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2018 PAC Minutes, Emergency Telecommunications

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Emergency Telecommunications
PAC Notes

Date: Wednesday, June 6, 2018
Location: Fanshawe College Executive Boardroom H1005
Time: 9:00hrs – 11:00hrs

Call to order: Charlie Williamson at 9:07am

1.0 Welcoming
   1.1 Approval of Agenda
   • Agenda approved
   1.2 Review Minutes from Last meeting
   • Minutes approved

2.0 Introductions
   • Round table introductions

3.0 Program Redevelopment
   • Based on feedback from the last meeting we decided to redevelop the telecommunications program to meet labour market demands
   3.1 Background
   • Our program is a 15 week program, 42 students that have confirmed to be at graduation, and we are currently over-subscribed for Fall 2018
   • College efficiency rating
   o The college is looking at all of our programs and evaluating them based on many measurables (student applications, enrollment, student satisfaction, graduates being employed in field of study, employment satisfaction, etc)
   o Emergency Telecommunications is ranked very high in the College, Number 5 out of over 200 programs
   • Based on our last PAC we’ve had internal meetings to develop a new program
   o We’ve looked at two other two-semester programs to see how they’re structured
   • Hand Out “Fanshawe College – Enhanced Emergency Telecommunications Program Proposal”
   o The program will remain a certificate program
   o There will be 2 semesters in class and a 3rd semester of placement only
   o Hours per week are shown in brackets for each course
   • See attached “Potential Course Content” for proposed new courses *subject to change*
Notes on some of the listed courses:

- Field Observation
  - Would include a debrief style class where students would be able to discuss the calls they experienced and how they would deal with it
    - The purpose of this is to expose students to many different situations as there are many different types of calls on every shift
  - EMS, Fire, Law Enforcement Call processing will all be 3 hours a week and it is meant to expose students a variety of services. It will be just over 400 hours in the lab so students have hands on real life experience to better prepare them for the field
  - Crisis Communications – greater emphasis and skill set on mental health callers
  - Health & Wellness – first semester focus on personal wellness and second semester to develop and act out plan to put it in practice

- Field Placement → our program is unique as our students get to see multiple agencies which is great for students to see where they may best fit in the industry
  - The best route for students is to start with Fanshawe, Western and Union Gas then to work towards Paramedic, Fire and Police so it aligns better with curriculum and enhances the student’s learning experience so they aren’t exposed to something that they haven’t learned yet
- We will only be running one cohort and only accepting 30 students
- While we may have a decreased amount in applicants, we will have better quality applicants and producing better prepared students and higher quality graduates

- There will be pre-requisites from semester one to semester two
- January 1st 2020 the NFPA 1061 certification (Standard for Professional Qualifications for Public Safety Telecommunications Personnel, 2014; PST I) required for all Fire Dispatchers

3.2 Next Steps

- Process:
  - External consultation (stakeholders, employers, target market)
  - Internal consultation
  - Internal approvals
  - External approvals

- Our BIG questions
  - Is there a need for to offer a two-semester emergency telecommunications program with a field placement?
  - Is there labour market demand for graduates from a two-semester emergency telecommunications program with a field placement?
  - Is there a student demand?

- Labour Market Data
  - Based on NOC Code 1525 – Dispatchers
Includes 911 dispatcher… and alarm system dispatcher, inbound/outbound freight coordinator, mobile equipment dispatcher, radio operator, taxi dispatcher, tow truck dispatcher, truck dispatcher, utilities maintenance crew dispatcher,

- Primary source is Economic Modelling Specialists International (EMSI)
  - Consolidates data from many other surveys and data banks (e.g., census data)

- Labour Market Data
  - 22% increase in new jobs in London Census Metropolitan Area (CMA) between 2016-2024; high concentration
  - Growth is NOT attributed to the largest employer: “Local, municipal and regional public administration”
  - Growth IS attributed to “Other ambulatory health care services” and “General medical and surgical hospitals”

- Labour Market Data – EMSI
  - Many SWO cities show similar growth… but Toronto has 2% growth
  - 9% increases in new jobs in Ontario and in Canada between 2016-2024

- Labour Market Data – Job Bank Canada
  - Growth will be ‘fair’ across Ontario
  - Growth due to population growth, especially in cities
  - “Those with industry experience, knowledge of automated systems, and the ability to coordinate multiple task in an efficient and effective manner may have improved job prospects”

1) Is there labour market demand for graduates from a two-semester emergency telecommunications program with a field placement?

- The proposal meets the theory demand along with great hands on experience
- OPP is building a larger telecommunications centre (3 times the size to possibly accommodate absorption of local areas) and would be hiring approximately 9 per year in London and provincial they currently have 507 communicators, 40 are lead hands, 40 on in-house training, and approximately hiring 40 per year at the provincial year
  - A student who would take the two semester program would be a better candidate
  - If a person is more resilient and understand the roles more it makes candidates a better investment. It is estimated that new hires that go through their training program is equivalent to $40,000 a year, plus their wage they are earning during the training program… so if they are better prepared it is a better investment for agencies
  - Great for the students to be receiving more soft skills (compassion and empathy) as Voyageur has noticed a need in for this. Voyageur is looking to utilize staff differently and are looking to hire more people to support a customer service model. Voyageur typically hires 15-20 people a year. Grown from 200,000 transfers a year to 300,000
year with an aggressive growth plan with a plan to keep primary communications in London so are planning to hire massively in upcoming years.

- Union gas typically hires 5 people per year in North Bay, Burlington, London – Union Gas typically likes to hire Diplomas and Degrees so it was hard to push our graduates through the hiring process because they just have a certificate – might be easier now that it is a two semester
  - Can discuss entrance requirements into the program
- St. Joes hires 5-8 people per year for turnover replacements as they tend to be a feeder for other agencies. Fanshawe hires get preference as they have always been successful at St. Joes. They enjoy the placement as they can get to know the student prior to hiring. LHSC tends to hire police foundations students as dispatchers, so it may be worthwhile to have a discussion with those organizations to talk about why they hire non-traditional candidates. There needs to be an emphasis on Crisis Management and Health & Wellness.
  - Mental Health First Aid, Stress Management, etc will be incorporated into Health & Wellness
  - Cory added that police foundations and paramedic students do emergency telecommunications to understand both sides.
- London Ambulance Communications has experienced increased call volumes so there is a demand. The more knowledge and practical experience students have the better the candidate they are
  - EMS currently has a lot of employees off due to PTSD, so if we can educate students with what to expect on the job (shift work, mental health, crisis communications, etc) the more successful they will be in the industry
  - Practice is huge, especially multitasking, resiliency, those types of soft skills.
  - Changing hiring model so they can hire more people at the same time, they are currently hiring 2 people, but in southwestern Ontario looking at 20-30 per year, which is similar (if not more) across other sectors in province. Hiring this number per year doesn’t cover their demand
- Fire Dispatching: NFPA1020 standard may change how hires are going, their numbers aren’t huge but they do hire – they have high retention rates
  - Two semester program is great and the health & wellness piece is huge along with ethics & professional preparation to better prepare graduates and job candidates

• What are the PAC recommendations on the program proposal, specifically the content, structure and delivery, including the field placement?
  - Hands on practical experience in the simulation lab
  - Self-care, mental health, ethical & professional exposure
  - Field placement – what is the vision behind it? Recognizing the environment it will be tasks as assigned – mapping tasks, shadowing, shift following, platoon shadowing, etc. Whatever you think you can accommodate because the exposure to real life
experience is the purpose of field placements. Work on students making a transition within the placement → ie/ student starts as a student and ends doing hands on (preceptors supervise students who are answering and dealing with calls). Agencies can take the lead as to how they want to shape the placement. The College carries a lot of coverage to support students on placement.

- **Question**: Students who suffers a mental health stressor on placement, what are the agencies expectations?
  - Students are fully covered by the College with our supports through counselling, teacher support, coordinator support, etc
  - 4-6 weeks is ideal because students can have a good understanding of the agency, but more than that would be counter-productive
  - Field placement is unpaid, but the college guarantees placement in the field, so if we go forward with this we would need a commitment from the industry that they would accept student placements. We may require letters or emails from agencies as supporting evidence for our business case committing to accepting placement student(s). Tracy or Mark will follow up.
  - Placement would be May/June, and we would be able to provide demographic information (where students are from) to be able to expand placement spots beyond the London Area
  - Crisis Communications would include safe talk, assists, suicide, etc

3) Does the PAC endorse the development of this program proposal, revised to incorporate the recommendations of the PAC where possible?

- If this proposal moves forward it will be a 3-5 year commitment to grow the program
- We can look at adding high school pre-requisites from admission into the program
- The Committee unanimously endorses the proposed program for Enhanced Emergency Telecommunications Program

4.0 New Business

- We will be expanding the members of the Committee
- If all goes well the proposed program will start September 2020
- School of Public Safety partnership with ORNGE where we received an out of commission helicopter that will be used in simulations with our Paramedic Programs

5.0 Action Items

- Send Cory minutes from previous PAC meeting
- Lori will find out how many fire dispatchers there are in the province
- Mark and Tracy will follow up with PAC members regarding commitment letters

6.0 Adjournment / next meeting

- Next meeting: October 17th, 2018 from 9-11am
- Adjournment at 11:00am