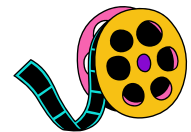


2024 OHIO NENA/APCO CLASS SCHEDULE

9/9/2024	Time	Frontline Dispatchers	Leadership	Technical
	1000-1130	Trauma, PTSD & Resilience The Real First Responders Tricia Knoles	Trauma, PTSD & Resilience The Real First Responders Tricia Knoles	Trauma, PTSD & Resilience The Real First Responders Tricia Knoles
	1130-1230	LUNCH ON YOUR OWN	LUNCH ON YOUR OWN	LUNCH ON YOUR OWN
	1230-1630	Lesson Learned Self-Care Tricia Knoles	Lesson Learned Self-Care Tricia Knoles	Lesson Learned Self-Care Tricia Knoles
9/10/2024	Time	Frontline Dispatchers	Leadership	Technical
	0900-0945	From Burnout to Breakthrough Brian MacMurdo	Changing Workplace Culture Elizabeth McQuade & Kelley Davidson	Bridging the Cap Caleb Breach
	1000-1045	National Weather Service - Dispatch Training Alexa Maines & Raelene Campbell		GIS in NextGen Rachel Morrison
	1100-1145	Ohio Alerts Programs Captain Ron Raines	Performance Audits Dorina Byers	Machine Engagement in the ECC: 911 Virtual Assistances through Artificial Intelligence Terry Burnworth
	1200	GOLD STAR LUNCHEON	GOLD STAR LUNCHEON	GOLD STAR LUNCHEON
9/11/2024	Time	Frontline Dispatchers	Leadership	Technical
	1000-1045	The Hidden Cost of Heroism: PTSD & Suicide Prevention for the Responder Jason Long	Staff Retention, 911 to 988 Diversion Steve Zitney	9-1-1 & 9-8-8 Interoperability: A County Pilot in Ohio Rob Jackson & Cal Jenkins
	1100-1145	BMV Training Amanda Butler	Improving 911 Staff Mental Health, Performance & Retention Jim Snyder	LEADS Security
	1200-1300	Commercial Partner Lunch in Exhibitor Hall	Commercial Partner Lunch in Exhibitor Hall	Commercial Partner Lunch in Exhibitor Hall
	1300-1345	Endangered Missing Person Alerts Brent Currence	Growing up Fast as a Young Leader Brett Wrenn	Cloud 9-1-1 Call Handling? What to Expect Brian Fluegeman
	1400-1445	Inside Alzheimer's: Managing Communication & Behavior Pamela Myers	Triggers, Trauma, and Telecommunicators Brandi Powell	AI Is Empowering, Not Replacing. The Benefit for Call Takers/Dispatchers Tim Shaw
	1500-1545	Ohio TERT Mory Fuhrmann		Information At Your Fingertips: Making Dispatch Paperless John Eggleston
	1600-1645	Line of Duty Death - A Director's Perspective Nick DiCicco	Line of Duty Death - A Director's Perspective Nick DiCicco	Line of Duty Death - A Director's Perspective Nick DiCicco
9/12/2024	Time	Frontline Dispatchers	Leadership	Technical
	0800-0845	It's Going to be OK; Emotional Intelligence (EI) Factors for PSC! Terry Burnworth	Engaging the Overnight Shift: Strategies for Success Sondra Wesley	Topic TBD
	0900-0945	Child Abduction Response Team Jennifer Stokes & Stephanie Stephens	NENA Enhanced PSAP Registry & Census (EPRC) Katie Decker	NG 9-1-1 What You Need To Know Erica Walsh
	1000-1045	Getting Through the Ruff Days Nick DiCicco & Lisa Rapisis	NG 9-1-1 Pilot Project Round Table Brian Rutledge, Pam Millhoan, Patrick Brandt	MARCS Angela Canepa
	1100-1145	Invitation to Self-Care: Demystifying Putting Your Mask on First Sara Brady	Employee Retention: Closing the Hole on the Other side of Staffing Buddy Hicks & Carly Burgmeier	Information At Your Fingertips: Making Dispatch Paperless John Eggleston
	1200	CLOSING	CLOSING	CLOSING



Monday
Movie Night



Tuesday
Gold Star Luncheon
(Deadline to purchase
tickets 8/30/24)



Tuesday
Casino Night



Wednesday
NENA/APCO
Business Meeting

**UPDATED:
8/24/2024**