

Fanshawe College

FIRST: Fanshawe Innovation, Research, Scholarship, Teaching

PAC Minutes

911 and Public Safety Communications

2023

911 and Public Safety Communications - PAC Minutes January 17, 2023

Dawn Pruden

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911 and Public Safety Communications

Program Information	
Program Names (s) and Codes (S):	PSC1
Date:	January 17, 2023
Time:	10:00 a.m.
Location:	Virtual Zoom meeting
Program Coordinator:	Tracy Dietrich
Recording Secretary:	Dawn Pruden

PAC Members

Member Information

Attendance

Brian Johnson
OPP
Inspector, Unit Commander London PCC

Present

Daryl Demers
London Central Ambulance
Communications
Manager

Present

Al Hunt
Deputy Chief
London Fire Department

Present

Jamie Sheridan
Waterloo Regional Police Service
Inspector

Regrets

Brooke Foote
St. Joseph's Health Care
Security Specialist – Security Services

Present

Charlene Poranganel
General Motors, On-star
Emergency Services

Present

John Paradis
Stratford Fire Department
Chief

Regrets

Christopher Carne
London Police Service
Staff Sergeant, Communications

Present

Patti Wilson
Enbridge
Emergency Services

Regrets

Mike Hales
Voyago
Logistics Manager

Regrets

College Resource Persons

Employee Information

Tony Mallette
Acting Associate Dean, School of Public Safety

Attendance
Regrets

Tracy Dietrich
Program Coordinator, Faculty, School of Public Safety

Present

Dawn Pruden
Assistant to the Associate Dean, School of Public Safety (Recording Secretary)

Present

Topic	Facilitator
1. Welcome and Introductions <ul style="list-style-type: none">• Land acknowledgement• Introduction around the virtual room• Tracy Dietrich as acting chair	Tracy Dietrich
2. Approval of the Agenda and Review of Minutes <ul style="list-style-type: none">• Brian Johnson and Al Hunt	PAC
3. PAC Terms of Reference <ul style="list-style-type: none">• PAC Purpose<ul style="list-style-type: none">- Board of Governors' Policy D-30.05: Program Advisory Committees and College Council• Membership Review<ul style="list-style-type: none">- Terms of Reference TOR27: Program Advisory Committees	Program Coordinator
College and Public Safety updates: <ul style="list-style-type: none">- College is F2F, back to normal activities, high engagement with student- No policies regarding vaccinations or masking although masking is encouraged while indoors Faculty Updates:	Program Coordinator

- Dawn Pruden, New Assistant to the Associate Dean
- Mark Hunter Retired on June 30th, Tony Mallette is Associate Dean for Health Sciences and is acting as Associate Dean for Public Safety.
- The Dean of Faculty retired in the Fall, Susan Cluett is acting Dean for Faculty
- Active recruitment for both positions

Trauma and Treatment exercise – two-day event where many programs within Fanshawe work together to facilitate mock emergency situations, minor and major. Paramedic students are responding to calls, dispatch students are dispatching the emergencies, nursing students partake in hospital setting. Gives students hands-on experience.

Program updates:

- Spring 2022 recap – 160-hour placement – 23 students who qualified to be placed with one agency, all successful, 4 were hired by OPP. Woodstock, St. Catherine's, Stratford and Owen Sound all hired their placement students, proving that opportunities are there.
- Placement is the opportunity for the agency to experience a person before hire.
- **Action:** Reaching out to partners in the next couple weeks for placements in 2023.
- Student summary for placement – appreciated she was with other students, administrative work, answered administrative calls before floor, answered 911's with mentor, last month of training within placement she found she needed to work on multitasking, found the level of team work required in a communication center is way more than what she thought.
- The placement program has set students up for success.
- **Action:** Adding non-emergency call conversations into the curriculum, studying judicial system more as it plays a large role in what they are reading on the system, and multitasking.

APCO conference – November 2022:

- Found that 911 centres are struggling with recruitment and retention across Canada
- Discussions with Prince George Fire Communication Centre to become a member of their association in an effort for us to help with their recruitment

- City of Moncton – difficulty recruiting and retaining people as well – applicants realizing the job was not what they expected
– City of Moncton thinking of creating pilot website that provides job description of each of the opportunities within their centre, if the applicants aren't qualified they will have links to educational institutions.
- **Action:** Expectations with current generations - Students struggling with spelling, adapting training process or making wiggle room to improve those skills after hire, some skills we expect students to come out of high school with, they are not. As a committee discussing how we go forward with this issue, bridging gap from high school to working in the field.
- MPDS Software at the College – we are navigating the appropriate route for instructing and certifying students.

2022-23 students

- Noticing – Cohort graduating high school with last two years online, affected their communication and engagement styles, not as prepared for traditional college learning style, they do respond well to activity-based learning, some faculty are engaging with activity-based learning. Noticing in online classes, little to no engagement. Navigate the difference in communication.
- **Action:** More within the program pertaining the realities of the job
- **Action:** focus more on ensuring any future programming helps support the resiliencies and tolerances of the job itself
- Tracy- opportunities to bring in actors in the simulation lab to help with being more realistic in the program
- Needing the ability to put students in agencies on placements to experience real-life setting

Options for Virtual workshop for S23 placement mentors:

- **Action:** Tracy – re-engaging with community members again for placements this semester, 2-hour placements. Note: When you get into the 160 placements students will experience more quality calls.
- Potential for workshop for mentoring for spring 2023 – looks different at every agency. Understanding that mentoring is going to look different for every agency.
- mentoring in a virtual space – potential of providing both opportunities synchronous and asynchronous material.

- Suggesting observing phone calls for some hours and doing another activity for the remainder hours.
- Getting students familiar with mapping, things that don't affect operations. Having a website to support these ideas.
- Al and Brian will take a look at what the mentorship will look like. Brian thinking it might be more of an observational role. Chris will accept what our Faculty Michelle thinks and will defer to her.

Updates from Committee:

- Brooke – recruitment, delays in requirements (vaccine requirements) and delays in paperwork, placements are going well with students, working internally on consistency on training.
- Chris – In process of hiring 8 people for April, last time we did a hiring blitz received a huge amount of applications hiring 12 and ended up with 6 people. Retention/wellness piece: struggling through covid and ups and downs of staffing and being busy, trying to experiment with permanent part-time with ability of overtime, modelled 3 days a week 8 hour shifts with ability to hire on to try with retention. Job shares have been successful. Flexibility in shifts. Also finding Candidates not working out because they are realizing that the job is not for them. Needing candidates to understand the magnitude of what the job entails. Finding a difference with youth on tolerances and resilience's.
- Daryl – experience difficulty in training, having enough dispatch training for people, number of applicants during recruitment are declining, major changes in technology, CAD5 scheduled for June, new telephone system and radio systems, MPDS is scheduled for 2025.
- Johnson- same challenges, different management, expanded number of civilian teams, 30+ vacancies, hiring and training is ongoing. Regular part-time employees – successful and sought-after positions. Technological advances growing.
- Hunt – like the idea of permanent PT and may consider it in the future; not a big turnover at London fire. Looking to partner with London police for NG911. Taking on Fanshawe students starting next week, couple hour shifts in morning and afternoon. Posting for temporary mat leave soon
- Char – offer placement opportunity across Ontario, restarting program without covid, policies onboarding go through extensive training – 4% attrition rate, working on first responders with fire, 4 learning zones for first responders.

<p>5. Discussion – Standing Items</p> <ul style="list-style-type: none"> • Action: Reaching out to partners in the next couple weeks for placements in 2023. • Action: Adding non-emergency call conversations into the curriculum, studying judicial system more as it plays a large role in what they are reading on the system, and multitasking. • Action: Expectations with current generations - Students struggling with spelling, adapting training process or making wiggle room to improve those skills after hire, some skills we expect students to come out of high school with, they are not. As a committee discussing how we go forward with this issue, bridging gap from high school to working in the field. • Action: More within the program pertaining the realities of the job • Action: focus more on ensuring any future programing helps support the resiliencies and tolerances of the job itself • Action: Tracy – re-engaging with community members again for placements this semester, 2-hour placements. Note: When you get into the 160 placements students will experience more quality calls. 	<p>Chair, PAC</p>
<p>8. Next Meeting and Adjournment</p> <ul style="list-style-type: none"> • Aim for the end of June 	<p>Chair, PAC</p>