

BETST MINUTES

June 2, 2022



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

Call to Order, Roll Call, Establish Quorum:

Chairman Stan Alford called the meeting to order at 10:02 a.m.

The Director called the roll, and a quorum was present to hold the meeting.

Members Present:

Mr. Stan Alford, MEMS

Mr. Robert Cullom, MLEOTA

Mr. Ken Gunter, MJIC

Chief Will Jones, Mississippi Police Chief's Association

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

Sheriff Mike Lee, Mississippi Sheriff's Association

Mr. Marvin Ratliff, Claiborne Co. (Nuclear Facility)

Sheriff Charlie Sims, MS Law Enforcement Officers Association

Chief Terry Tucker, Mississippi Fire Chief's Association

Mr. Terry Wages, State Fire Academy

Hon. Pete Cajoleas, Board Counsel

Members Not Present:

Mr. Jim Hennessey, MS Chapter of NENA

Mrs. Sheri Hokamp, MS Chapter of APCO

Standards and Training Staff:

Mr. Robert D. Davis, Program Specialist Supervisor

Ms. Lydia Edwards, Program Specialist III

Mrs. Marie Fivecoat, Program Specialist III

Introduction of Guests:

Mr. Rick Seavey – PSAC

Mrs. Kathryn Sullivan – AHA

Ms. Alta Richardson – Madison P.D.

Ms. Stacey Reed – Marshall Co.

Ms. Tanya Mayo, Mr. Cory Tubbs, Mr. Jason Nickels – Lee Co. 911

Ms. Jenny Price – Horn Lake P.D.

Director Kristen Campanella – Oktibbeha Co. 911 & MS 911 Coordinator's Assn.

Mr. Cory Williams – Leake Co. 911

Ms. Annette Fells – Adams Co. 911

Ms. Becky Freeman – Magee P.D.

Ms. Jackie Matthews – Clarke Co. 911

The guests were welcomed.

Presentation and Approval of February 1, 2022 Minutes:

The minutes for the February 1, 2022, meeting were emailed to all members. The minutes were reviewed. The Chair entertained a motion. Mr. Wages made a motion to approve the minutes and a second was received from Chief Jones. The minutes were approved without opposition.

OLD BUSINESS

Discuss Pilot Program "Legal Concepts in 911 Communications", Vote to Approve – Marie Fivecoat:

Specialist Marie Fivecoat reported on the pilot program for this course. She recommended that this course be approved for in-service training. Mr. Jones made a motion to approve, and Chief Tucker seconded the motion and it passed unanimously.

Discuss Pilot Program "State Human Trafficking Training", Vote to Approve – Lydia Edwards:

Specialist Lydia Edwards reported on the pilot program for this course. She recommended that this course be approved for in-service training. Sheriff Lee made a motion to approve, and Chief Jones seconded the motion, and it passed without opposition.

Discuss Proposal to Approve T-CPR as a Certification Requirement - Director Terry Wages; Director Kathryn Sullivan, AHA:

Director Wages made the following presentation:

I have been supporting the American Heart Association's work to add Telecommunicator CPR training to our course requirements. TCPR training would ensure that all dispatchers would be trained to provide detailed verbal instructions over the phone to someone assisting a victim during out-of-hospital cardiac arrest. In our discussions as a board, concerns have been raised with regards to liability and authority of the BETST Board to pass policy requiring all dispatchers be trained in TCPR with a continuing education requirement. We have been working to get answers to these concerns.

Over the past several months, we have met with the Tort Claims Board as well as met with Public Safety Commissioner Tindell. A summary of those conversations is below:

Summary from Mississippi Tort Claims Board. "911 telecommunicators employed by cities, counties, or municipalities are state employees. Therefore, they are covered under the Mississippi Tort Claims Act. Activity performed in the regular course of business would be subject to tort claims liability. Actions that are intentionally harmful, negligent, or outside the scope of employment would not be covered. If the BETST Board required TCPR training, they would need to determine a time by which the training needs to be completed, as well as provide a certificate of completion after training. The BETST Board will need to develop a plan for continuing education as well."

As I understand this, our dispatchers are more liable if they provide CPR instructions over the phone now than if we created a requirement and implemented a TCPR training plan.

Summary from Public Safety Commissioner Tindell. "Making TCPR a requirement for all our 911 dispatchers is an important step in ensuring that Mississippians receive the best lifesaving care we can provide them. Not only do I support 911 dispatchers receiving this training; I would like to see our dispatchers compensated for receiving a TCPR certification as well. I support the BETST Board's efforts to add TCPR as a training requirement for 911 dispatchers."

Director Wages stated that he hopes this provides some answers to questions that the Board may have had about TCPR. He believes we must do everything in our power to save lives and this is an important part of the chain of survival. He stated that he hopes the Board will vote in support of passing this policy during our meeting.

Director Wages stated that he took the online course, and it took him about an hour and 20 minutes. He stated that there was a lot of valuable information in this course.

Mrs. Sullivan stated that every state in the Southeast has a policy on TCPR (telecommunicator cardiopulmonary resuscitation) and this training is promoted all over the country, it's the standard of care. She stated that the AHA recommends that Mississippi require this training as well as a recertification requirement. She stated that she would provide the Board with a list of approved online trainers and information about flip charts. She said the training should follow evidence based, nationally recognized guidelines for high quality TCPR which incorporates recognition protocols for out-of-hospital cardiac arrest (OHCA), compression-only CPR, and continuous education.

Much discussion followed and it was determined that if the Board makes TCPR a requirement for certification, it was up to the individual agencies to implement the use of TCPR.

Several Board members thought that this training would be beneficial for all telecommunicators. One thought was if they had the training, they could provide life saving assistance to a caller in case the EMS Service provider went down.

Sheriff Sims made a motion with the intent to adopt the requirement of TCPR training as a condition of telecommunicator certification and the requirement of recertification. Sheriff Lee seconded the motion, and it passed without opposition.

If this policy is approved with a final vote, all telecommunicators would need to complete the online course for initial certification within one year from the date of hire. Previously certified telecommunicators must take the initial TCPR course in order to be recertified as a telecommunicator.

All telecommunicators, must be recertified in this course within the guidelines of the course vendor, some may require recertification within 2 years, some may require it within 3 years of the initial course. Vendor courses will vary in length. Some vendors may grant 2 hours of training, others may grant 4 hours. These hours may be added in with the total number of online electives.

NEW BUSINESS

Discuss to Approve the MS 911 Coordinators Conference Schedule - Director Kristen Campanella:

The conference schedule was presented to the Board. There will be six hours of training on Tuesday, Wednesday, and Thursday. On Friday morning there will be two hours of training for a total of 20 hours. Mr. Jones made a motion to approve with a second from Chief Tucker. The motion passed without opposition.

Director Campanella asked the Board to cover the night meals on Tuesday and Wednesday due to the high cost of meals. Chief Tucker made a motion for the Board to reimburse those 2 meals as requested. The attendees would have to provide an itemized receipt, the limit of reimbursement is \$25.00 per meal. Director Wages seconded the motion, and it passed without opposition.

Discuss IAED's Price Increases and DD-CPR – Lee County 911:

Ms. Mayo advised the Board that IAED has had tuition increases particularly on their recertification courses. Mr. Alford made a motion to approve reimbursing the slight increases for IAED's recertifications. Chief Jones seconded the motion, and it passed without opposition.

Ms. Mayo advised the Board that IAED has a DD-CPR (Dispatcher Directed) recertification course (2 hours online) built into their program. This will allow telecommunicators a free way to recertify in CPR every 2 years. The Board acknowledged that this course would be acceptable for CPR recertification.

Discuss to Approve PowerPhone Total Response Solution Courses – Director Davis:

PowerPhone is a nationally recognized telecommunications company. The Board has approved some of their electives (online and classroom).

PowerPhone has agencies in Mississippi that are interested in purchasing their software system. They require certain courses (ex. – Foundation of Call Handling, Fire Service Dispatch, Law Enforcement Dispatch) to be taken from them as part of a continuing education program (recertification). They are requesting the approval of the training in their Total Response Solution Courses to count as recertification electives for Mississippi recertification. These courses can only be taken by the agencies that are their customer. Mr. Alford made a motion with a second from Chief Tucker to approve the courses within PowerPhone's "Total Response Solution". Telecommunicator's that are eligible to take these electives, must still take the Basic and EMD course approved by the Board for initial certification of telecommunicators.

Director's Report:

There were telecommunicators that attended the out of state Navigator and NENA Conferences. The Board was asked if these national conferences had to be approved each year. The consensus of the Board was it was not necessary since the reimbursement rates are in place. Unusual requests would still need to be approved and these requests must be made in time for the Board to approve them in advance.

Schedule of Next Meeting Date, Time, and Location:

The next meeting will be announced once scheduled.

Adjournment:

The Chair entertained a motion to adjourn. Mr. Steven Jones made the motion to adjourn, seconded by Chief Tucker. There was no opposition. The meeting was adjourned at 11:24 a.m.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Robert D. Davis".

Director, Office of Standards and Training