



**North Carolina 911 Board**  
***Education Committee Meeting Agenda***  
**Via Simultaneous Communication**  
**Microsoft Teams Meeting**  
**Thursday, July 22, 2021**  
**10:00am to 12:00pm**

<u>Tab</u>	<u>Topic</u>	<u>Presenter</u>
1.	Chair Opening Remarks	Chuck Greene
2.	Roll Call	Angie Turbeville
3.	Welcome	Pokey Harris
4.	Approval of May Minutes ( <i>Roll Call Vote</i> )	Angie Turbeville
5.	Legislative Review	Richard Bradford
6.	Technology Update	Gerry Means
7.	Training Eligibility <ul style="list-style-type: none"><li>• NENA Telecommunicator Core Competencies Program (<i>Roll Call Vote</i>)</li></ul>	Angie Turbeville
8.	NC NENA/APCO – Training Sponsorship Request ( <i>Roll Call Vote</i> )	Angie Turbeville
9.	Recruitment Public Service Announcement Project <ul style="list-style-type: none"><li>• Website development</li><li>• Video Production</li></ul>	Chuck Greene
10.	Adjourn	Chuck Greene

**Next Meeting – Thursday, August 26, 2021**



**North Carolina 911 Board**  
*Education Committee Meeting*  
**Draft- Minutes**

**May 27, 2021, 10:00am to 11:00am**

**Virtual – Meeting was conducted using simultaneous communication.**

Meeting Attendees:

Committee Members	Phone	Not in Attendance	Guests	Phone	In Person
Jeryl Anderson	X		Corrine Rust (Charlotte Medic)	X	
Chuck Greene	X				
Grayson Gusa	X				
J.D. Hartman	X				
Heather Joyner	X				
Hope Downs	X				
Brian Short		X			
Jimmy Stewart	X				
Donna Wright	X				
Staff	Phone	Not in Attendance			
Richard Bradford	X				
Stephanie Conner	X				
Kristen Falco	X				
Tina Gardner	X				
Pokey Harris	X				
Gerry Means	X				
Stanley Meeks		X			
David Newberry	X				
Marsha Tapler	X				
Sarah Templeton	X				
Angie Turbeville	X				

Agenda

1. **Chair Opening Remarks** – Mr. Greene kicked off the meeting by welcoming the committee and guests.
2. **Roll Call** – Mr. Greene asked Ms. Turbeville to conduct the roll call.
3. **Executive Director Opening Remarks** – Ms. Harris welcomed committee members and guests.
4. **Legislative Review** – Mr. Bradford stated there are no new updates to provide committee since the last meeting. Ms. Harris announced that Richard Bradford had been selected to serve on the FCC 911 Strike Force. The goal of the Strike Force is to expeditiously end 911 fee diversion.

Hope Downs and Donna Wright joined at 10:07 AM

5. **Approval of April Minutes** – Mr. Greene asked committee members if they had reviewed the minutes and if anyone had any suggested edits or needed changes, if not he asked for a motion to approve the minutes. Ms. Wright made a motion to accept the minutes, seconded by Ms. Anderson. Ms. Turbeville conducted a roll call vote. All attending committee members voted and the motion carried unanimously.
6. **Technology Update** – Mr. Means reported 80 PSAPs are live on the ESInet, 37 active ESINet implementation projects, and 6 PSAPs awaiting install dates. Cornelius Police and Pineville Police are rescheduled because of a mapping issue. Many more projects are scheduled for the remaining of the year. NC SHP Troops A, C, and D migrated to the ESInet on May 19. The other SHP troops will migrate later in June and July. NC will be the first in the country to have the state police connected to a statewide network; another first for NC. Mr. Means then moved to the GIS project. He reported 85 counties are fully i3, with 24 in the GeoComm Data Hub waiting for certification of their data, and 6 counties are still working on their data. Work continues for the i3 GIS governance policy, which will establish a standard for update requirements for the PSAPs. He then spoke about the cybersecurity assessments, having only 2 assessments left to complete. A preliminary report on the analysis will be shared with the Board, but due to the sensitivity of the information it will not be released to the public. He also announced the CAD Data Sharing Ad Hoc committee will be meeting next month.
7. **Training Eligibility Request** – Martin County NENA Course *“Serving Equally: Removing Bias-based Inequities from 9-1-1”*. Mr. Greene asked Ms. Turbeville to provide a brief synopsis on the training class. Staff did not recommend the class due to not aligning with statute. Mr. Bradford was asked for his input. He stated he had not spoken with staff in advance, but it appears the class does not align with statute. With no further discussion, Mr. Green asked for a motion to not approve the training. Mr. Gusa made the motion to not approve, the motion was seconded by Ms. Anderson. Ms. Turbeville conducted a roll call vote. All attending committee members voted and the motion carried unanimously.
8. **PSA Recruitment** – Mr. Greene provided an update on the PSA. Currently staff is waiting on the PSA creative elements request from Washington State. Due to small budget, a market will be chosen based on impact and PSAP resources to be a pilot program. Ms. Harris stated she is excited to move forward with the project. She thanked Spectrum and Washington State for their guidance and assistance. Mr. Bradford shared some history on past PSA projects. Mr. Greene shared the website will provide analytics as well as Spectrum. Ms. Harris stated the PSAP in the market area will also need to share information on how the PSA has impacted their recruitment. Ms. Wright suggested a small, medium, and large PSAP should be involved; next steps should be to identify the market and measurement needs for the pilot program.

Jimmy Stewart left meeting at 10:27 AM and Jeryl Anderson left meeting at 10:29 AM

9. **Additional Items** - Ms. Wright asked about when the committee and the Board will begin face-to-face meeting again. Ms. Harris announced the June meeting will be in person and the Chair preferred all meetings to be in person again. Logistics on meeting space is the current hold up.

Mr. Greene adjourned the meeting 10:36 AM

**Next Committee Meeting: Thursday, July 22, 2021, at 10:00AM**

Bill Tracking 2021 Session, Regulatory Tracking Items of Potential Interest

Bill, Title	Explanation	Update	Link
<b>911 Board, and of potential interest to Board constituencies</b>			
H67 Technical Corrections Bill	PCS filed 6/24 to modify GS 143B-1413(b) to modify the liability language regarding 911 staff, to make the plaintiff's burden of proof by clear and convincing evidence.	See also H404	<a href="#">H67v2.pdf (ncleg.gov)</a>
H203 Extend Deadline for Police Telecommunicators	This bill should not have a substantial impact on the Board but may require reconciliation with the Board's statute regarding training. Training and funding may be impacted.	<p>3/4 referred to Judiciary 2, if fav then to Rules.</p> <p>3/31 sent to the Senate, ref to Rules 5/27 withdrawn and ref to Judiciary, if favorable, ref to Rules.</p> <p>6/7 ordered enrolled, presented to Governor 6/9</p> <p>SL 2021-34</p>	<a href="#">H203v1.pdf (ncleg.gov)</a>
H213 Kelsey Smith Act	This bill, in substance, has been filed in prior sessions. The purpose is to allow law enforcement to obtain caller location data upon request. The bill does not directly impact the Board but should be of high interest to PSAPs (particularly those operated by law enforcement agencies) and wireless service providers. It relies upon definitions in GS 143B-1400.	<p>3/4 Referred to Judiciary, if fav, then to Rules.</p> <p>Similar legislation was filed as S 173 in the 2019-20 session of US Congress, H 4889 in the 2015-16 US Congress, and passed the OK Senate on 3/4/21. S Dakota became the 26<sup>th</sup> state to adopt the law last year.</p>	<p><a href="#">H213v1.pdf (ncleg.gov)</a></p> <p><a href="#">H213v2.pdf (ncleg.gov)</a></p> <p><a href="#">H213v3.pdf (ncleg.gov)</a></p>

	<p>PCS deletes 15A-300.10 (c) (the 72 hour requirement that law enforcement apply for an order), changing (d) to (c) and substituting “may” for “shall” regarding providers’ establishment of procedures for disclosing call location data. 15A-300.11 (a) is modified to substitute “may” for “shall” regarding application to a court for an order to disclose call location data.</p>	<p>PCS filed 4/21, fav, ref to Rules. Adds a new section permitting <i>ex parte</i> action to obtain call location data if imminent risk of death or serious physical harm exists; and requires application to a court within 72 hours of the initial request (by the authority to the wireless provider).</p> <p>PCS filed 5/10, sent to Senate 5/12 ref to Rules.</p>	
<p>H217 Utilities Commission Tech and Add’l Changes</p>	<p>This bill does not directly impact the Board or PSAPs. It includes a technical change relevant to DIT (§2, modifying GS 62-3) and may support local government efforts for broadband.</p>	<p>S 209 is parallel 3/25 sent to Senate; ref to Rules 5/7 Ratified, presented to the Governor <b>SL 2021-23</b></p>	<p><a href="#">H217v1.pdf (ncleg.gov)</a> <a href="#">H217v2.pdf (ncleg.gov)</a> <a href="#">S209v1.pdf (ncleg.gov)</a></p>
<p>H236 Change the boundary line between Chatham and Orange Counties</p>	<p>Modifies the boundary with the support of both counties. Included as an example of changes that occur impacting mapping and location information relevant to 911 calls.</p>	<p><b>SL 2021-67</b></p>	<p><a href="#">H236v3.pdf (ncleg.gov)</a></p>
<p>H289 DIT/Broadband Mapping</p>	<p>Expands DIT’s powers and duties to include broadband maps and establish DIT as the sole provider of such for State agencies. Also establishes DIT as the State’s recipient for all grants and gifts for broadband mapping.</p> <p>Appropriates \$1M in nonrecurring funds for FY 20-21 for broadband mapping.</p>	<p>3/15 ref to Energy and Public Utilities, then Appropriations, then Rules. 3/23 committee substitute, fav.  See H384, filed 3/24, regarding local government broadband and</p>	<p><a href="#">H289v1.pdf (ncleg.gov)</a> <a href="#">H289-PCS30197-RIa-4 (ncleg.gov)</a> <a href="#">H289v2.pdf (ncleg.gov)</a></p>

		reliance upon information available from DIT. 4/5 sent to Senate; ref to Rules	
H304 Protect Personal Info/LEOs, Judges, DAs.	Allows individuals to request redaction of names, addresses and other personal information from public databases and publications of local governments.	Filed 3/15, ref to State Gov, then to Judiciary 1, then to Rules 5/7, sent to Senate, 5/10 ref to Rules	<a href="#">H304v1.pdf (ncleg.gov)</a> <a href="#">H304v3.pdf (ncleg.gov)</a>
H356 Speaker's Appointments Bill	Appoints Chief John T Cole of Alamance Co to fill Buddy Martinette's term: term expires 12/31/22.	Filed 3/22, calendared for 3/24 <b>Passed, SL 2021-6</b>	<a href="#">H356v1.pdf (ncleg.gov)</a> <a href="#">H356v4.pdf (ncleg.gov)</a>
H404 Immunity for 911 Dispatchers	It removes the immunity for communication service providers. It intends to provide immunity for simple negligence (not willful, wanton conduct) claims filed against PSAPs or PSAP employees.  Removing immunity for service providers may be an error of interpretation because immunity for 911 system providers was retained. Service providers have immunity under federal law and the current statute was intended to implement such immunity for claims arising under State law, i.e., the Tort Claims Act.  The 6/29 Committee substitute strikes (b) (the burden of proof as clear and convincing) and removes (a), revising the text of (a) to	Filed 3/24. Sponsors are Zachary, Warren and Cleveland. 3/25 ref to Rules 4/28 PCS adds language affording a liability shield for 911 system providers reversing the original bill. Re-ref to Rules. 5/6 sent to the Senate, ref to Rules 6/10 re-referred to Judiciary, if fav, ref to Rules. 6/29 Committee substitute approved as v3, referred to Senate Rules.	<a href="#">DRH10176-LM-42 (ncleg.gov)</a> <a href="#">H404v2.pdf (ncleg.gov)</a> <a href="#">H404v3.pdf (ncleg.gov)</a>

	provide immunity from civil damages for PSAP personnel and providers.	See also H67 technical corrections	
H492	WC/Psych Trauma Related Injuries Identifies first responders including 911 dispatchers as eligible for workers compensation if PTSD arises out of employment. See the bill for more detail.	Filed 4/5/2021, 4/8 ref to Health, then Judiciary 1, then Rules 5/5 PCS filed 5/10 sent to Senate, ref to Rules	<a href="#">DRH40306-LR-26A (ncleg.gov)</a>  <a href="#">H492v2.pdf (ncleg.gov)</a>
H741	Line of Duty Death Benefits for 911 Operators. Amends GS 143-166.2 to provide that telecommunicators who die from heart attack or stroke during the course of employment qualify for death benefits.  See the actuarial report estimating qualifying deaths as < .04% of 3,750 and the fiscal impact as < \$150,000 annually and therefore supporting a recurring appropriation of \$40K.	Filed 4/28/2021 5/11 sent to Senate, 5/12 ref to Rules	<a href="#">DRH10335-MGp-133 (ncleg.gov)</a>
H786	Enhance Local Response/Mental Health Crisis. Provides \$500K for 5 grants to local law enforcement agencies to increase the number of officers and 911 telecommunicators that have received crisis intervention training.	Filed 5/3/2021, ref to Health, then to Rules  Failed to make crossover	<a href="#">H786v1.pdf (ncleg.gov)</a>
H813 Prohibit State Agencies Payment of Ransomware	The bill disallows state agencies and local governments from paying ransomware demands. It modifies the existing reporting obligation for “county and municipal government agencies” to “local government entities as defined in GS 143-800(c)(1)”	Filed 5/12/21, made crossover and ref to Senate rules 5/13/21	<a href="#">H813v2.pdf (ncleg.gov)</a>

	wherein reports of cybersecurity incidents to DIT. It adds a reporting requirement for ransomware attacks.		
H911 GS 132-1.7, Sensitive Security Information	The changes approved 6/10/21 specifically include an exception from public records for “Information containing specific details of public security plans and arrangements or the detailed plans and drawings of public buildings and infrastructure <del>facilities or plans, facilities, including detailed plans and drawings contained in, or capable of being produced from, information storage systems or geographic information system databases.</del> ”	Filed 5/10/21, PCS 6/10/2021 6/24 House Finance approved, referred to House Rules	<a href="#">H911v2.pdf (ncleg.gov)</a>
S20 Hands Free NC	This bill repeals prior legislation relating to unlawful operation of a mobile phone while driving and replaces such legislation with unlawful operation of a wireless communication device. The bill does not expressly address 911 calls, or texts, but the language of the bill broadly includes calls and texts in emergency situations. Exceptions to the prohibition (e.g., for emergency response agencies and others) includes first responders but does not expressly include communications with PSAPs or telecommunicators.	1/28 ref to Rules Failed to make crossover	<a href="#">S20v1.pdf (ncleg.gov)</a>
S 134 H 48	Concealed Carry/Emergency Medical Personnel Allows EMS personnel to carry a concealed weapon while on duty providing “tactical	S 134 Filed 2/24, ref to Rules: failed to make crossover H48 sent to Senate 3/11, ref to Rules	<a href="#">S134v1.pdf (ncleg.gov)</a> <a href="#">H48v3.pdf (ncleg.gov)</a>



	medical assistance to law enforcement” in an emergency situation.		
S 208 Labor Law Changes	Amends GS 95-133(b) to allow the Commissioner of Labor access to medical records including dispatch and transport of individuals. The data should be accessed through DHHS.	Introduced 3/10 5/6 amendment 1 adopted 5/7 sent to House, 5/10 ref to Rules 7/1 ratified, sent to Governor	<a href="#">S208v1.pdf (ncleg.gov)</a> <a href="#">S208v3.pdf (ncleg.gov)</a> <a href="#">S208v5.pdf (ncleg.gov)</a>
<b>Federal legislation, regulation</b>			
FCC 911 Fee Diversion	Final Rules published. A general summary will be provided to the Board. More detailed summaries will be provided to Committees.	6/25 final rules published as required by the Consolidated Appropriations Act, 2021, Pub. L. No. 116-260, Division FF, Title IX, Section 902, Don't Break Up the T-Band Act of 2020	<a href="#">FCC-21-80A1.pdf</a>
H.R. 1848 The “LIFT America Act”. See NG911 in Subtitle E, section 15001	Purposes include promoting NG 911, interoperability, integration with FirstNet. Increases authority of the National 911 Office, creates a National NG911 SOC, establishes a grant program for NG911 with funding of \$15B for FY 22-26 (\$24M to fund the Office and SOC).  Seeks to replace PSAP with ‘emergency communications center’. Establishes a ‘Next Generation 9-1-1 Advisory Board’	Introduced 3/11, <del>Committee on Energy and Commerce will hold a hearing on 3/22.</del>	<a href="#">H.R.1848 - 117th Congress (2021-2022): To rebuild and modernize the Nation's infrastructure to expand access to broadband and Next Generation 9-1-1, rehabilitate drinking water infrastructure, modernize the electric grid and energy supply infrastructure, redevelop brownfields,</a>

			<a href="#">strengthen health care infrastructure, create jobs, and protect public health and the environment, and for other purposes.   Congress.gov   Library of Congress</a>
FCC Second Report and Order Amends FCC Rules Concerning Disruptions to Communications <sup>1</sup>  See p 51 for Appendix A, Final Rule, p 75 for Appendix C, Certification Form	Proposed rules allow state governments (and others) to have access to Network Outage Reporting System (NORS) and Disaster Information Reporting System (DIRS). Providers' data in these reports has been presumed confidential <sup>2</sup> .  Access is limited to agencies having a "need to know" <sup>3</sup> and this limited to an agency having direct responsibilities for emergency management and first responder support functions. Commission declined to exclude 911 fee diverters from eligible agencies. <sup>4</sup>		<a href="#">Microsoft Word - NORS DIRS Info Sharing RO for Release with Fact Sheet (fcc.gov)</a>
FCC Notice of Inquiry Open Ran Promoting deployment of 5G	The RAN is the portion of the wireless telecommunication system that connects user devices (e.g., mobile phones) with the core network that performs routing or delivery of content. RAN architectures are wide-ranging		GN Docket 21-63 <a href="#">Open RAN NOI DOC-370266A1.pdf</a>

<sup>1</sup> See ¶6 – all NORS filings include reporting of whether E911 was affected.

<sup>2</sup> 47 CFR 0.457(d)(vi)

<sup>3</sup> ¶32, includes only agencies that have official duties that make them directly responsible for emergency management and first responder support functions. . . ¶33 expect that qualifying agencies will include state homeland security and emergency management departments, state first responder departments (including fire and law enforcement departments), and state public utility (or public service) commissions.

<sup>4</sup> ¶40

Open Radio Access Networks	<p>in their degree of openness.<sup>5</sup> The activity and interest in Open RAN is aimed at driving historically closed solutions to become more open and interoperable.<sup>6</sup></p> <p>Supply Chain Order<sup>7</sup> introduced the notion of “rip and replace” by funding a reimbursement program to remove older mobile wireless networks with LTE equipment or services.<sup>8</sup></p> <p>Much of the NOI focuses on collecting information about markets, products and implementation.<sup>9</sup> There is a clear intent to avoid vertical markets and have open competition for network components.</p> <p>Seeks comments specifically focused on E911, NG911, ESInet.<sup>10</sup></p>		
FCC 988 Proceeding	<p>See geolocation document:  <a href="https://docs.fcc.gov/public/attachments/DOC-371709A1.pdf">https://docs.fcc.gov/public/attachments/DOC-371709A1.pdf</a></p> <p>Draft NPRM:  <a href="https://docs.fcc.gov/public/attachments/DOC-371279A1.pdf">https://docs.fcc.gov/public/attachments/DOC-371279A1.pdf</a></p>		

<sup>5</sup> ¶5

<sup>6</sup> ¶10

<sup>7</sup> ¶11, 12, disallowance of USE for purchase of equipment from a covered company (e.g., Huawei, ZTE, etc.), ¶13 updated R&O 12/10/2020. See 27 where the Commission notes that Germany is expected to spend 2B Euro to reduce dependency on Huawei and prioritize Open RAN. See also ¶35 requesting specific comments on American companies.

<sup>8</sup> ¶63

<sup>9</sup> ¶30, 32

<sup>10</sup> ¶39 “potential benefits would Open RAN provide for public safety communications and emergency communications, such as 911 or wireless emergency alerting . . . would Open RAN impact the required location accuracy of 911 calls? Open RAN facilitate interoperability for public safety communications, especially as state and local 911 systems transition to IP-based networks, such as Next Generation 911 (NG 911)?”

	Exploring analogies between 988 and 911 for caller location, call processing, response (referral). FCC proposed rules require CMRS providers to assume costs for call routing.		
			<a href="#">LIS &gt; Bill Tracking &gt; SB1302 &gt; 2021 session (virginia.gov)</a>

Important dates from the rules are listed below:

February 25: Bills recommended by State Agencies

March 11: Senate local bill filing deadline

March 25: House local bill filing deadline

April 6: Senate public bill filing deadline (does not apply to constitutional amendments, elections bills, or appointments)

April 20: House filing deadline for non-budget bills

April 27: House filing deadline for budget bills

May 13: Crossover deadline for both the House and Senate in which bills must have passed at least one chamber to remain eligible for consideration.

Bills eligible to be filed in 2021 with no deadlines

(1) Redistricting bills for House, Senate, Congress, or local entities.

- (2) Ratification of amendments to the Constitution of the United States.
- (3) Resolutions pertaining to the internal affairs of the House or adjournment resolutions.
- (4) Bills introduced on the report of the House Committees on Appropriations, Finance, or Rules

Revised as of 2 July 2021

## FCC final rule on fee diversion summary

The final rules are copied below; see pp. 2-4

Legislative changes effected December 2020 removed deference to states' (state, herein means all states and taxing jurisdictions) purposes and limited imposition of 911 fees to those *consistent with the purposes and functions designated in the [FCC's] final rules issued under paragraph (3) as purposes and functions for which the obligation or expenditure of such a fee or charge is acceptable.* 47 USC §615a-1(f)(1).

Federal law does not require states to impose a 911 fee. Rather, the law allows states to impose a fee applicable to CMRS or IP enabled voice services for the support or implementation of 911 / E911 services. Some states have “multi-purpose” fees which, in practice, direct or support diverting 911 related fees to non-911 purposes. The FCC noted such legislation is superseded by federal law and that Congress’s intent on this issue was made clear in 2007: “the NET 911 Act is not intended to allow 911 or E-911 fees to be used for other public safety activities that, although potentially worthwhile, are not directly tied to the operation and provision of emergency services by PSAPs.” The scope of 911 calling has expanded to include text to 911 and NG911. For this reason, the FCC relied on the NET 911 Act and RAY BAUM’S Act in adopting and applying the new rules to all communications services regulated by the Commission that provide emergency communications, including wireline services.

The legislation also added a method for states to petition the FCC for a determination that expenses are within the intent of the legislation and the FCC’s rules. This method involves filing a petition with the FCC and providing documentation that the purpose or function “(i) supports public safety answering point functions or operations,” or “(ii) has a direct impact on the ability of a public safety answering point to—(I) receive or respond to 9-1-1 calls; or (II) dispatch emergency responders.” 47 U.S.C. § 615a-1(f)(5)(A)-(B).

The final rules clarify that fee diversion includes distribution of 911 fees to a political subdivision that obligates or expends such fees for a purpose or function other than those designated by the Commission.

The final rules were adopted to specifically fulfill the FCC’s responsibility to identify “acceptable” expenditures. The final rules provide illustrative examples of acceptable expenditures, and the Commission explicitly stated that the examples are non-exclusive. States have discretion to make reasonable, good faith determinations whether expenditures are acceptable. The proposed rule and associated illustrative examples were adopted with one addition for PSAP operating costs: *PSAP operating costs, including lease, purchase, maintenance, replacement, and upgrade of customer premises equipment (CPE) (hardware and software), computer aided dispatch (CAD) equipment (hardware and software), and the PSAP building/facility and including NG911, cybersecurity, pre-arrival instructions, and emergency notification systems (ENS). PSAP operating costs include technological innovation that supports 911.*

The final rules retain the Commission’s determination that all public safety radio expenses do not directly support 911 services. However, the Commission recognized that acceptable radio expenses are not limited to those “inside the PSAP”, with the added understanding that such expenses might include integrated communications systems that support caller location or enhance 911 reliability and resiliency. The demarcation between acceptable and unacceptable radio expenses is referred to the Strike Force for consideration in its report to Congress.

The Commission declined to further address its approach to underfunding analysis as a prerequisite to finding fee diversion, and to provide more detail regarding underfunding as the Board requested. However, the Commission did refer the topic of underfunding was referred to the Strike Force for study as requested.

## **Subpart I – 911 Fees**

9.21 Applicability.

9.22 Definitions.

9.23 Designation of acceptable obligations or expenditures for purposes of section 902 of Consolidated Appropriations Act, 2021, Pub. L. No. 116-260, Division FF, Title IX, section 902(c)(1)(C).

9.24 Petition regarding additional purposes and functions.

9.25 Participation in annual fee report data collection.

9.26 Advisory committee participation.

### **§ 9.21 Applicability.**

The rules in this subpart apply to States or taxing jurisdictions that collect 911 fees or charges (as defined in this subpart) from commercial mobile services, IP-enabled voice services, and other emergency communications services.

### **§ 9.22 Definitions.**

For purposes of this subpart, the terms in this section have the following meanings set forth below. Furthermore, where the Commission uses the term “acceptable” in this subpart, it is for purposes of Consolidated Appropriations Act, 2021, Pub. L. No. 116-260, Division FF, Title IX, section 902(c)(1)(C).

*911 fee or charge.* A fee or charge applicable to commercial mobile services, IP-enabled voice services, or other emergency communications services specifically designated by a State or taxing jurisdiction for the support or implementation of 911 services. A 911 fee or charge shall also include a fee or charge designated for the support of public safety, emergency services, or similar purposes if the purposes or allowable uses of such fee or charge include the support or implementation of 911 services.

*Diversion.* The obligation or expenditure of a 911 fee or charge for a purpose or function other than the purposes and functions designated by the Commission as acceptable pursuant to § 9.23. Diversion also includes distribution of 911 fees to a political subdivision that obligates or expends such fees for a purpose or function other than those designated as acceptable by the Commission pursuant to § 9.23.

*Other emergency communications services.* The provision of emergency information to a public safety answering point via wire or radio communications, and may include 911 and E911 service.

*State.* Any of the several States, the District of Columbia, or any territory or possession of the United States.

*State or taxing jurisdiction.* A State, political subdivision thereof, Indian Tribe, or village or regional corporation serving a region established pursuant to the Alaska Native Claims Settlement Act (43 U.S.C. 1601 *et seq.*).

**§ 9.23 Designation of acceptable obligations or expenditures for purposes of section 902 of Consolidated Appropriations Act, 2021, Pub. L. No. 116-260, Division FF, Title IX, section 902(c)(1)(C).**

- (a) Acceptable purposes and functions for the obligation or expenditure of 911 fees or charges for purposes of section 902 are limited to:
  - (1) Support and implementation of 911 services provided by or in the State or taxing jurisdiction imposing the fee or charge; and
  - (2) Operational expenses of public safety answering points within such State or taxing jurisdiction.
- (b) Examples of acceptable purposes and functions include, but are not limited to, the following, provided that the State or taxing jurisdiction can adequately document that it has obligated or spent the fees or charges in question for these purposes and functions:
  - (1) PSAP operating costs, including lease, purchase, maintenance, replacement, and upgrade of customer premises equipment (CPE) (hardware and software), computer aided dispatch (CAD) equipment (hardware and software), and the PSAP building/facility and including NG911, cybersecurity, pre-arrival instructions, and emergency notification systems (ENS). PSAP operating costs include technological innovation that supports 911;
  - (2) PSAP personnel costs, including telecommunicators' salaries and training;
  - (3) PSAP administration, including costs for administration of 911 services and travel expenses associated with the provision of 911 services;
  - (4) Integrating public safety/first responder dispatch and 911 systems, including lease, purchase, maintenance, and upgrade of CAD hardware and software to support integrated 911 and public safety dispatch operations; and
  - (5) Providing for the interoperability of 911 systems with one another and with public safety/first responder radio systems.
- (c) Examples of purposes and functions that are not acceptable for the obligation or expenditure of 911 fees or charges for purposes of section 902 include, but are not limited to, the following:
  - (1) Transfer of 911 fees into a State or other jurisdiction's general fund or other fund for non-911 purposes;
  - (2) Equipment or infrastructure for constructing or expanding non-public safety communications networks (e.g., commercial cellular networks); and
  - (3) Equipment or infrastructure for law enforcement, firefighters, and other public safety/first responder entities that does not directly support providing 911 services.
- (d) If a State or taxing jurisdiction collects fees or charges designated for "public safety," "emergency services," or similar purposes that include the support or implementation of 911 services, the obligation or expenditure of such fees or charges shall not constitute diversion provided that the State or taxing jurisdiction:
  - (1) Specifies the amount or percentage of such fees or charges that is dedicated to 911 services;
  - (2) Ensures that the 911 portion of such fees or charges is segregated and not commingled with any other funds; and
  - (3) Obligates or expends the 911 portion of such fees or charges for acceptable purposes and



functions as defined under this section.

**§ 9.24 Petition regarding additional purposes and functions.**

- (a) A State or taxing jurisdiction may petition the Commission for a determination that an obligation or expenditure of 911 fees or charges for a purpose or function other than the purposes or functions designated as acceptable in § 9.23 should be treated as an acceptable purpose or function. Such a petition must meet the requirements applicable to a petition for declaratory ruling under § 1.2 of this chapter.
- (b) The Commission shall grant the petition if the State or taxing jurisdiction provides sufficient documentation to demonstrate that the purpose or function:
  - (1) Supports public safety answering point functions or operations; or
  - (2) Has a direct impact on the ability of a public safety answering point to:
    - (i) Receive or respond to 911 calls; or
    - (ii) Dispatch emergency responders.

**§ 9.25 Participation in annual fee report data collection.**

- (a) If a State or taxing jurisdiction receives a grant under section 158 of the National Telecommunications and Information Administration Organization Act (47 U.S.C. 942) after December 27, 2020, such State or taxing jurisdiction shall provide the information requested by the Commission to prepare the report required under section 6(f)(2) of the Wireless Communications and Public Safety Act of 1999, as amended (47 U.S.C. 615a-1(f)(2)).
- (b) Each state or taxing jurisdiction subject to paragraph (a) of this section must file the information requested by the Commission and in the form specified by the Public Safety and Homeland Security Bureau.
- (c) Paragraph (b) of this section contains information collection and recordkeeping requirements. Compliance will not be required until after approval by the Office of Management and Budget. The Commission will publish a document in the *Federal Register* announcing that compliance date and revising this paragraph accordingly.

**§ 9.26 Advisory committee participation.**

Notwithstanding any other provision of law, any State or taxing jurisdiction identified by the Commission in the report required under section 6(f)(2) of the Wireless Communications and Public Safety Act of 1999, as amended (47 U.S.C. 615a-1(f)(2)), as engaging in diversion of 911 fees or charges shall be ineligible to participate or send a representative to serve on any advisory committee established by the Commission

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# Telecommunicator Core Competencies

*Essential & foundational training for 9-1-1 professionals*

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Pricing

## Telecommunicator Core Competencies Course Promo



NENA's Telecommunicator Core Competencies is a forty-hour, self-paced, online course that provides the essential and foundational training that 9-1-1 professionals need to deliver effective and efficient 9-1-1 service to the public. The curriculum, built to meet and exceed the recommended minimum-training guidelines issued by the National 911 Program, provides best-in-class practical knowledge and skills in areas required daily in the 9-1-1 center and under the headset, including: Call handling and processing for all emergency types, using emergency management systems and databases, quality assurance and quality improvement, customer service, critical thinking, PSAP-technology basics, radio systems, legal concepts, interpersonal communications, health and wellness, and more. Upon completion of this course, students are equipped to excel in their roles and are prepared to begin a long and successful career in 9-1-1.

## Pricing

The NENA Telecommunicator Core Competencies program has a low, one-time cost with no recurring recertification requirements or fees. **Individuals can register for only \$299** for the full forty-hour course!

**Looking to purchase fifty or more seats?** We can ensure your team starts off on the right path! Contact Lisa Fulton (mailto:lfulton@nena.org?subject=TCC%20Course%20Inquiry) for agency, region, or statewide pricing.





### CONTACT US

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### **Introduction | 6.75 Hours**

1. Course Introduction
2. 9-1-1's Mission & Basic Terminology
3. The Public-Safety Team
4. Personal Conduct
5. Governance
6. Field-Responder Safety

### **Health & Wellness | 4 Hours**

1. Definition, Causation, & Identification of Stress Issues
2. Strategies for Dealing with Stress
3. Management of Critical-Incident Stress

### **Legal Concepts | 4.25 Hours**

1. Liability
2. Negligence
3. Documentation
4. Freedom of Information
5. Law-Enforcement-Specific Laws
6. Fire/Rescue/EMS-Specific Laws

### **Emergency-Communications Technology 4.5 Hours**

1. Telephony Technologies
2. Next Generation 9-1-1
3. Computer Aided Dispatch (CAD) Systems
4. Support Systems
5. Security Breaches & Cybersecurity Threats
6. Radio Systems

### **Interpersonal Communications | 3.5 Hours**

1. Communication Techniques
2. Customer Service
3. Problem Solving & Critical Thinking

### **Call Processing | 11 Hours**

1. Call Receiving
2. Callers with Disabilities & Special Needs
3. Call Categorization & Prioritization
4. Fire-Service Overview
5. EMS Overview
6. Law-Enforcement Overview
7. Low-Frequency/High-Consequence Calls

### **Emergency Management | 4 Hours**

1. Nationwide Suspicious Activity Reporting (SAR) Initiative (NSI)
2. Introduction to the Incident Command System (ICS 100)
3. An Introduction to the National Incident Management System (NIMS 700)
4. Disaster Preparedness
5. Mutual Aid & the National Joint TERT Initiative (NJTI)

### **Quality Assurance | 1 Hour**

1. Quality Assurance (QA)
2. Quality Improvement (QI)

### **Conclusion | 1 Hour**

1. Making Every Day a Training Day
2. Follow-Up Agency-Specific Training
3. Wrap Up

# Telecommunicator Core Competencies

A forty-hour, self-paced, online course that provides the essential and foundational training that 9-1-1 professionals need to deliver effective and efficient 9-1-1 service to the public. [nena.org/tcc](https://nena.org/tcc).

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THE 9-1-1 ASSOCIATION

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**From:** [Jason Compton](#)  
**To:** [Turbeville, Angie F](#)  
**Cc:** [Jeryl Anderson](#); [Harris, Pokey](#)  
**Subject:** RE: [External] Education Committee Meeting for July 22  
**Date:** Tuesday, July 13, 2021 10:42:10 AM  
**Attachments:** [Course objectives CIS.pdf](#)  
[CIS HANDOUT.pdf](#)

**CAUTION:** External email. Do not click links or open attachments unless you verify. Send all suspicious email as an attachment to [Report Spam](#).

Angie,

Thanks for your assistance in ensuring that we are appropriately making this request! Please see below and accept my apologies for the delay.

On behalf of the North Carolina Chapters of NENA & APCO, and the APCO-NENA Joint Conference Committee, I'm writing to request the one-time sponsorship of a half-day (3-hour) condensed version of Tony Harrison's "Critical Incident Stress" training seminar to be presented following the join APCO-NENA Membership meetings in September.

Given the limited-to-no opportunities for our State's 911 professionals to attend training over the last 18-months—and particularly in-person training—during the on-going COVID-19 pandemic and the subsequent fiscal strain on local governments, the leadership of both Chapters have prioritized efforts to deliver timely and relevant training at little or no cost to attendees. Therefore, in lieu of the typical bi-monthly membership meeting format, NC NENA and NC APCO are hosting an all-day event on Friday, September 17, 2021 at the Embassy Suites in Wilmington to bring a full day of training, information sharing, and collaboration to North Carolina's 911 Telecommunicators for **free**. As a part of this event, we will be offering this 3-hour training seminar:

Tony Harrison, from The Public Safety Group, has graciously agreed to provide a half-day (3-hour) version of his "Critical Incident Stress" seminar to attendees for a flat fee of \$750.00. The full-day seminar on this topic is approved by the Committee & Board as an eligible training/education expense, and the normal pricing for this class is \$239 per student. Space has been reserved for 110 attendees:

- Full day price \$239 x 110 students = \$25,190
- Half day price \$139 x 110 students = \$15,290
- \$750.00 flat rate / 110 students = \$6.81 per student

By working together to offer this half-day seminar at no-cost, we are able to effect a massive cost savings to both local government operating budgets and in ETSF funds that might otherwise be utilized to provide attendance to the already approved full-day seminar.

The Chapters of NENA & APCO are respectfully requesting that the Education Committee and the NC 911 Board consider the one-time sponsorship of this course, in the amount of \$750.00, to further aid in the lowering of costs to PSAPs across the state and allow for

greater attendance of 911 professionals. We believe this seminar is particularly timely and relevant given the numerous critical incidents handled by Telecommunicators across our State over the last 18-months along with the cumulative stress imposed by the still on-going pandemic response.

We thank you in advance for your consideration of our request and very much look forward to your response. And, as always, we thank you for your service and commitment to the education and support of North Carolina's 911 professionals.

Respectfully submitted,

Jason Compton  
Co-Chair, APCO-NENA Joint Conference Committee  
1<sup>st</sup> Vice President, North Carolina NENA

Thanks again, everyone. Have a great weekend!

With kindest regards,  
Jason

## Jason Compton

Information Security Analyst

Wake County Government

Information Services | Security Services

[Jason.Compton@wakegov.com](mailto:Jason.Compton@wakegov.com)

+1.919.856.6601 office | +1.919.368.3314 mobile

337 S. Salisbury St | PO Box 550 | Raleigh, NC 27601

[wakegov.com](http://wakegov.com)

North Carolina NENA, 1<sup>st</sup> Vice President

---

**From:** Jason Compton

**Sent:** Friday, July 2, 2021 1:01 PM

**To:** Turbeville, Angie F <angie.turbeville@nc.gov>

**Cc:** Jeryl Anderson <jbesttraining@yahoo.com>; Harris, Pokey <pokey.harris@nc.gov>

**Subject:** RE: [External] Education Committee Meeting for July 22

Thanks, Angie – we will work with Tony to get all of the necessary info to you by the 9<sup>th</sup>!

To clarify, the request is for one-time approval of the training to follow the September 17, 2021 Chapter Meetings in Wilmington. The APCO-NENA Joint Conference Committee is handling the planning of this training event, but it is otherwise separate and apart from the May 2022 state conference. We plan to request that the class be approved to both cover Tony's instructor fee (\$750.00 total) and to allow the per diem to be used by students the night before the class. No fees

will be charged to the students and lunch will be provided by the Chapters.

Thanks again and Happy 4<sup>th</sup> to all of you as well!

With kindest regards,  
Jason

## Jason Compton

Information Security Analyst  
Wake County Government  
Information Services | Security Services  
[Jason.Compton@wakegov.com](mailto:Jason.Compton@wakegov.com)  
+1.919.856.6601 office | +1.919.368.3314 mobile  
337 S. Salisbury St | PO Box 550 | Raleigh, NC 27601  
[wakegov.com](http://wakegov.com)  
North Carolina NENA, 1<sup>st</sup> Vice President

---

**From:** Turbeville, Angie F <[angie.turbeville@nc.gov](mailto:angie.turbeville@nc.gov)>  
**Sent:** Friday, July 2, 2021 10:04 AM  
**To:** Jason Compton <[Jason.Compton@wakegov.com](mailto:Jason.Compton@wakegov.com)>  
**Cc:** Jeryl Anderson <[jbesttraining@yahoo.com](mailto:jbesttraining@yahoo.com)>; Harris, Pokey <[pokey.harris@nc.gov](mailto:pokey.harris@nc.gov)>  
**Subject:** RE: [External] Education Committee Meeting for July 22

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Hi Jason,

Thank you for the email. I will need the information by July 9<sup>th</sup> if at all possible. I'm on vacation the week of July 12. The meeting information goes out a week in advance of the meeting. This month, I'm a little crunched for time. With the conference being in May of next year, if we need to move the request to August, I think that would be okay too. Since this is an unusual request for a one-time approval of a condensed class, I will need to discuss this with Pokey and the Education Chair. It's my understanding NENA/APCO is only asking for the approval of the class so the per diem can be an eligible expense for the night before the class and not the night of the first day of the conference. The ETSF can not be used to pay for conference per diem. Please be sure to clarify that in your request. Thank you for reaching out to me.

I hope you have a safe and Happy Fourth of July holiday!

Thanks –

Angie

---

**From:** Jason Compton <[Jason.Compton@wakegov.com](mailto:Jason.Compton@wakegov.com)>  
**Sent:** Thursday, July 1, 2021 3:04 PM  
**To:** Turbeville, Angie F <[angie.turbeville@nc.gov](mailto:angie.turbeville@nc.gov)>  
**Cc:** Jeryl Anderson <[jbesttraining@yahoo.com](mailto:jbesttraining@yahoo.com)>  
**Subject:** [External] Education Committee Meeting for July 22

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Hi Angie,

Thanks for taking the time to chat with me earlier! On behalf of North Carolina NENA and the APCO-NENA Joint Conference Committee, would it be possible for us to be added to the agenda for the next Education Committee meeting which I believe is July 22?

Jeryl and I will be working with Tony to collect the necessary documentation for you, but we would like to ask the Committee + Board to consider approving a one-time condensed version of Tony Harrison's CISM course to be offered following the September APCO-NENA Chapter Meetings in Wilmington on September 17<sup>th</sup>. Based on the layout I received today from the venue, we should be able to host 110 students.

If there are any specific items that you would like for us to supply other than course description with objectives and outline, please let me know. We will, of course, supply the additional details as soon as we gather them together, but I wanted to go ahead and get on the agenda if possible.

Thanks again for your assistance!

With kindest regards,  
Jason

## Jason Compton

Information Security Analyst

Wake County Government

Information Services | Security Services

[Jason.Compton@wakegov.com](mailto:Jason.Compton@wakegov.com)

+1.919.856.6601 office | +1.919.368.3314 mobile

337 S. Salisbury St | PO Box 550 | Raleigh, NC 27601

[wakegov.com](http://wakegov.com)

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# Critical Incident Stress

## What is critical incident stress?

Critical incident stress historically has been known by many names, such as traumatic stress, combat fatigue, and rapid-onset burnout.

However, critical incident stress results from any situation that causes emergency personnel to experience unusually strong emotional reactions that could interfere with their ability to function.

A critical incident is a workplace event — such as an accident, injury, fatality, or robbery — that causes emotional or psychological trauma in people directly, or even indirectly, exposed to the incident. It is a sudden, powerful event outside the range of normal experience — and outside workers' control. A critical incident will often overwhelm a worker's ability to function in a normal way by causing strong emotional reactions.



Robert Flint has defined it as any situation where one feels overwhelmed by forces beyond his or her control.

Roger Solomon has defined it as any situation where one feels overwhelmed by a sense of vulnerability and/or lack of control over the situation.

**The most recent study on stress is from Dr. Michelle Lilly of the University of Northern Illinois (2013).**

The study examined levels of stress in new hires and experienced telecommunicators.

Findings:

3.7% of trainees had symptoms of PTSD

24.6% of experienced telecommunicators had symptoms of PTSD

- Depressive symptom scores in **trainees**:
  - 78% had no depressive symptoms
  - 12% had mild depressive symptoms
  - 10% had moderate to severe symptoms
  
- Depressive symptom scores in **experienced telecommunicators**:
  - 58% had no depressive symptoms
  - 18% had mild depressive symptoms
  - 24% had moderate to severe symptoms
  
- Probable alcohol dependence in **trainees**:
  - 5% had probable drinking problems
  
- Probable alcohol dependence in **experienced telecommunicators**:
  - 12% with probable drinking problems
  
- Body Mass Index (BMI):
  - Trainees:
    - 36.8% normal; 21.1% overweight; 42.1% obese
  - Experienced telecommunicators:
    - 15.7% normal; 29.6% overweight; 54.7% obese
    - ⇒ 88.5% of experienced telecommunicators reported a desire to lose weight
    - ⇒ 52.9% reported having gained weight in the past three months alone
  
- Days that activity was limited due to illness in ***past three months***:
  - Trainees: average = 2.50
  - Experienced telecommunicators: average = 4.85
  -
  
- Visits to physician in ***past three months***:
  - Trainees: average = .63 (SD = 1.20)
  - Experienced telecommunicators: average = 1.88 (SD = 2.27)

Most difficult calls are

- Unexpected death or injury of a child
- Child sexual assault
- Violent domestics
- Calls involving family and/or friends

**Some common terms that we often hear:**

**Defusing** is a short session during which people affected by the incident meet with a trained leader to talk about the incident.

**Critical incident stress debriefing (CISD)** is a process designed to prevent and mitigate the development of post-traumatic stress.

**Post-traumatic stress disorder (PTSD)** is a term for severe psychological consequences of exposure to stressful events.

## **How do you get CIS?**

This is a complex question that is not easy to answer.

When an event occurs, your body gains information about that event through your senses, and your brain gives that information meaning.

Two people working the same incident may have totally different reactions to an event. One person may feel the effects of CIS while the other does not.

## **There are five characteristics of critical incidents**

1. Sudden and unexpected.
2. Disruptive of one's sense of control.
3. Disruptive of one's beliefs, values, and basic assumptions concerning how the world and people within it work.
4. Involving the perception of a life-damaging threat.
5. May include an element of physical or emotional loss.

## **What to expect**

**Physical:** Fatigue, thirst, headaches, visual difficulties, vomiting, grinding of teeth, weakness, dizziness, profuse sweating, chills, rapid heart rate, nausea, muscle tremors, twitches, chest pain,\* difficulty breathing, elevated blood pressure,\* shock symptoms, fainting, etc. (\* indicates the need for medical evaluation.)

**Cognitive (affecting thoughts):** Blaming others, confusion, poor attention span, poor decisions, heightened or lowered alertness, poor concentration, memory problems, hyper-vigilance, difficulty identifying familiar objects or people, increased or decreased awareness of surroundings, poor problem solving, poor abstract thinking, loss of time, place, or person orientation, disturbed thinking, nightmares, intrusive images, etc.

**Emotional:** anxiety, guilt, grief, denial, severe panic (rare), emotional shock, fear, uncertainty, loss of emotional control, depression, inappropriate emotional response, apprehension, feeling overwhelmed, intense anger, irritability, agitation, etc.

**Behavioral:** change in activity, change in speech patterns, withdrawal, emotional outbursts, suspiciousness, change in usual communications, loss or increase of appetite, alcohol consumption, inability to rest, antisocial acts, nonspecific bodily complaints, hyper-alertness to environment, intensification of startle reflex, pacing, erratic movements, change in sexual functioning, etc.

## What else can affect your response?

Degree of sensory exposure (severity, frequency, and duration)

Perceived and actual safety of family members or significant others

Characteristics of recovery environment (existence of, access to, utilization of social support).

Perceived level of preparedness.

Pre-incident level of psychosocial functioning (coping efforts).

Pre-incident level of psychosocial stress (vulnerability/resilience).



## What can I do?

You are going to have to do the work and process the information.

Talk it out, or you will act it out.

Alternate between strenuous exercise and relaxation for the first 24 to 48 hours after the incident. Exercise helps to burn the excess cholesterol dumped into your system.

Get plenty of rest.

Spend time with supportive family, friends or others who have been there.

Keep busy. Structure your time. Spend time with people, especially those who have been there. Maintain as normal a schedule as possible.

Remember that you are normal.

Your feelings are normal; you are not crazy or weak.

Keep your life as routine as possible; do not make life-changing decisions.

Make a lot of little decisions to help return a sense of control to your life.

Avoid alcohol and drug use.

Do things you enjoy.

Watch your diet. Avoid sugar and caffeine. Eat regular and balanced meals. Increase your intake of fruits and vegetables.

Give yourself permission to feel bad.

Realize that others have gone through this before and have felt the way you feel now.

Recurring thoughts, dreams, or flashbacks are normal; don't try to fight them. They will decrease over time and become less painful. Help your co-workers as much as possible by sharing feelings and checking out how they are doing.

Keep a journal. Write your way through sleepless hours.

If needed, call for help from a critical incident stress expert. If you do not know one, contact your local Red Cross.

Life will never go on like it did before the traumatic event.

### **What can I do for others?**

Be available – listen.

Acknowledge their feelings as normal.

Be sensitive to individual circumstances and different points of view.

Don't respond with, "You're lucky it wasn't worse."

Offer to spend time with the person involved.

Provide reassurance.

Respect the person's need for privacy and time alone.

Help the person with everyday tasks like cleaning, cooking, caring for the family, and minding children.



## **After the incident**

**Debriefing** is a complex process led by specially trained personnel and typically occurs two to fourteen days after the event. A debriefing normally takes two to three hours and is a peer-driven process.

A debriefing is not an operational critique session.

From the CISD team perspective, this is a voluntary process.

### **Introduction phase:**

Ground rules are established for the process. Confidentiality is paramount.

Only individuals involved in the event should be present.

No one should leave in the middle of the CISD.

You do not have to talk.

All personnel introduce themselves and identify their role in the incident.

During a debriefing, there is no rank.

### **Fact phase:**

During this phase, specific details emerge for the group. Usually, a few individuals provide core facts, while others fill in missing details.

### **Thought phase:**

Talking about the emotional aspects begins during the thought phase.

### **Reaction phase:**

"How did you react to the incident?"

Not everyone feels comfortable talking, especially at this juncture. The important part of participation is being present and listening. Many participants discover that their reactions were similar to their peers' reactions.

### **Symptom phase:**

The many varied symptoms that people have been experiencing are discussed. In this phase, along with the reaction phase, workers realize that they are not alone in how they have been feeling. People only feel abnormal if they are different from a comparison group.

### **Reentry phase:**

This final phase allows an opportunity for team members to expand upon points that they feel are important and for answering questions. The main purpose of this phase is to ensure that emotions are not still raw when the participants leave.

## **What about critical incident stress and PTSD?**

Post-traumatic stress disorder (PTSD) is defined as an anxiety disorder that can occur following the experience or witnessing of a traumatic event.

A number of psychiatric manifestations of stress exist. PTSD may occur due to a traumatic or critical incident.

Set criteria in psychiatry determine if an individual qualifies for a diagnosis of PTSD. Individuals must have been exposed to a high-risk, potentially traumatizing experience or situation. A combination of major and minor symptoms establishes a PTSD diagnosis, as follows:

- Flashbacks
- Dreams
- Déjà vu
- Avoidance
- Sleep disturbance
- Loss of interest
- Detachment
- Emotional numbing
- Increased startle reflex
- Intensification



Well, that sounds like CID. Yes. It is said that within the first 24 hours, more than 85% of emergency personnel experience stress reactions in response to critical incidents.

After six months, approximately 20% of the original group continue to have stress symptoms.

After one year, about five to ten percent of the original group will still have symptoms; approximately three percent of the original group will be diagnosed with PTSD.

While hard-and-fast criteria do exist to establish a definitive diagnosis, some experts in the field believe that PTSD is a continuum of symptoms from major to minor.

## **What is normal?**

After experiencing a critical incident, many people want to know, “What is normal?”

### **Cumulative incident stress**

We have been talking about CIS related to a single incident, but many people suffer from cumulative incident stress.

Also, some people will not suffer the effects of the incident for three to five years afterwards.



### **Four common outcomes to untreated psychological trauma:**

1. Anxiety disorders
2. Depression
3. Addictive behavior
4. Violence

## **Peer support teams**

A peer support team can be very valuable.

Find out what resources are currently available.

Can you become part of the current system?

Do you need a new program?

## **Eye Movement Desensitization & Reprocessing**

One powerful new tool for dealing with critical incident stress is the use of rapid eye desensitization, or rapid eye therapy.

It works by physiologically, as well as psychologically, opening the neurological pathways in our brains where memories and decisions are stored.

Through blinking and rapid eye movements, as guided by a trained technician, we literally remove the dysfunctional core beliefs and the emotional charges surrounding the past.

This process simulates the natural process that occurs during the REM sleep cycle.

There are some people who have questioned how well this works.

## **CIS and suicide**

There is an average of 450 law enforcement suicides every year; however, only approximately 150 officers will die annually in the line of duty.

The suicide rate for police officers is about 18 per 100,000; that is much higher than the general population rate of about 11 per 100,000.

**Case 1:** Steve Martin was a 6'6" officer who shot himself on Halloween. Steve's wife said that she knew he needed help and tried to get it for him, but he kept canceling the appointments. He was afraid his department would find out that he had a drinking problem and he would be fired. His wife finally moved out of the home, and he committed suicide. Some of his friends in the department told his wife that they knew he was in serious trouble, but they had done nothing.

**Case 2:** A Washington D.C. police officer shot herself inside the bathroom of the communications center where she was assigned.

### **Suicide warning signs**

- Threatening to hurt or kill himself or herself, or talking of wanting to.
- Talking or writing about death, dying, or suicide, when these actions are out of the ordinary.
- Increased substance (alcohol or drug) use.
- A feeling of no reason for living; no sense of purpose in life.

- Anxiety, agitation, inability to sleep or sleeping all the time.
- Feeling trapped — like there's no way out.
- Hopelessness, withdrawing from friends, family and society.
- Rage, uncontrolled anger, seeking revenge.
- Acting reckless or engaging in risky activities, seemingly without thinking.
- Dramatic mood changes.

### **Suicide intervention**

Do's :

- Listen.
- Regulate your voice.
- Be non-judgmental.
- Offer help.

Don'ts:

- Don't dare the person.
- Don't give advice by making decisions for someone else.
- Don't act shocked.
- Don't be sworn to secrecy.

Assure the person that he or she has made a good decision to talk.

Calm yourself; modulate your voice.

Keep the person talking.

Engage the person in conversation.

Try to give the person an individual sense of acceptance and support.

Use expressive skills to show that you are listening and that you care.

Be empathic: "It must seem like those feelings will never end."

Determine the nature of the current stressor, but do not dwell on it.

Try to find positive aspects of the person's life

## Case studies

### The Oklahoma City bombing – April 19, 1995

By December of 1997:

The Oklahoma City Police Department had experienced:

- Increase in family violence
- Divorce rate up 25 to 30%
- One police officer committed suicide
- Increase in addictive and anti-social behavior.

The Oklahoma City Fire Department had experienced:

- Divorce rate three times higher
- Four people admitted for suicidal and depression issues
- More than 30 suicide interventions (some with dependent family members and children).
- Four firefighters retired on mental disability.



Of the first ten dog handlers on the scene, seven dropped out of search-and-rescue work.

### For more information:

[www.icisf.com](http://www.icisf.com)

[www.shadowsofthebadge.org](http://www.shadowsofthebadge.org)

[www.suicidology.org](http://www.suicidology.org)

[www.thepainbehindthebadge.com](http://www.thepainbehindthebadge.com)



# **The Public Safety Group**

**PO Box 1468  
Wake Forest, NC 27588  
(877) 794-9389 toll free  
(239) 676-7468 fax**

## **COURSE OBJECTIVES**

### **Critical Incident Stress**

1. The participant will define critical incident stress.
2. The participant will identify what they can do to deal with critical incident stress.
3. The participant will identify what they can do for others who suffer from critical incident stress.
4. The participant will define a debriefing.
5. The participant will learn how they can be affected by a critical incident.
6. The participant will identify warning signs for suicide.