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## Getting Started

This newsletter is being sent out to help you stay in the loop and updated on what is happening with CERT in our community. A newsletter will be sent quarterly (January, April, July and October). If you have any suggestions for content please contact one of us [your CERT Team Leaders].

**WE HOPE YOU FIND THIS NEWSLETTER AND INFORMATION HELPFUL!**

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## Volunteer Spotlight: CERT Training Comes in Handy

On the evening of December 23, 2011 while I was working at Wal-Mart, I watched a gentleman go into a seizure. I started toward him, but before I could take a full step forward I could hear my CERT first aid instructor saying that I should not get too close because I could get hurt and become a patient myself. I stopped and assessed the situation. I immediately called for management to call 911, and that I needed them up front. A customer was also on the phone with 911.

At the same time a young woman standing right by me hysterically screamed for someone to call 911 as she jumped up and down. I tried to calm her down by explaining that we were doing everything we could, but that did not work. Since she was not in any danger, I turned my attention back to the man who was now being held by his friend.

We saw that his head was bleeding, so the friend started to put pressure on the gash in his head while I got some towels for him to use to put the proper amount of pressure on the gash. At this point there were several other people who have had more training than I have taking

care of the man having the seizure.

I then turned my attention

back to the woman who was still freaking out, and started to calm her. A friend of the young woman came over and she also started to calm her down.

At this point we needed to have someone direct the police and EMT people to the actual spot in the store, so I went outside and waited for their arrival. When they arrived I took them to the spot by the most accessible route.

I thank the Lord for the CERT training I received. Prior to my CERT training, I would not have known how to correctly deal with the situation

Rachel Roets, CERT Team Member

*Rachel completed her initial CERT training in May 2011. She also completed the CERT sponsored CPR training and first aid training.*



## Calling 911

The following information was provided by Jill Breuer, Richland County Communications/911 Manager, and North Dakota 911 Association.

### WHAT IS 9-1-1?

9-1-1 is an emergency telephone number that provides **IMMEDIATE** and **DIRECT** access to **FIRE, POLICE, and MEDICAL SERVICES.**

### WHEN SHOULD YOU CALL 9-1-1:

Dial 9-1-1 when a situation requires the **IMMEDIATE** response of Law Enforcement, Medical Assistance, or Fire Response. Some situations that you should call 9-1-1 for include, but are not limited to the following:

- Crimes in Progress
- Life Threatening Situations
- Fires
- Motor Vehicle Accidents
- Injuries Requiring Emergency Medical Attention
- Hazardous Chemical Spills
- Smoke in Building

Even if you are not sure if a situation is an emergency, call 9-1-1 if you feel you need help fast. If you don't know whether to call 9-1-1 or not, calling is the right thing to do!

### WHEN NOT TO CALL 9-1-1:

- × Directory Assistance
- × Road and Weather Information
- × Keys locked in Vehicle
- × Animal Complaints
- × Legal Advice
- × Excessive Noise

### WHAT HAPPENS WHEN YOU CALL 9-1-1?

When you dial 9-1-1, your call is routed to a Public Safety Answering Point (PSAP) based on your location. Once the PSAP receives your call, it is answered by a Dispatcher who is trained in providing emergency medical dispatching, radio communications and related skills. The Dispatcher will ask you several basic questions...

- What is the emergency?
- Where is this happening?
- When did this happen?
- What is happening now?

- Who is involved?  
Description
- Is anyone injured?

The reason for these questions is to provide you with the proper response, whether you need a Law Enforcement Officer, Ambulance, or Fire Department. Other information you may need include the exact location or address of the emergency, and provide nearby intersections, landmarks, building name, floor, room, or apartment number, as well as directions to the address, if possible. Carefully listen to and answer all the Dispatcher's questions.

**DO NOT HANG UP** the phone until the 9-1-1 Dispatcher tells you to. You will be asked to verify the address and phone number of the location you are calling from, so it is very important to know this information right away. When the *type of emergency* is determined, the Dispatcher will then page the appropriate response team(s), ex. *Sheriff, Police, Ambulance, or Fire Department.*

### 9-1-1 CALLS FROM CELL PHONES:

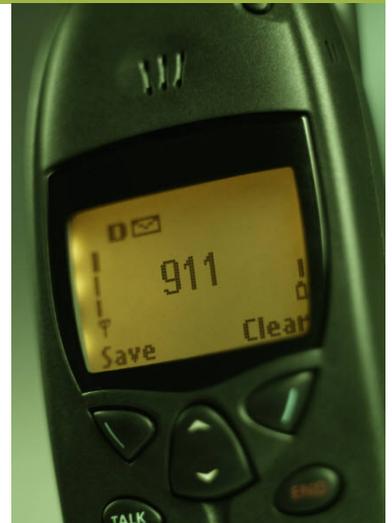
Cell phones may also be used to activate the 9-1-1 system. Depending on the capabilities of your cellular phone, complete location information may not be available to the 9-1-1 dispatcher answering your call. If your phone is equipped with the appropriate global positioning chips and is in sight of a satellite, location information can be received along with your 9-1-1 call at all North Dakota PSAPs.

### 9-1-1 CALLS FROM PAY PHONES:

You do not need money to call 9-1-1 from a pay phone. If there is an emergency just pick up the phone and dial.

### CALLING 9-1-1 FROM OTHER DEVICES:

As technology continues to advance, so does the means at which we communicate with each other. Voice over Internet Protocol (VoIP) allows computer users to make calls using any computer with an internet connection. This type of



service and the continuing expansion of wireless devices used to make calls may or may not provide location information to a 9-1-1 dispatcher. **Always make sure to know your current location and call back number.**

**DIALING 9-1-1 BY MISTAKE:**

If you dialed 9-1-1 by mistake, stay on the line and tell the dispatcher that you have misdialed. If you hang up before talking to a dispatcher, the call will still be delivered to the 9-1-1 Center. Valuable time may be lost verifying that you have no emergency.

**Remember:**

Attempt to stay calm when you are talking to a 9-1-1 dispatcher. Take a deep breath. Listen to and answer each question. Do not hang up after dialing 9-1-1 until the dispatcher tells you to do so (even if you did not mean to dial 9-1-1).

**TEACHING YOUR CHILDREN ABOUT CALLING 9-1-1:**

While many children are familiar with dialing 9-1-1 in an emergency situation, they often do not know other important information, such as their address or how to reach a parent at work. You should begin teaching children this important information at about age three:

- Teach your children their full names, their parents' names, their home address and phone number with area code.
- Teach your children the name of your employer and the phone number.

- Teach your children what an emergency is and when to call 9-1-1.
- Teach your children how to hold the phone properly so that they can speak clearly into the phone.
- Teach your children that it is against the law to call 9-1-1 as a joke or prank.
- Teach your children not to be afraid to call 9-1-1.
- Teaching your children to call you at work before calling 9-1-1 wastes valuable time. Give them permission to call 9-1-1 if they think there is an emergency.

**TEXTING 9-1-1 FOR EMERGENCY ASSISTANCE IS NOT AVAILABLE:**

The technology to receive text messages is not yet available for 9-1-1 centers in North Dakota. Voice calls to 9-1-1 automatically route to the emergency call center based on where the call is made, and there is an immediate confirmation with the 9-1-1 operator that the call has been received. If you try to text 9-1-1, the message will not go through.

It's especially important for the younger generation to realize you can't text 9-1-1. Parents need to make sure their children know they must still dial 9-1-1 for emergency assistance. Special systems such as TDD/TTY (Telecommunication Device for the Deaf) have been in place for years for the hearing-impaired community and those remain fully integrated into the North Dakota 9-1-1 system.

\*\*\*\*\*  
 \* *Word is out that Linda Alfson has resigned as our CERT class coordinator. I would like* \*  
 \* *to take this opportunity to thank Linda for her hard work as our CERT class* \*  
 \* *coordinator for the last few years. As we have seen, CERT has already made a* \*  
 \* *difference for our community, and Linda played an important role in making that* \*  
 \* *happen. All of us wish you only the best!* \*  
 \* \*  
 \* *I would also like to pass on my congratulations to Penny Seifert who will be taking on* \*  
 \* *the position of CERT class coordinator. We look forward to working with you as you* \*  
 \* *build on the success of your predecessors.* \*  
 \* \*  
 \* *Mike Goroski, CCC Chair* \*  
 \*\*\*\*\*

## CodeRED Weather Warning...The call before the storm

**STAY SAFE** – Richland and Wilkin Counties have both made CodeRED Weather Warning™ available to alert citizens in the path of severe weather. If you have not already done so, please take a moment to complete the on-line registration to be notified in the event of emergency situations or critical community alerts. Examples include: evacuation notices, bio-terrorism alerts, boil water notices, and missing child reports.

**ALERT TYPES** – Moments after a **severe thunderstorm, flash flood or tornado warning** has been issued by the National Weather Service, telephone messages will be sent to affected citizens. You may choose which warnings you would like. Simply uncheck the ones – severe thunderstorm, flash flood or tornado warning – that you do not wish to receive. Options that may become available in the future are warnings for severe winter weather and apps for your smart phone.

**CALLER ID** – You'll know the call is emergency related if you see one of the following numbers:

- 866-419-5000, Emergency Communications – for emergency notifications other than weather
- 855-969-4636, ECN Community – for general notifications
- 800-566-9780, Emergency CodeRED weather warnings

If you'd like to hear the last message delivered to your phone, simply dial the number back. Jill Breuer, Richland County Communications/911 Manager, recommends that you enter all three numbers into your cell phone so you know the call is emergency related.

**PRIVACY** – Your contact information remains private. It will only be used for messages delivered through the CodeRED system.

**OPT-IN TO GET THE CALL** – To sign up to receive alerts for any combination of severe weather warnings, simply follow the easy instructions for your county at [Richland County](#) or the [Wahpeton](#) website; [Wilkin County](#) or the [Wilkin County](#) website.

**NOTE:** If you are a CERT team member, you are registered for the CERT CodeRED list. The CERT CodeRED list will *only* be used to notify CERT team members if their services are needed in an emergency. If you want to receive the weather notifications, you still need to complete the on-line registration for the general public.

If your contact information changes, please notify Penny Seifert at 642-2392 or pennyann@wah.midco.net so your CERT CodeRED information can be updated.



## ATTENTION VOLUNTEERS!!

We would like to feature you in our quarterly newsletters! Email us a short bio (and photo if you can) - tell us a little about you, what you do for a living or what you enjoy in your free time. Have you used any skills you learned during your CERT Training?? This is a great way for us all to get to learn each other better as we look forward to working together to serve our community!

# INCENTIVE PRIZES!!!

As CERT volunteers, you realize how valuable your training is to the community and in your personal lives. With that in mind, we are hoping you will encourage friends, family, coworkers and neighbors to sign up for CERT classes. We are offering you an incentive gift for each person you "recruit" who completes the CERT class! Simply ask your friends to let me know that you had suggested the class to them. As always, they can get more info on upcoming classes by contacting me at 701-642-2392.

Penny Seifert, CERT Training Coordinator



# National CERT Newsletter Vol. 4 - Issue 1



This exciting issue of the CERT National Newsletter features *Giving CERT A Spanish Flavor*, about CERT training to Spanish-speaking communities in Arizona, California, and Texas. The CERT response to tornadoes in Gloucester County, VA, Walker County, AL, and Joplin, MO shows how CERT members assisted communities who suffered devastating damage. And a story on CERT members running the medical tent at a bike race provides a good example of CERT assisting with non-disaster public safety efforts. These articles and more showcase CERT members making an impact in their communities and providing help whenever and wherever needed. [Click here to read the newsletter.](#)

# The ND Citizen Corps Connection



Interested in finding out what is going on with the North Dakota Citizen Corps Councils? Check out their [monthly newsletters](#) in the ND Citizen Corps Connection!!

Included in this issue:

- North Dakota hosts nation's first snowmobile CERT Class
- CERT Training Comes in Handy
- Winter Survival Kit
- North Dakota's new CERT informational video available
- ND Citizen Corps has gone social
- Smartphone apps can help with preparedness
- We Couldn't Succeed Without YOU!

# Upcoming Training Events

♦ Are you interested in brushing up your skills learned in CERT Training?

Training is available at: <http://www.citizencorps.gov/cert/IS317/>

Another way to brush up on your skills is to sit in on a current running CERT course. Please contact Penny Seifert if you are interested.

♦ CPR and First Aid Training—Please contact Penny Seifert if you are interested.