

**BETST MINUTES**

**February 11, 2020**



**Board of Emergency Telecommunications  
Standards & Training  
Ridgeland, MS**

**Call to Order, Roll Call, Establish Quorum, Introduction of Guests and Introductory Remarks:**

Chairwoman Hokamp called the meeting to order at 10:03 a.m. She recognized Sheriff Lee and welcomed him to the Board. Sheriff Lee introduced himself as the Sheriff of Scott County. He will be representing the MS Sheriff's Association. He replaces Sheriff McGee.

Chairwoman Hokamp called the roll and declared a quorum present to hold the meeting.

**Members Present:**

Mr. Robert Cullom, MLEOTA

Mrs. Sheri Hokamp, MS Chapter of APCO

Chief Will Jones, Mississippi Police Chief's Association

Sheriff Mike Lee, Mississippi Sheriff's Association

Chief Terry Tucker, Mississippi Fire Chief's Association

Mr. Terry Wages, State Fire Academy

Hon. Emiko Hemleben, Board Counsel

**Members Not Present:**

Mr. Stan Alford, MEMS

Mr. Ken Gunter, MJIC

Mr. Jim Hennessey, MS Chapter of NENA

Mr. Steven Jones, MS Department of Health, EMS Division

Mrs. Marti Morgan, Mississippi Law Enforcement Officers Association

Mr. Marvin Ratliff, Claiborne Co.

**Standards and Training Staff:**

Mrs. Dianne Berry, Operations Management Analyst, Principal

Mr. Robert D. Davis, Director-Standards and Training

Mrs. Lydia Edwards, Operations Management Analyst, Senior

Mrs. Mari M. Fivecoat, Operations Management Analyst, Principal

Mr. Bob Morgan, Division Director

**Guests:**

Mrs. Kathryn Rehner Sullivan, American Heart Association

Mrs. Sarah Burtner, APCO Institute

Ms. Cindi Alkhatib, Vicksburg Warren 911

Mrs. Fran Baker, OAIV/MSDH

The Chair welcomed the guests.

**Presentation and Approval of Minutes:**

The Chair asked about the review of the minutes from the October 24, 2019 meeting and entertained a motion. Chief Tucker made a motion to approve the minutes and a second was received from Mr. Wages, the minutes were approved without opposition.

**OLD BUSINESS**

**Presentation of "Orientation Course" – Mari Fivecoat:**

Staff member Mari Fivecoat presented the complete "Orientation Course" to the Board. She reviewed the material contained in the course including videos and power points. Mari stated that there is about 290 new employees that need this course.

The Chair entertained a motion and Mr. Wages made a motion to approve the course. Mr. Cullom seconded the motion and it passed without opposition.

**Review Changes to "Evaluation Form", Approval – Dianne Berry:**

Staff member Dianne Berry presented a revised "Evaluation Form". She reviewed the requirements of the form.

The Chair entertained a motion to approve the new form with the addition that comments are required, and unacceptable comments must be explained. Chief Jones made a motion to approve and Chief Tucker seconded the motion. The motion passed without opposition.

**Evaluation of “APCO Instructor Techniques Course”, Discussion, Final Approval – Mari Fivecoat:**

Staff Member Mari Fivecoat presented her findings after monitoring the APCO Instructor Techniques Course. She recommended this course for approval as another instructor development course and as an elective. It was presented that all telecommunicators could benefit from this 40-hour course. It was recommended that used as an elective, the telecommunicator would receive one (1) credit.

The Chair entertained a motion to approve this course to be used as an instructor development course or as 1 elective credit for telecommunicators. Chief Tucker made a motion to approve and Mr. Wages seconded the motion. The motion passed without opposition.

**NEW BUSINESS**

**Course Presentation by Director Sarah Burtner; APCO Institute:**

Director Burtner advised the Board that APCO was constantly updating and improving their curriculum. The APCO Emergency Medical Dispatch Course (32 hours) has been revised and has been issued as Version 5.4. The Communication Center Supervisor Course (32 hours) was updated substantially and is now their 5<sup>th</sup> addition. APCO recommends that before this course is taken, the student should take their CTO Course.

She asked the Board also to consider approving some of their approved courses to be taken online. She said that all of their courses are offered online but to start with she would recommend the approval of their shorter or 8-hour courses. These courses are Active Shooter, Bullying and Negativity, Customer Service, Disaster Operations, Surviving Stress, and EMD Manager. She stated that these courses are all 3-week, 8-hour courses. She also recommended a 2-day course “Comprehensive Quality” which takes 4 weeks to complete. Students should allow 2 to 3 hours per week to complete the 8-hour course. Different modules are released each of the 3-weeks. Each course has quizzes and a final exam (80% passing) and the questions are picked randomly. She stated that they have security measures in place. You do not have to be an APCO member to take the courses.

It was noted that the EMD Manager Course has not been approved. The Board made some favorable comments about online training and suggested a pilot program. Director Burtner stated that she could set up online training for the Board and staff to review, as well as others

that may be chosen to review the delivery system and security. It was suggested that this item be tabled until the online training is reviewed and brought back up at a future meeting.

**Presentation by Byram Chief Luke Thompson on Online Basic Course:**

Chief Jones stated that Chief Thompson contacted him stating that he had a conflict and would not be able to attend. Chief Thompson wanted to ask the Board to consider allowing the basic course to be taken online. At this time, the basic course from all three vendors must be in the classroom for 40 hours. Two of the chief's employees took the APCO online course and the chief noted that the online version was much more convenient for his agency, as opposed to sending the employees away for a week. These employees did not give a very favorable evaluation of the course, however.

**Course Presentation on Trauma by Dr. Fran Baker:**

Dr. Baker made a presentation on emotional trauma. She developed an 8-hour course to be presented in the classroom. She presented a power point with video. The members asked her questions and discussed this course.

The Chair entertained a motion. Mr. Wages made a motion to approve as a pilot program as a continuing education course. Chief Jones seconded the motion and it passed without opposition.

**Course Presentation on CPR by the American Heart Association:**

Kathryn Rehner-Sullivan with the American Heart Association presented a program that would require all 911 telecommunicators that provide dispatch for emergency medical conditions to be trained in the delivery of high-quality telephone cardiopulmonary resuscitation (T-CPR) and requested that the Board adopt a policy to require telecommunicator telephone CPR. Dr. Michael Kerrs joined the presentation by phone. He is a member of the T-CPR Group.

The Board discussed this matter at length, including liability. Mrs. Sullivan stated that online courses are available. She recommended that the Board promote legislation concerning this matter.

Chief Tucker made a motion to table this matter to gain more information. Mr. Wages seconded the motion and the motion passed without opposition.

**APCO Conference Presentation, Approval by MS APCO President Sheri Hokamp :**

Mrs. Hokamp reviewed the 2020 APCO MS Conference schedule set for April 20 – 22 in Biloxi. The conference will present 20 hours of continuing education courses. She invited the Board to hold their meeting during the conference.

Chief Jones made a motion to approve the conference training hours. Sheriff Lee seconded the motion and it passed without opposition.

**Discuss NECI Train the Trainer Course and Instructor Course Attendance:**

NECI courses have been updated and they will be holding a three-day Train the Trainer Course in Mississippi on February 24- 26. They will issue instructor certificates for their basic course and EMD course as well as their electives.

The Chair entertained a motion to reimburse pre-approved BETST instructors for the expense of gaining a basic and/or EMD instructor’s certificate. Mr. Wages made the motion, it received a second from Mr. Cullom. The motion passed without opposition.

**Director’s Report:**

Our policy is online in the new format. All the revisions have been included and the policy is ready for view by the public. The MS 911 Coordinator’s Conference is being planned for Tunica in October 6 – 8. Lydia Edwards is working as our third certification officer. Dianne Berry is planning to retire this year.

**Schedule of Next Meeting Date, Time and Location:**

The next meeting is scheduled for April 21 at the APCO Conference.

**Adjournment:**

The Chair adjourned the meeting at 12:28.

Respectfully submitted,



Director, Office of Standards and Training