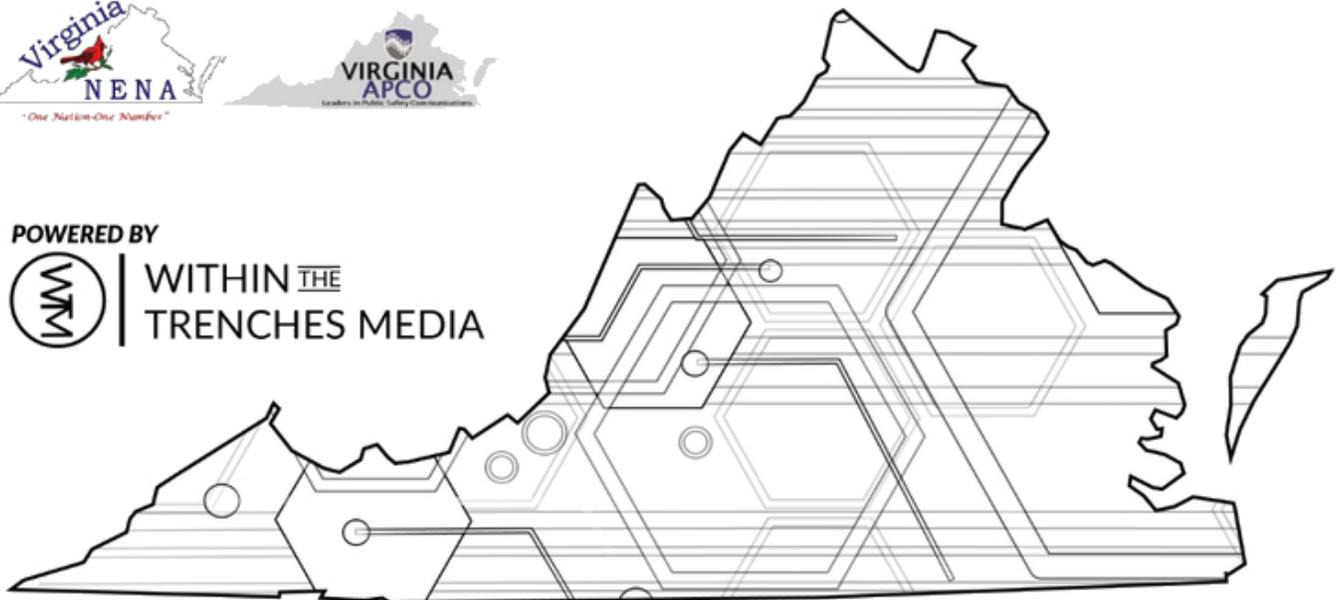
# Virginia NENA / APCO Virtual Spring Conference May 19<sup>th</sup> – 21<sup>st</sup>



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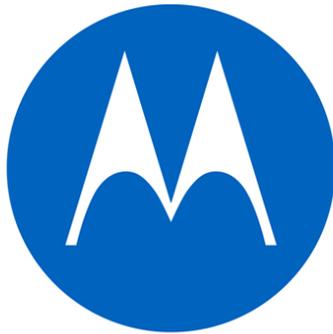
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# CONFERENCE COMMITTEE

*The following individuals have dedicated many hours of their own time working to make this a successful conference:*

Jason Malloy, ENP  
Jackie Carroll  
Judson Smith, ENP  
Carole Starcher  
Tracy Zingg  
Mary Binford, ENP  
Jenny Rosenfeld, ENP  
Erin Malloy, ENP  
Ricardo Martinez  
Holly Williams  
Xiushka Gibson

*Please let them know their work is appreciated!*



# VIP Attendees

## National Emergency Number Association (NENA)

Gary Bell, ENP, President

Laurie Anderson, ENP, 2nd Vice President

Erin Malloy, ENP, Northeastern Director

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*-John Carter, York County, SC*

# Virginia NENA / APCO Virtual Spring Conference CONFERENCE EVENTS

## Tuesday Pre-Conference

Serving Equally: Removing Bias-Based Inequities from 9-1-1 presented by National Emergency Number Association (NENA)

Fulfilling a desire to serve is why 9-1-1 Telecommunicators take on the challenges of working in call centers. That desire to serve does not automatically relieve them from the human burden of biases. 9-1-1 Telecommunicators feel an unwavering need for professional and personal improvement. This course provides them with the opportunity for professional and personal development by helping to remove the inequities caused by biases. This one-day course provides them with the tools to self-assess their own human biases using an academically validated assessment, understand how to recognize their biases at work, and apply a mitigation model to increase service equality.



## Tuesday Pre-Conference

ENP Boot Camp presented by Mission Critical Partners, LLC

The ENP Exam Prep Boot Camp provides the prospective ENP with an overview of the application and exam scheduling processes before jumping into a cram session to begin getting you ready to ace the test!



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# Virginia NENA / APCO Virtual Spring Conference

Tuesday, May 18, 2021

## Pre-Conference Training Courses

<b>8:30 AM - 3:30 PM</b>		<b>Serving Equally: Removing Bias- Based Inequities from 9-1-1</b>	<b>Dr. Irma J Diaz-Martin, ENP NENA</b>	Fulfilling a desire to serve is why 9-1-1 Telecommunicators take on the challenges of working in call centers. That desire to serve does not automatically relieve them from the human burden of biases, 9-1-1 Telecommunicators feel an unwavering need for professional and personal improvement. This course provides them with the opportunity for professional and personal development by helping to remove the inequities cause by biases. This one-day course provides them with the tools to self-assess their own human biases using an academically validated assessment, understand how to recognize their biases at work, and apply a mitigations model to increase service equality.
<b>8:30 AM – 5:00 PM</b>		<b>ENP Exam Prep Boot Camp</b>	<b>Sid McConahy, ENP Mission Critical Partners, LLC</b>	The ENP Exam Prep Boot Camp provides the prospective ENP with an overview of the application and exam scheduling processes before jumping into a cram session to begin getting you ready to ace the test!

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# Virginia NENA / APCO

## Virtual Spring Conference

**Wednesday, May 19, 2021**

<b>8:00AM - 8:15 AM</b>	<b>Jason Malloy – VA NENA President Ed Falcon – VA APCO President</b>	<b>Sponsor: Motorola Solutions</b>  Opening Session: Welcome and Introductions		
<b>8:15 AM - 8:45 AM</b>	<b>Keynote Address</b>	Legislative Updates and the 9-1-1 Saves Act	Dan Henry, NENA Regulatory Counsel and Director of Government Affairs	Mr. Henry will speak about the recently reintroduced 911 SAVES Act and how Virginia NENA and APCO members can get involved. He will also share details of recently enacted state and local reclassification laws and discuss how Virginia APCO and NENA members can push for reclassification in the Commonwealth. Mr. Henry will also discuss current and upcoming issues involving the newly mandated three-digit national suicide prevention lifeline, 9-8-8.
<b>8:45 AM - 9:00 AM</b>	<b>BREAK</b>			
<b>9:00 AM - 10:00 AM</b>	<b>Session 1</b>	TCPR/EMD: Improving the EMS Standard of care in Virginia	Rich Troshak, Virginia Office of EMS, Emergency Operations Specialist	This presentation will overview Telecommunicator CPR (TCPR) and Emergency Medical Dispatch (EMD) implementation in Virginia based on recent legislation passed in 2020. Will discuss protocols, training, and opportunities to improve the EMS standard of care throughout Virginia.
<b>10:00 AM - 10:15 AM</b>	<b>BREAK</b>			
<b>10:15 AM - 11:15 AM</b>	<b>Session 2</b>	Empowering the Wonder Women of 9-1-1	Sara Weston, 911der Women	The number of amazing women leaders in 911 is growing and there are many opportunities for professional growth in whatever position you currently hold. However, women in 911 face unique struggles throughout their career that are often difficult to navigate and not often discussed. A community of women in 911 exists to support and empower one another to achieve their goals and overcome obstacles. There are many tools and resources that exist today for women in 911 and opportunities to create more. This session will educate women on where to find these resources and how to utilize them in your career. We will talk about how we can support, encourage, and empower each other in our beloved 911 community.
<b>11:15 AM - 11:30 AM</b>	<b>BREAK</b>			
<b>11:30 AM - 12:30 PM</b>	<b>Session 3</b>	Even Stronger 911	Edie Devilbiss, Shape Good Habits	Engaging and surprising, this training addresses the "how of self-care. We all know we need to care for ourselves yet working in 911 makes it feel impossible. Changing shifts, working overnights, overtime, and the demands of home and family all seem to put up barriers. Meanwhile, we get fatter and crankier. Come and learn the four principles of habit formation. Take away ideas of simple strategies to incorporate into your overwhelmed life and create a life you love.

12:30 AM - 12:45 PM	<b>BREAK</b>			
12:45 PM - 1:45 PM	<b>Sponsor Session</b>	<b>Carolina Recording Solutions    Motorola Solutions</b>		
1:45 PM - 2:00 PM	<b>BREAK</b>			
2:00 PM - 3:00 PM	<b>Session 4</b>	9-1-1 Beyond the Call: Getting the Big Picture	Chris Gallahan, NICE Public Safety	Is your 9-1-1 Center so laser-focused on the pure mechanics of handling 9-1-1 calls that you are missing the big picture? Are you overly tuned into call volumes and call answer times, with little visibility into actual call outcomes and how well you are supporting your member agencies? Lacking insight into why things happened the way they did? Plagued by staffing, retention, and quality issues with no idea how to turn things around. I will show you how to look beyond the call and get the big picture.
3:00 PM - 3:15 PM	<b>BREAK</b>			
3:15 PM - 4:15 PM	<b>Session 5</b>	When Next Generation Becomes Now: What's Next	Jennifer Poole, RapidSOS	Today almost 5,000 9-1-1 centers have the ability to receive real-time information from connected devices, buildings, and medical databases. With valuable information such as location and additional emergency data automatically delivered to their screens, dispatchers and field responders are empowered with unprecedented situational awareness and have the opportunity to provide an expedited, data-driven, and personalized emergency response. This session will share how public safety leaders across the country are utilizing life-saving data.

## Thursday, May 20, 2021

8:00 AM - 9:00 AM	<b>Session 6</b>	Security Vulnerabilities Within a PSAP	Christine Giglio, Bedford County	In Information Security a bad actor is an adversary that is interested in attacking technology systems. This presentation will go over the various vulnerabilities that bad actors can utilize to harm first responders and create chaos for a PSAP. Telephony Denial of service attacks on the phone lines. Prank calls and "swatting" utilized for a multitude of nefarious reasons. Using the Freedom of Information Act and exploiting DTMF to obtain the phone number of a victim. Lastly, ransomware/malware attack vectors and a tale of a ransomware attack on a PSAP and the lessons learned in the aftermath.
9:00 AM - 9:15 AM	<b>BREAK</b>			
9:15 AM - 10:15 AM	<b>Session 7</b>	Train Don't Tell	Halcyon Frank, Saunders County 911	When you train, are you engaging employees or just telling them information? Are you using methods that build on trainees' experience or just having them memorize policies and procedures? This session will look at how we can better focus on training over telling. You will learn about adult learning theories, ideas on how to engage trainees, and how to deliver information to help improve retention.
10:15 AM-10:30 AM	<b>BREAK</b>			

10:30 AM-11:15 AM	<b>Session 8</b>	There When You Need It - How ECCs are Accessing and Using FirstNet Today	Laurie Stone, FirstNet Co-Presenters: John Hunt Paul Hunt	Strong communication 24/7/365 is essential, and any absence of communication can cause potential harm to emergency response professionals and the public who needs their care. FirstNet is here to help. FirstNet is the nation's first wireless broadband ecosystem designed to support first responders, hospitals, healthcare professionals, and other emergency responders with reliable, highly secure connectivity during everyday emergencies and in disasters. ECCs do not have to wait for Next Generation 9-1-1 to use FirstNet. Many ECCs are using FirstNet today to improve their communications with mobile devices in the field. This presentation will discuss the interconnection options for ECCs as well as some of the innovative use cases.
<b>BREAK</b>				
11:30 AM-12:30 PM	<b>Session 9</b>	You have a suicidal caller, Now what?	Sarah Saunders, Grays Harbor E-911	Have you ever wondered what to do when you have a caller having suicidal ideations, what to do when someone finds a relative who has passed away and is now suicidal, or how to handle a caller who has committed homicide and is now having suicidal ideations? This training will help you focus on how to assess if the caller is in immediate danger, what to say and what not to say to a caller, and talk about building rapport. It specifically talks about dealing with a suicidal veteran and touches on creating a surrender plan for your caller. Finally, it talks about how to pass off a suicidal caller if the emotional toll is too much. Upon completion of this class, you will feel more comfortable handling a caller in crisis.
<b>BREAK</b>				
12:45 PM - 1:45 PM	<b>Sponsor Session Carolina Recording Solutions    Motorola Solutions</b>			
<b>BREAK</b>				
2:00 PM - 3:00 PM	<b>Session 10</b>	Benefits of Protocol Based Law Enforcement Call Processing Systems	Christopher Knight, Priority Dispatch	Due to what is happening in society today with limiting or re-allocating law enforcement budgets, frequent non-violent and violent protests in America's cities, significant nationwide shortages of law enforcement officers due to resignations and early retirements, and severely high vacancy rates and rapid turnover of dispatchers in Communication Centers, many agencies are adopting standardized call processing systems to ensure that critical "scene safety" questions are asked (weapons involved, number of people involved, verbal/physical, etc.) of callers to protect responding law enforcement officers. Dispatchers do an exceptional job, but today's society has much higher expectations of 911 operators than was expected in the past. Callers expect 911 operators to provide them instructions to keep them safe until officers/deputies arrive on the scene. In high-acuity, low frequency calls-for-service (Active Assailant, Officer Down, Caller-In-Danger) that a call-taker rarely (or has never) processed, a protocol-based call processing system will assist them in professionally handling the call. A 911 operator can go through an entire career and never take an Active Shooter call; however, when they do there are very high expectations of them by their agency, responders, the caller, the public, and by the media.
<b>BREAK</b>				
<b>3:00 PM - 3:15 PM</b>				

3:15 PM - 4:15 PM	<b>Session 11</b>	Building Blocks of GIS for PSAP Professionals	Matt Gerike, Virginia 9-1-1 Geospatial Services	Ever wonder what your GIS folks do behind the scenes to make addresses, road centerlines, polygons, and imagery work in your PSAP and elsewhere in your locality, but do not want to learn how to do it? This presentation gives an overview and explanation of the points, lines, polygons, pixels, and attributes that form the building blocks of GIS and reviews some of the routine tasks that GIS professionals use to create and maintain data, make data available to others in your organization or the public, and produce maps.
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**BREAK**

6:30 PM – 9:30 PM	<b>After Hours Event</b>	Trivia Night  Sponsored by: Carolina Recording	<p style="text-align: center;"><b>Join us for a night of trivia and fun with the folks from Carolina Recording.</b></p> <p style="text-align: center;"><b>There are even a few door prizes up for grabs!!</b></p> <p>Join Zoom Meeting <a href="#">CLICK HERE</a> or visit  <a href="https://us02web.zoom.us/j/89213543740?pwd=TmVLYmx5MlUwUG9vdSszaDRtM1FtZz09">https://us02web.zoom.us/j/89213543740?pwd=TmVLYmx5MlUwUG9vdSszaDRtM1FtZz09</a>  Meeting ID: 892 1354 3740 Passcode: 911</p> <p><b>One tap mobile numbers:</b>  +19292056099,,89213543740#,,,,*911# US (New York)  +13017158592,,89213543740#,,,,*911# US (Washington DC)</p> <p><b>Dial by your location:</b>  +1 929 205 6099 US (New York)  +1 301 715 8592 US (Washington DC)  +1 312 626 6799 US (Chicago)  +1 669 900 6833 US (San Jose)  +1 253 215 8782 US (Tacoma)  +1 346 248 7799 US (Houston)</p> <p>Meeting ID: 892 1354 3740 Passcode: 911</p> <p>Find your local number: <a href="https://us02web.zoom.us/j/kc2UUZhA49">https://us02web.zoom.us/j/kc2UUZhA49</a></p>	
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**Friday, May 21, 2021**

8:00 AM - 8:45 AM	<b>Session 12</b>	Virginia Legislation Round Table	Jason Malloy, VA NENA Ed Falcon, VA APCO Dr. Dorothy Spears-Dean, Virginia Department of Emergency Management	This moderated session will allow participants to pose questions to the panelists about legislative efforts in Virginia – both those previous as well as potential issues on the horizon.
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8:45 AM - 9:00 AM	<b>BREAK</b>			
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9:00 AM - 10:00 AM	<b>Session 13</b>	NENA's Wellness Initiative	Laurie Anderson, NENA 2 <sup>nd</sup> VP	The wellness initiative in the field of 911 Telecommunications is on its way to blossoming into more than an effort of providing standards and resources, it is becoming a cultural change which requires continuous needs identification, participation, education, and communication. In this session you will learn about the NENA Wellness Initiative; past, present, and future. You will learn how you can play a part in this much needed effort if you are not already. Additionally, we would like to learn from members in this session on what NENA can do to better serve our membership so be prepared with ideas that will help us help you!
10:00 AM-10:15 AM	<b>BREAK</b>			
10:15 AM-11:15 AM	<b>Session 14</b>	The Impact of the Marcus Alert Act on PSAPS Across Virginia	Corey Wodarz, Rave Mobile Safety  Co-Presenter: Eddie Reyes Prince William County, VA 911	Beginning July 1, 2021, the Marcus Act Alert will formally establish a mental health awareness response and community understanding services alert system across the Commonwealth. The act promotes a behavioral health response to individuals in crisis. It also requires every locality to develop a voluntary database for 9-1-1 teams to provide mental health information and emergency contact details for a person in need. Attendees will discover how implementing best practices and leveraging technology will help 9-1-1 teams and first responders comply with the Marcus Alert Act. They will learn how these recommendations will strengthen communication and critical information sharing between emergency personnel, other agencies, and the communities they protect.
11:15 AM-11:30 AM	<b>BREAK</b>			
11:30 AM-12:00 PM	<b>Virginia Chapter of APCO Membership Meeting</b>			
12:00 PM-12:15 PM	<b>BREAK</b>			
12:15 PM-1:15 PM	<b>Virginia Chapter of NENA Membership Meeting</b>			
1:15 PM-1:30 PM	<b>BREAK</b>			
1:30 PM-3:00 PM	<b>Sponsor: Carolina Recording Systems</b>  <b>Closing Session</b>	Imagine Listening	Ricardo Martinez	On August 24, 2016 the #IAM911 movement was born. Thousands of dispatch stories have been shared. In this session, dispatchers will get the chance to share their own stories to the attendees on screen or they may type them in the comments and have them read for them. This will be a live audience podcast episode that will be shared to listeners around the world. The first half known as Imagine Listening will be emotional but the second half of this session, "Open Mic", will be full of laughter as we share outrageous bloopers from our individual 9-1-1 experience. Attend, join the movement and share a story...

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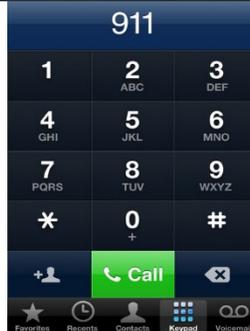
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