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2017 PAC Minutes, Emergency Telecommunications

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EMERGENCY TELECOMMUNICATIONS

School of Public Safety
Program Advisory Committee Meeting

May 16, 2017 – 9:00 AM – 11:00 AM
C1039 – Fanshawe College

Present:

Charlie Williamson  Mark Hunter
Lisa Ragogna       Dana Raffa
Cathy Spence       Michael McConnel
Tracy Dietrich
Ian Becker
Patti Wilson

Regrets:

Neal Roberts
Lori Hamer
Priscilla Carvalho

1.0 WELCOME

Charlie called the meeting to order at 9:05 AM and welcomed the committee.

1.1 APPROVAL OF AGENDA AND MINUTES

Approved by all members of the committee.

1.2 REVIEW OF MINUTES FROM LAST MEETING

Approved by all members of the committee.

2.0 INTRODUCTIONS

Charlie initiated introductions of all committee members.
3.0 SCHOOL OF PUBLIC SAFETY UPDATE

- Mark explained the process of Program Committee meetings to newer members.
- PAC meetings are to be held at least once a year, preferably twice a year leading up to a program review, which is required every 5 years.
- The purpose of the meetings are to gain recommendations from the committee and provide feedback and industry related insight to integrate into our programs and for our students.
- The School of Public Safety is here to serve the community members and provide them with qualified graduates.
- We have just completed our first term in the new C-building space which has gone well.
- We have a fully interactive EMT Lab in which we received support from industry partners Hexagon who generously donated Intergraph Software.
- We are currently working on some other developments with industry partners for the EMT Lab.
- The new C-building also holds a Paramedic Lab and Physical Education Lab.
- The School of Public Safety currently has 16 programs, growing from 8 programs.
- Fanshawe was the first to have full-time Fire Inspections & Fire Safety Education and Advanced Ergonomic Studies programs in Ontario.
- Fanshawe is looking to close the gap of need in the industry.
- Our offices will be moving to C-building eventually.
- Mark posed a question to the committee members: in terms of continuing education, how can we help extend the education piece for those entering the industry?

4.0 UPDATES FROM THE COMMUNITY

Committee response to/addressing Mark’s question:

- Ian - students can benefit from education on career planning (in which skills are lacking) and experiential learning (ex. Participating in the drills, medical emergency and code blue)
• There also needs to be a focus on psychological wellbeing given the nature of the industry
• Multimedia education is very important for the students
• Students should be made aware to not share work related information on social media, keep their profiles professional, and that some workplaces will reference this (ex. Facebook) for the hiring process
• **Patti** - mentioned Union Gas is looking to bring students in for placements
• Applicants seem to lack interview skills, may be beneficial to teach students behavioural style interviews, which is the method used for the Union Gas hiring process, as well as addressing drug and alcohol testing in the hiring process
• **Lisa** - some interview examples are not as well developed as some others, applicants are also younger
• Shifting focus to mental health, with a push for a wellness program and peer support program
• Change in training from beginning to end to ensure all areas have been covered
• London Ambulance Communications will be hiring in July of 2017
• **Mike** - PCC is considering different types of screening levels, as police checks are not as thorough as full background checks
• Agrees that there is a lack of understanding for behavioural competencies and a need to manage expectations (ex. one cannot be hired on with a criminal record)
• Has noticed interviewees do not know how to deal with mental health issues (ex. Suicide)
• Education in operation of technological advancements such as GPS and body cameras that may be eventually introduced
• Looking for applicants with technical skills are an asset, as well as support and customer service skills
• **Mark** - awareness of mental health is rising, with 20% of students needing accommodations for this, in which technology could play a factor in this increase
• **Tracy** - how can we help the students understand the message better?
• Placements assist with comprehension and it allows the students to engage in real activity
• We need to do a better job of making it understood in the classroom – through practicals, mock calls (currently at 6 hours a week), audiotape scenarios, etc.
• It is important to address program fit – essentially getting the students in the right programs for them, based on their skills
• A solution to this is potentially more effective screening within the graduate program

5.0 EMERGENCY TELECOMMUNICATIONS PROGRAM UPDATES

5.1 NEW LAB SPACE IN C-BUILDING
• The addition of the lab space will allow us to enlarge our target numbers for enrolment

5.2 EARLY WAITLIST DESIGNATION
• Will take effect right after the application deadline
• Includes more stringent entry pieces, which will allow us to gain better applicants and a better employee for you

5.3 STUDENT FEEDBACK
• Would like more faculty feedback/access in lab

5.4 EOC FIELD TRIPS
• Field trips are facilitated by faculty member Peter Glen
• Presentations from EOC staff, various partner agencies, and recruitment information from Voyageur, OPP, LPS and others
• Tours of back up centres and command vehicles
• This event occurs each semester and has proven to be very successful

5.5 STUDENT UNIFORMS
• The appearance of the uniforms will not change
• The provider is looking to make the uniforms more cost effective for the students
• The students will still be required to wear the uniform on placements
• There will now be the addition of a t-shirt to the uniform for classroom wear

6.0 PLACEMENTS – NEW, UPDATE
• We are working on placement partnerships with Union Gas and Voyageur
• The placements provide students with a better representation of shift work
• Aiming to have these partnerships in place for Fall 2017 and Winter 2018

7.0 PROGRAM REVIEW – FALL 2016/WINTER 2017
• A program review is required every five years
• Currently we are six for six – the first college to accomplish this
• The program review includes an internal assessment report as well as an external group (PAC members) and a student focus group
• The report is reviewed, both internal and external recommendations are made with an action plan to follow
• The program review requires a one year follow up report to be completed

The committee is given time to review the Program Review Report Summary.

RECOMMENDATIONS BY PAC MEMBERS:

• The program needs to stay on track with current technology – ex. GPS and monitoring vehicles (Recommendation #1: Appendix A)
• The possibility of having two separate programs for 911 and non-911 areas and to expand the current program to include more training such as detailed Incident Reporting and assisting with Recall (Recommendation #2: Appendix A)
• The NFPA (National Firefighter Protection Association Certification) as part of a graduate program rather than part of the base program curriculum (Recommendation #6: Appendix A)
• The addition of more fire specific theory into the program, assisting Firefighters with communication – no additional course time added but a refocus of the course content (Recommendation #6: Appendix A)
- The addition of active shooter and terrorism calls in the lab, additional technician to perform mock calls (Recommendation #7: Appendix A)
- Students to get involved with and volunteer for Fanshawe College’s annual Mock Disaster Exercise (Recommendation #7: Appendix A)
- Students should be integrated into the lifestyle of shift work, in particular, night shifts – no issues in filling these spots currently (Recommendation #9: Appendix A)
- Potential for students to participate in ride-alongs with the OPP to enhance field experience (Recommendation #11: Appendix A)
- Students need to be shown responsible use of social media – can also be used to recruit interest in the program and target specific demographic (ex. Females in their 20’s) (Recommendation #13: Appendix A)
- The program would like to expand their social media presence – currently on Twitter and looking to create a Facebook page to promote the professional aspect of the program – suggestion of a YouTube video to be produced (Recommendation #13: Appendix A)
- Connecting with Catherine Nanton for the possibility of expanding the program as a pathway to the Public Safety Leadership program – may attract a more qualified candidate with the introduction of a longer program which likely will make them more job ready in the future and save house dollars in training (Recommendation #14: Appendix A)
- Peter Allen Award – decision to either find an alternative sponsor or retire the award (Recommendation #5: Appendix B)
- KPI (Key Performance Indicators) data collection – response rate from employers is not very high, small program response due to low graduate responses – need to find ways to gain better feedback (Recommendation #6: Appendix B)
- Graduate Satisfaction – feedback was good previously but has declined since then – must find other ways to gain as much feedback as possible (Recommendation #7: Appendix B)
- Re-evaluation of Practical Assessments – can sometimes miss critical items, which can result in the student not passing the course – must find ways to build up this process, making it less stressful for the student (Recommendation #8: Appendix B)
• Evaluation mapping for all courses in the program (includes what is being taught, marked, etc.) – will be completed by Wednesday, May 17, 2017 (Recommendation #9: Appendix B)

AGENDA ITEMS: 7.1, 7.2, 7.3

• Discussed during review of recommendations

MOTION: Verbal acknowledgement of Recommendations by all PAC Members

Meeting Adjourned by Charlie at 10:58 AM.