

# THE 9-1-1 COMMUNICATOR



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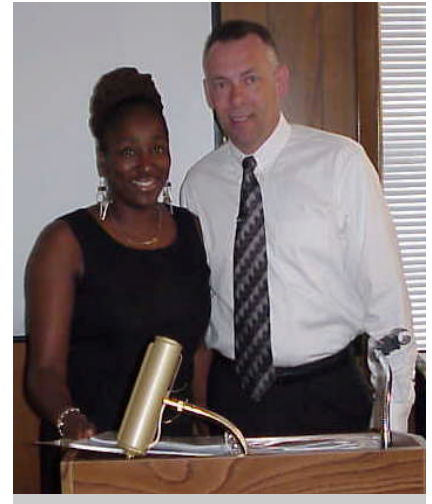
## HBO FILMS SUICIDE INTERVENTION CLASS AT OPCD



Eames Yates looks on as crew films Suicide Intervention Class in New Orleans



Phil Salafia, CEO of Power-Phone was on hand for filming



Ausetua AmorAmenkum of OPCD and Instructor George Deucher

The Orleans Parish Communication District and PowerPhone Inc. had the opportunity in April to participate in a HBO film project. **Eames Yates**, producer for the **Home Box Office (HBO)** “**America Undercover**” project focused on the 9-1-1 response to potential suicide victims who dial 9-1-1.

Eames Yates, has produced earlier documentaries for the HBO America Undercover which include ***Dead Blue: Surviving Depression and Panic Dis-***

**orders**, that featured actress Kim Bassinger.

Over 150 call takers and dispatchers from police and emergency medical services, along with police officers and counselors from the VIA COPE-line of the City of New Orleans attended the 8 hour session, taught by Power-Phone.

The one-day course ran from April 24 – April 28 and focused on methods of intervention, responder safety and psychological and social explanations

OPCD hosted the PowerPhone Suicide Intervention Class, taught by Captain George Deuchar. Captain Deuchar, a twenty-five year veteran of the Washington Township Police Department of Morris County, New Jersey, has also taught Domestic Violence for OPCD since 1998.

The America Undercover HBO special on suicide is scheduled to air summer 2000.

### THE 9-1-1 COMMUNICATOR

The 9-1-1 Communicator is a quarterly publication of the Orleans Parish Communication District. Direct all inquiries to Editor, Ausetua AmorAmenkum, 301 South Broad Street, New Orleans, La. 70119 504-826-1205 Fax: 504-826-1204 Email: [aamenkum@911nola.org](mailto:aamenkum@911nola.org)

*The 9-1-1 Communicator needs contributing writers for the next issue which will be published in October 2000. If you are a public safety telecommunicator or work in public safety sector please submit your ideas or articles by September 1, 2000.*



Telecommunicator of the Year Recipient Annie Lockett with Council member-at-Large Eddie Sapir. Capt. Williams looks on. See Page 3

## APCO CLASS 00-20 RECEIVES INTERNATIONAL CERTIFICATION



Orleans Parish Communication District facilitated its first APCO Basic Telecommunicator Class for the year 2000. Class #00-20 had seventeen telecommunicators from the New Orleans Police Department and the New Orleans Fire Department to receive international certification from the Association of Public Safety Officials. This five -day course focused on public safety communications, including TDD training, stress management and liability.

Class #00-20 was one of the highest scoring classes ever, with 80% of the class missing only two items on the APCO certification test, and 80% missing only one item on the OPCD examination. The honor graduate, **Betty Johnson** missed two items on the APCO examination , scoring a 96 and made a perfect score of 100 on the OPCD examination. **Danny Hampton** received the OPCD Honorable Mention Award. He scored a 94 on the APCO exam and a 90 on the OPCD examination.

There were nine other telecommunicators who only missed two items on the APCO examination, but missed more than two on the OPCD exam; those persons are: **Stephanie Broussard, Nicklas Flot, Gwendolyn Grayson, Ayanna Hingle, Michelle Martin, Debra Moss, Monica Stevenson and Jenell Walker.**

### APCO CLASS #00-20

- Shameka Becnel
- Renetta Bell
- Stephanie Broussard
- Ginel Duncan
- Nicklas Flot
- Gwendolyn Grayson
- Anitra Griffen
- Danny Hampton
- Ayanna Hingle
- Betty Johnson
- Debra Lewis
- Roshanna Mason
- Michelle Martin
- Debra Moss
- Monica Stevenson
- Chekaris Theard
- Jenell Walker

## OPCD BOARD SPOTLIGHT



OPCD Board member **Sheila Webb** received the Robert Wood Johnson 2000 Community Leadership Award June 14, 2000. Ms. Webb received this award for her outstanding leadership and commitment to improving the health status of our community. In conjunction with Ms. Webb receiving this award, the City Council declared Sheila Webb Week- June 19-25, 2000.

## OPCD ELECTS NEW VICE CHAIRMAN



**Gloria Johnson**, originally from Chicago has recently joined the OPCD as staff secretary. She holds a AA in Criminal Justice and AA in Office Systems Technology. A former employee of the Department of Veteran Affairs and Bridge City Correctional Center for Youth, Ms. Johnson is excited about her career

The Board of Commissioners of the Orleans Parish Communication District recently elected Captain **Leonard "Mel" Ryan as Vice-Chairman**. Captain Ryan has been an OPCD board member since 1992.

Captain Ryan has 27 years with the Louisiana State Police Troop "B". He served 8 years as Commander of Troop B which covers Orleans, Jefferson, St. John, St. Charles, St. Bernard and Plaquemines Parishes.



Captain Leonard "Mel" Ryan  
Vice-Chairman OPCD  
Board of Commissioners

A graduate of Loyola University, Captain Ryan is also a graduate of Warren Eastern Senior High School in New Orleans.

His vast background in public safety management and supervision will insure that the OPCD Board of Commissioners continue to provide the guidance to the District in its implementation of providing quality level services to the citizens of New Orleans.

## TELECOMMUNICATOR OF THE YEAR



with the public safety sector.

**Gary Grabenstatter** is the new Chief Engineer at OPCD. Originally from Buffalo, New York, Mr. Grabenstatter, a mechanical engineer for 26 years has served as a consultant for the past 15 years to over 20 major oil companies, including Shell, Texaco and Exxon. Mr. Grabenstatter is committed to serving the public safety agencies and looks forward to spearheading the implementation of the new tech-



APCS Zolite Caliste, Deputy Chief Duane Johnson, Award Recipient Annie Lockett, Asst. Comdr. Stephen Gordon, APCS Rowena Hinds, OPCD Director William Hawkins and Capt. Robert Williams, Comdr. Of Communications, at Bella Luna.

The Orleans Parish Communication District (OPCD) in conjunction with Supt. Richard J. Pennington, Supt. Warren McDaniels and Mrs. Sheila Webb, honored four telecommunicators from the police, fire and health departments on April 19, 2000 in the City Council Chambers and at Bella Luna Restaurant.

**Danielle Howard** Police Complaint Operator of one year, **Annie Lockett** Senior Police Dispatcher, eleven years of service with the police department; **Karen Ryan**, Senior System Status Manager, EMT, fifteen year veteran and **Bonita Brackins**, Senior Fire Dispatcher, fifteen year

veteran were all cited for their professionalism, dedication, promptness and willingness to cooperate with co-workers, supervisors and the citizens of New Orleans.

Police Complaint Operators **Elaine Mushatt** and **Dionne Johnson**, cont. page 4



**OPCD BOARD**

**Chairman:**

Warren E. McDaniels  
Supt. N.O. Fire Department

**BOARD**

**MEMBERS**

Mr. John S. Berault  
Medical Center of Louisiana

Mr. Frank Hijuelos  
Director, Office of Emergency  
Preparedness

Mj. Gen. B. Landreneau  
Louisiana National Guard

Dr. Brobson Lutz  
Orleans Parish Medical Society

Richard J. Pennington  
Supt. N.O. Police Department

Mr. Mark Romig  
Mayoral Appointment

Capt. Leonard M. Ryan  
Louisiana State Police

Ms. June Sanchez  
Mayoral Appointment

Ms. Sheila Webb  
N.O. Department of Health

Executive Director

Mr. William A. Hawkins

**TELECOMMUNICATOR  
OF THE YEAR 2000 RECIPIENTS**



Supervisor Tamia Guenard, Dept. Head Sheila Webb, Award Recipient Karen Ryan and Administrator Dawn Orgeron at City Council Chambers



Fire Alarm Asst. Supervisor Tom Levy, Award Recipient Bonita Brackins, Supervisor Peter Caruso and Deputy Chief Terry Tullier at City Council

**OPCD AWARDS 2000 cont.**

also received Honorable Mention Merit Awards.

Council member-at-Large Eddie Sapir's office coordinated the issuing of City Proclamations at City Hall Council Chambers, while Council members Troy Carter, Ellen Hazeur, Jim Singleton, Shea Scott and Oliver Thomas extended congratulations.

OPCD is proud to acknowledge these outstanding individuals who also represent all the dedicated personnel who process calls for service when citizens dial 9-1-1 or 821-222 for help.

**MCDANIELS  
CHAIRMAN  
FIRE CHIEFS**

OPCD Chairman, Supt. Warren McDaniels has been elected Board Chairman of the Metropolitan Fire Chiefs. Membership includes major cities from the United States, Canada, Australia, New Zealand, the United Kingdom, Hong Kong, Berlin and South Africa. The mission of the Metropolitan Fire Chiefs organization is to serve as an advisory and advocacy body on major issues that impact fire departments and community safety.

