



Cumberland County RCC

2022 - 4th Quarter Newsletter

October 1, 2022 - December 31, 2022



Readers,

It is my pleasure as the Director of Communications to present to you a glimpse at what is going on at the CCRCC in our quarterly newsletter.

The members of the CCRCC are Cumberland County's FIRST, first responders. This newsletter is intended to provide our partnering agencies with some important quarterly statistics, but also to help better involve our very own partners in the community a bit on who we are, what we stand for, and what roles we play in the public safety world. If you have thoughts or suggestions for the next edition of our quarterly newsletter, please send them to Melinda at mjdyer@cumberlandcounty.org.

Thank you for taking the time to see some of the important work this team of silent heroes does on the daily.

Respectfully,

Melinda J Fairbrother-Dyer

2022 Employee of the 4th Quarter

Erin Pelletier has been recognized as The CCRCC Fourth Quarter Employee of the Quarter. During her lengthy tenure at the CCRCC, Erin has worked as a Field Training Officer, training new hire's as well as influencing current staff. Erin has been a long time and active member of the Law Enforcement Working Group. Erin always maintains a high level of professionalism whenever she is representing the Cumberland County RCC and has high standards for herself and those around her. These qualities show in Erin's work product as well as in her training of new hires. Erin shares these values with not only her trainees but also her peers.

Erin takes her role as an FTO very seriously. Erin has a calm and reassuring demeanor which is really important when influencing a new dispatcher. Erin does a great job creating an inviting environment for new dispatchers to learn and grow. Erin invests in all of her trainees, dedicating her time and energy to ensure that her trainees are engaged and learning at all times. Once Erin finished with training a new hire this quarter she jumped right back into handling her multiple projects, including being an integral member of the Law Enforcement Working Group.

In addition to FTO duties, OIC duties, and daily work, Erin worked closely with a small group to get the new Cumberland County First Responder Mental Wellness initiative up and running for the CCRCC. Erin has used her own personal growth to advocate for this change for her peers, making sure mental wellness in the dispatch center remains front and center.

During a very difficult year of losing staff, hiring new, and maintaining our current Erin has kept her sense of humor, positivity, and work ethic. Erin has helped tremendously in keeping the CCRCC running strong and moving forward with a much needed shift in organizational culture.

Thank you Erin for all you do, it is an honor to work beside you.

North Yarmouth Open House



Our father/daughter Pub Ed Team members joined North Yarmouth FD on October 10, 2022 to share their passion for 911 with the public.....



Animal Refuge League Shelter Sleep-In

Shift Supervisor Erin Wolfe was a contestant in this year's Shelter Sleep-In at the Animal Refuge League of Greater Portland animal shelter.

This annual fundraiser event has contestants vie to see who can raise the most money to spend the night at the ARLGP. Erin was assigned the small animal room - Erin volunteers regularly at the ARLGP, primarily assisting with care and cleaning of the small animals.

Erin raised over \$2,500 for the ARLGP, and won best theme with their "Art Gallery" decor. Together the contestants raised over \$100,000 for this incredible organization.



9-1-1 Hero Award

9-1-1- HERO

This Award Is Given To:

Pierce Russell & Cami Maley

For your incredible help and bravery to your mom and our first responders on August 24th 2022. You were able to assist your mom and get her help in the fastest way possible. You were able to calmly call 9-1-1 and provided the dispatcher with the necessary information that contributed to saving your moms life. For that, we want to say Thank You!



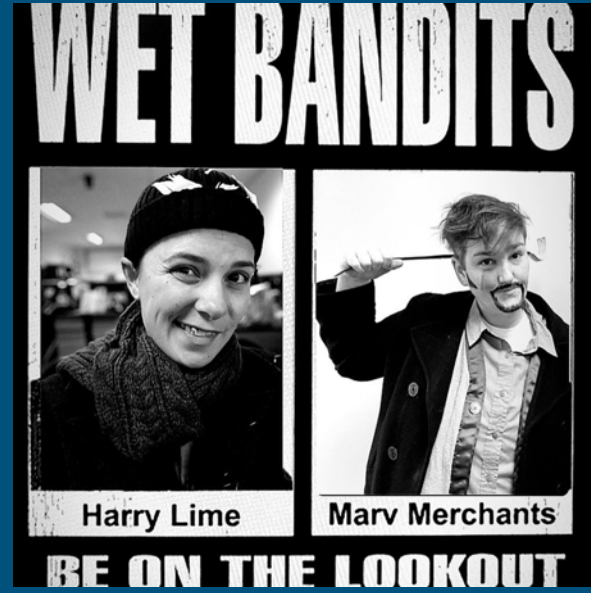
Date: October 14, 2022



The CCRCC, Windham PD, and Windham Fire were pleased to be part of recognizing two young people for their heroic call to 9-1-1. It's not often that we get to recognize 9-1-1 callers because of the confidential nature of calling 9-1-1 but their family initiated this and we took full advantage of being part of the praise these two kids got.



Halloween 2022



Halloween Cont.....



Halloween Cont.....



What we have to be Thankful for.....



A job that I LOVE

Dispatch Karaoke

My Amazing WIFE

Working for the BEST Dispatch Center in the State

My job and family

My spiritual Health

A family both at work and at home

My loving husband

A job and co-workers that I love and enjoy

The GRINCH Storm 12/22 - 12/25/2022

Total Call Count

12/22/22 - 352

12/23/22 - 745

12/24/22 - 315

12/25/22 - 182



12/23/22 from 0001 - 2359 hrs
Total Calls 745

FI Electrical Hazards - 210

FI Service Calls - 167

Traffic Hazards - 37

FI Alarms - 23

Alarms - 38

911 Cell Hang Ups - 37

Welfare Checks - 12

Medical Emergencies - 37

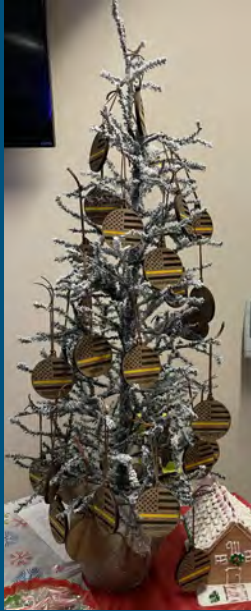
Property Checks - 39

FI Structure Fire - 5

FI Motor Vehicle Accidents - 5

Motor Vehicle Accidents PI and not - 6

Christmas at the CCRCC 2022



Total Calls ALL Towns	October	November	December
Law Cases	6,586	6,397	6,611
Fire / EMS	1,624	1,611	2,198
Animal Cases	344	243	192
Total Calls	8,554	8,251	9,001
9-1-1 Call Volume	2,966	2,886	3,309
911 Ring Time	8 seconds	8 seconds	8 seconds

Total Law Incidents by Town	October	November	December
Baldwin	96	123	142
Bridgton	618	636	502
Casco	258	203	190
Chebeague Island	4	3	3
Cumberland	760	685	752
Frye Island	3	1	2
Gorham	963	927	1,089
Gray	542	449	456
Harpswell	283	284	352
Harrison	211	175	244
Long Island	2	2	1
Naples	384	323	301
New Gloucester	223	266	235
North Yarmouth	110	121	162
Pownal	42	50	57
Raymond	242	261	217
Sebago	84	88	91
Standish	597	593	596
Windham	1,164	1,207	1,219
Total	6,586	6,397	6,611

Total Fire Incidents by Town	October	November	December
Baldwin	11	9	22
Bridgton	28	36	173
Casco	73	57	124
Chebeague Island	11	7	10
Cumberland	139	113	141
Frye Island	3	0	0
Gorham	308	281	322
Gray	147	132	149
Harpswell	69	83	111
Harrison	27	41	44
Long Island	4	5	7
Naples	64	76	106
New Gloucester	58	74	94
North Yarmouth	35	45	79
Pownal	20	26	23
Raymond	70	74	105
Sebago	30	37	59
Standish	204	201	254
Windham	323	314	375
Total	1,624	1,611	2,198

Total Animal Complaints by Town	October	November	December
Baldwin	6	7	6
Bridgton	28	31	22
Casco	25	18	7
Chebeague Island	0	0	0
Cumberland	19	14	12
Frye Island	0	0	0
Gorham	51	33	41
Gray	24	15	12
Harpswell	25	14	5
Harrison	17	3	5
Long Island	0	0	0
Naples	15	10	14
New Gloucester	16	7	6
North Yarmouth	8	7	8
Pownal	3	2	0
Raymond	16	12	2
Sebago	14	4	1
Standish	25	22	12
Windham	52	44	39
Total	344	243	192

Quality Assurance

The CCRCC works very hard to maintain a high level of quality in the work that is done by the members of the organization. The CCRCC has developed a program to measure this quality throughout the agency on a daily, monthly, and yearly basis.

Case Reviews	October	November	December
Law Case Reviews	25	24	13
Self QA	25	32	15
EFD Case Reviews	55	55	58
EMD Case Reviews	101	100	100
Monthly NCIC Validations	58	48	72
Missing Person Reviews	22	11	9

Daily / Weekly / Monthly / Quarterly Mandatory & Voluntary Training

	October	November	December
Total Trainings Complete	72	43	39
New Hire Training	1,440 hrs	1,440 hrs	1,040 hrs

This quarter was heavily focused on training 9 New Hires !! 3,920 hrs total !!

Outside of the hard work and commitment that went into training new hires our staff also found pockets of time to get involved with some trainings that included: handling suicidal callers, Addressing Compassion Fatigue & Burnout in the Fire Service, Harassment Prevention for Maine Supervisors, CTO Training, EMD Training, EFD Training, ETC Training, CPR, Maine Terminal Operator Certification, NICS, NIMS 100, NIMS 700, How to help a Cop in Crisis, Leadership for a Lifetime, Law Enforcement and Behavioral Health for Dispatchers, Your Department is only as Strong as your Weakest Supervisor.

"Leadership for a Lifetime"

Paul Butler's energy is palpable. The content of "Leadership For A Lifetime" is presented in a way that audience members can easily apply it to both their personal and professional lives. He leaves everyone wanting to visit "Butler Road". Highly recommended!

As a senior dispatcher, OIC and FTO I find leadership trainings very helpful. This presentation is, by far, one of the best I have ever attended. One of the most important things that I took home was - the toughest part about being a leader is to get out of the way and let people do their job. When I am training a new hire, this is something I constantly have to remind myself. In my opinion, the best part of this class was how Paul related his leadership theory to everyday life. He spoke about how people can easily apply the same practices at home with their loved ones. Anyone attending this presentation could easily find it relatable. This presentation is highly recommended!

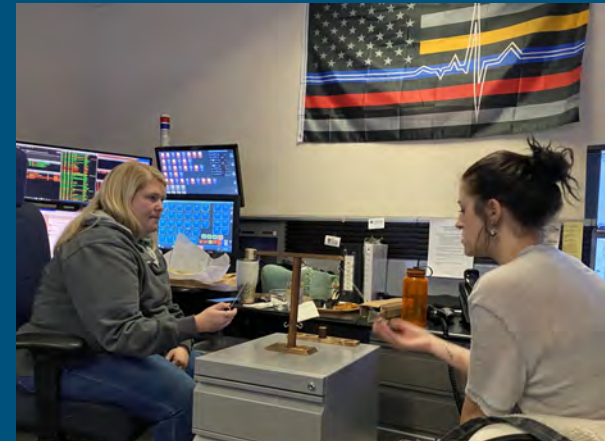
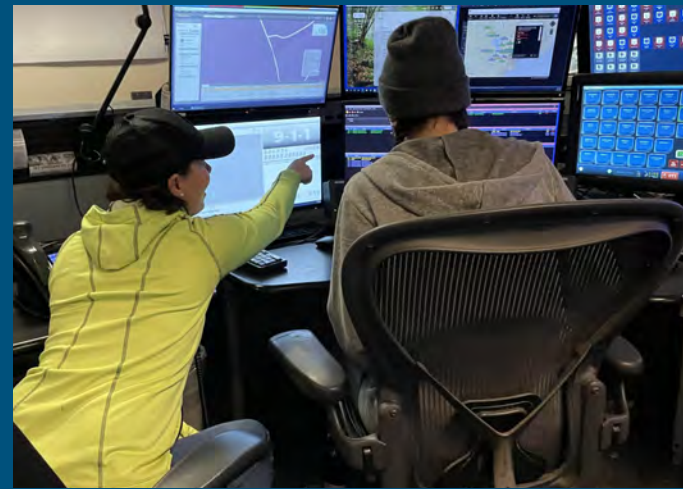
He was one of the most captivating speakers I have heard, he had a unique way of incorporating work and family into a leadership model.

Several staff Members had the pleasure of attending a "Leadership for a lifetime" seminar presented by Paul Butler; an internationally renowned speaker and presenter with 27 years of Law Enforcement experience. The seminar grasped the attention of it's attendees in it's "no frills" nature; Paul used only two sheets of paper and zero technology to convey his message. He detailed the difference between our PLANS vs. our PURPOSE, both professionally and personally. He discussed Solutions based leaders vs. blame based leaders and the trickle down effects that come with both. Paul had a way of always circling his professional message back to our home lives - leaving the audience to ponder their work/life balance and who they are vs. who they hope to be. This seminar would be one that I would recommend to employees of any and all ranks because as Paul said, the peer level is the most powerful level of leadership.





**Trainee's just
keep on training**





Mental Health breaks for all..... PUZZLE THERAPY

Always

**H
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G**

Cumberland County 9-1-1 is hiring!

Who We Are

We are a 9-1-1 answering point (PSAP) who provides emergency and non-emergency dispatch for 5 police agencies and 19 fire departments within Cumberland County. Our team of 38 employees are fully trained and nationally certified in Emergency Medical & Emergency Fire dispatch protocol use. We have a robust Quality Assurance program and mandatory continuing-education-hours to best provide the citizens and our community and to be the life-line for our first-responders and the public.

Interested?

Download an application at
www.CumberlandCounty.org

or Contact Us!

Cumberland County 9-1-1 Dispatch Center
22 High Street Windham, Maine
911director@cumberlandcounty.org
207-893-2810

Benefits Include:

- > Pay range starting over \$20/hour
- > Retirement Plans
- > Comprehensive Benefits package
- > 18 week training program
- > Tuition Reimbursement
- > Wellness Program
- > Paid Time Off

Start your career in public safety today!

WE ARE A TEAM

ALL NEW
HIRES-
Happy to
SEE YOU!!

ALL NEW
HIRES-
Happy to
SEE YOU!!

Rachel-
Thank you
for saving so
many of us
from forced!

body-
assisting w/
trainees!!

Thankful for
Scottie made
ONCE in 2008

Wolfe
for making
fun shift to
Pravmi a fire!

Ben-
for always
making sure
we eat lunch

Julianne-
doing warrant
can taking!

Mike P!
Welcome Back
Mike P!

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HIRES-
Happy to
SEE YOU!!

BE KIND

BE KIND

Ben-
for always
making sure
we eat lunch

Ryelle-
For getting
coffee
-Scottie

EP-
Thanks for
the hugs!

IS THERE
ANYTHING BETTER
THAN HAVING

To Everyone
Thanks for teaching

Chad
for answering the
same question
over and over

Ben-
for always
making sure
we eat lunch

doing the
can taking!

For the warrant
stuff on
Swarants for
me! so helpful!

FOR AN HOUR
SO REFRESHING!

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ALL NEW
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Happy to
SEE YOU!!

BE KIND

*First Responder wellness is a
journey worth travelling.*

Find your balance of self, family and career.



OUR MISSION

To prioritize a culture of health and wellness for first responders and support staff at Cumberland County by providing every employee with direct, confidential resources and personal services to help build a healthy personal and professional life.



CC911 Lighthouse



LIGHTHOUSE

Health & Wellness Updates

- **Weekly Wellness Minute: Take a Hike! 4 Reasons Hiking is a Great Workout for First Responders**
Hiking is an ideal workout for first responders because it addresses physical, mental, and emotion...
Aug 29, 2022 12:20 pm
- **Ways to Cope with Disconnection or Loneliness in Your First Responder Marriage to Make it Strong**
Guest Post By: Rebecca Lynn, founder of the Proud Police Wife blog, book, and social channels As high...
Aug 24, 2022 1:37 am
- **Weekly Wellness Minute: This for That! Healthy**



24/7
Assistance



Lighthouse



Self
Assessments



More

The Cumberland County Sheriff's Office, Cumberland County Communications Department, and Cumberland County Corrections are pleased to announce an initiative that was developed to improve the health and wellbeing of its employee's.

Starting in 2023 ALL Public Safety Employees will have access to a FREE & confidential Annual Mental Health Check in with a culturally competent clinician, confidential 24/7 access to culturally competent resources through an APP to critical educational links and resources.

FREE & CONFIDENTIAL
Annual Mental Wellness Check-in
Access to the Lighthouse Public Safety App



Employee Overtime

October	November	December
911.5 hrs	842 hrs	790.25 hrs

announcements@cumberlandcounty.org