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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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Levee Patrol Training

Wahpeton Public Works Director Randy Nelson has asked us to integrate into a response plan for possible spring flooding. We are not activating at this point, only preparing to assist if there is a need.

When the river rises to 16 feet, some portions of the levee need to be patrolled; at 18 feet the entire levee needs to be patrolled. In the past the Fire Department has patrolled levees, in teams of two or more, around the clock until the danger is past. The Fire Department would appreciate CERT's assistance with this task. It is anticipated that CERT volunteers will work in teams that include Fire Department personnel. As always, the professionals will be in charge – we will assist them.

Bear in mind that levee patrol can be dangerous, cold, wet, uncomfortable, and requires the ability to walk for an extended period of time. **All CERT members who assist with levee patrol will be required to take a one-hour training.** Two meetings have already been held.

Randy explained flood protection, including levees and diversions, in place to protect Wahpeton and Breckenridge. He showed pictures of what causes levees to fail, and shared other information pertinent to our flood patterns.

This information is interesting and useful for anyone living in this area — even those unable to do levee patrol.

Randy is will to hold another informational meeting if there are others who are interested. The training takes just under half an hour. If you or your family or friends are interested in getting this information, contact me and I will set up another meeting. Attending this meeting does not obligate you to patrol levees.

We may also need volunteers for traffic control, sandbagging supervision, or shelter staffing. These jobs do not require prior training.

In preparation for a flood emergency we are asking you to notify me, either by phone or email, if you are interested in being put on a call-up list. We need to know what tasks you are able to assist with, and when you would likely be available, e.g., daytime hours, evenings, nights, weekends.

Being on a call-up list does not obligate you to activate. Remember that CERT volunteers always take care of their own family first, their neighbors second, and the greater community third.

We would like to stress that we are not in emergency mode at the present time. We are simply preparing for an emergency.

Penny Seifert, *CERT Area Coordinator*
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 701-642-2392

Evacuation Assistance in Richland and Wilkin Counties

During times of natural disasters such as a flood or tornado, evacuation assistance may be needed. Citizens of Richland/Wilkin County can register with Richland County Health Department or Wilkin County Public Health to have contact information placed on file in the event assistance is needed during a disaster. Examples of those who may want to register is someone with: a disability, walking difficulties, significant health issues, no family or friends to assist, social or behavioral challenges, or who is elderly. The information provided will be used by emergency personnel.

To register yourself, a family member or a neighbor on the Vulnerable Population Registry:

Wilkin County residents may go to www.co.wilkin.mn.us to fill out the form on line or call Wilkin County Public Health at 218-643-7122 and a staff member will assist you with completing the information over the phone.

Richland County residents may download the form by going to: www.richlandcountyhealth.org. Complete and return form:

By mail: Richland County Health
Department, 413 3rd Avenue North,
Wahpeton, ND 58075

By fax: 701-642-7746

By phoning: 701-642-7735 and a staff member will assist you with completing the information over the phone.

Spring Into Flood Season 2013!!

Spring is not in the air but it is definitely in the future. With the coming of spring also comes the flood season (the Red River Valley's "fifth" season). Successfully navigating the flood season is based in preparation. CERT Team Members play an important role during the annual flood season. In what ways do CERT Team Members assist other agencies during emergencies? Listed below are ways in which you as a CERT Team Member can participate during the flood season and in other emergency situations.

1. **SANDBAGGING** – I started with this since it is probably the one activity that is most associated with the flood season. Sandbagging involves more than just filling a sandbag. There is a need for supervisors who know the proper way to fill, carry, and stack a sandbag. Supervisors also closely observe those working for signs of fatigue, physical distress, etc. As a CERT Team Member you have received basic training in these areas and are qualified to assist in the

process of sandbagging during the pre-flood and flood stages. However sandbagging is only one way in which CERT Team Members can assist during the flood season.

2. **EMERGENCY SHELTERS** – Assisting in setting up and monitoring emergency shelters is another way in which CERT Team Members can assist during an emergency.
3. **EMERGENCY EVACUATIONS** - CERT Team Members will not be asked to place themselves in a dangerous situation, but they may be asked to assist in getting evacuees into an emergency shelter.
4. **ROADBLOCKS** - CERT Team Members could be called upon to maintain a roadblock.
5. **TRAFFIC CONTROL** – This is a self-explanatory need in which CERT Team Members can participate.
6. **DIKE PATROL** – CERT Team Members can get exercise walking while helping to patrol the dike during the flood season.

7. DOOR-TO-DOOR WARNING - CERT Team Members could be called upon to help give door-to-door warnings in cases where communications have broken down.
8. ANSWERING EMERGENCY PHONES - CERT Team Members have been ask to participate in answering emergency phone lines during the flood season.

It would be very helpful if we could have a list of those who would like to be called for help during the flood season in the event of an emergency. Please contact CERT Team Leader Penny Seifert by phone at 701-642-2392 or email at pennyann@wah.midco.net. Let Penny know what areas you would be willing to be available to help during an emergency. (CERT Team Members are not asked to place themselves into life threatening situations.)

- Your Team Leader, Rev. Joe Roets

NDSU Extension has a number of flood-related instructional videos on YouTube. Here are a few to get you started:

- Sandbag Safety Tips: <http://www.youtube.com/watch?v=Aj4B8t38-Q>
- How to Build a Sandbag Dike: <http://www.youtube.com/watch?v=-5XxJbVimQ8>
- Planning Ahead: Sump Pump Tips: <http://www.youtube.com/watch?v=8P9b72wW8OQ>
- Planning Ahead: Portable Generator Safety: <http://www.youtube.com/watch?v=LPEQvPbuE3o>
- Planning Ahead: Plugging Household Drains: <http://www.youtube.com/watch?v=0J7S92c-yMg>

We Need Your Help!!

Please help us out. We are looking for volunteers to submit short pieces about themselves for the CERT Newsletter. We take our training in small groups, and do not get to know CERT members from other classes – at least not in the CERT context. And it is difficult to get our approximately 60 CERT volunteers together. We are trying to “introduce” volunteers to each other through short bios in our quarterly newsletters.

These bios can be simple – just tell us something about yourself. For example, tell us about what you do for a living or what you do in your free time. Have you used your CERT training in any way? (We featured Rachel Roets and how her first aid training came in handy in our April 2012

issue.) Or do you have a suggestion for other CERT volunteers? Don't be shy. We know you all have something very interesting to say!

Please send your bio to Heather at hzilmer@wah.midco.net or Penny at pennyann@wah.midco.net. We will try to include a couple of bios in each newsletter.

Past issues of the newsletter can be found under the “CERT” tab on the City of Wahpeton web site at <http://www.wahpeton.com>.

- Your CERT Team Leaders

Association

9-1-1

A snapshot of
Emergency 911 Services in
North Dakota
November 2012

www.nd911.homestead.com



E-911 Funding and Expenses

North Dakota law (NDCC Ch. 57-40.6) establishes the requirements related to 911 fees, including how fees are to be collected and used. Each of these requirements is addressed below.

Establishing a 911 Fee

For many years North Dakota has allowed city and county governing bodies to impose a “fee that does not exceed one dollar per month per telephone access line and per wireless access line” for the support of “an emergency services communications system”. In 2009, the Legislature allowed jurisdictions involved in “an intrastate multi-county PSAP” to raise their fee to a maximum of \$1.50 per access line per month. The 2011 Legislature expanded this authority to all PSAPs contingent (as with all such fees) on an affirmative vote of the jurisdiction’s electorate.

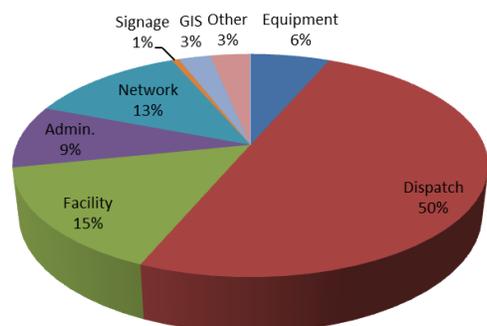
Collecting 911 Fees

Telephone exchange access service providers and wireless service providers are required to collect the 911 fees from customers and submit the fees to the appropriate political subdivision within 30 days of collection.

Phone providers are allowed to retain a portion of the fees, not to exceed 5% of what is collected, for the actual costs of administration in collection of the fee.

Use of 911 Fees

After the 911 fees have been used to get the 911 system operational, revenues may only be used for “implementing, maintaining, or operating the emergency services communication system.” An emergency services communication system is defined in state law as a “radio system, land lines communication network, wireless service network, or enhanced 911 (E911) telephone system, which provides rapid public access for coordinated dispatching of services, personnel, equipment, and facilities for law enforcement, fire, medical, or other emergency services.”



Statewide Expenditures

Future Challenges

The nation's current 911 system is designed around telephone technology and is not equipped to handle the text, data, images and video that are increasingly common in personal communications. For example, the deaf and hearing impaired community are increasingly using text messages to communicate. Our 911 system is not currently able to communicate with these individuals, by text, in time of need.

The Next Generation 911 Initiative will establish the foundation for public emergency communications services in an increasingly wireless, mobile society.

As our systems meet the challenges of wireless telephone technology, so they must meet the challenges of technologies like texting. Those working with Emergency Communications in North Dakota will continue to work hard at providing high quality services to its residents and visitors.

Emergency Communications Snapshot

- ◆ In North Dakota all 911 calls are handled by 21* Public Safety Answering Points (PSAPs).
- ◆ PSAPs are operated 24/7 by dispatchers trained in emergency medical dispatch, radio communications and related skills.
- ◆ North Dakota's PSAPs respond to 245,000 emergency 911 calls each year. The busiest respond to an average of one call every 8 minutes.
- ◆ Each PSAP provides dispatching services for an average of 33 different responding agencies.
- ◆ All ND PSAPs have "enhanced 911" systems which display the phone number and address of landline callers.
- ◆ All ND PSAPs are Phase II capable, meaning most GPS chip-equipped cell phones in sight of a satellite can be physically located when dialing 911.

Regional Comparison	
State	PSAP
ND	21*
SD	45
ID	49
WY	55
MT	60
MN	115
IA	125
KS	160

* 22 current / 21 effective late 2012 early 2013

History of 911 in ND

The 1985 Legislature allowed local governments to adopt an excise tax for the purposes of an emergency services communication system. The tax was expanded to include wireless access lines beginning in 2001. In order for the tax to be assessed, the governor was required to appoint an Emergency Services Communication System Advisory Committee to establish standards and guidelines for the development and operation of emergency 911 telephone systems. The committee was disbanded in 1996.

In 1991, four counties began receiving 911 service from the state through the Division of State Radio. By 1995, State Radio served as the Public Service Answering Point (PSAP) for 11 counties and currently provides services to 22 counties. Beginning in 2013 two additional counties will be joining State Radio for a total of 24 served by the PSAP. The remaining portion of the state is provided 911 coverage by 20 locally operated PSAPs, plus one located in South Dakota.

To implement wireless 911 within the state, all political subdivisions receiving 911 fees entered into contracts with the North Dakota Association of Counties (NDACo) to coordinate the implementation of the networking, database management, non-premise equipment upgrades, testing, and ongoing services necessary for enhanced wireless 911. In 2012, in an effort to prepare for Next Generation 9-1-1, the contracts between NDACo and the political subdivisions were revised to ensure consistent implementation across the state. These revised contracts will go into effect in 2013. www.nd911.homestead.com



2013 Spring Extravaganza



Thursday, May 2nd

11:02 A.M. – 3:00 P.M.

Wahpeton Eagles Club



- 11:02 - 12:00 PM Registration & View Exhibits
- 12:00 PM Lunch
- 12:30 PM Jason Weber – Richland County Sheriff's Office/Narcotic Agent "Drugs 101"
- Medication Management (bring all prescription and over-the-counter medications to review for drug interaction) – Land of the Dancing Sky Area Agency on Aging with Lake Region Healthcare
- Matter of Balance - Tai Chi – Bone Builders
- Jill Breuer – Richland County Dispatch – Code Red Notification System
- 2:30 PM Door prizes, Coffee and Cookies sponsored by Winmar Sleep Wellness Center

This event is sponsored by the Eagles Club, United Way, and the 55+ Coalition

WHAT YOU NEED TO KNOW ABOUT SENIORS AND 911

Richland County
Communications/911
413 3rd Ave N
Wahpeton, ND 58075
701-642-7777
Fax 701-642-7734



- Invest in a touch-tone phone with large, easy-to-read numbers. Some phones can be purchased with a switch that will go from pulse dialing to touch-tone dialing. Make sure the switch is set to touch-tone.
- Call 9-1-1 right away in an emergency.
- Dialing “0” will not always connect you with an operator nearby. It may connect you with an operator many hundreds of miles away. Always dial 9-1-1 for local police, fire or medical emergency assistance.
- Call 9-1-1 **before** calling a family member. Once help is on the way, arrangements can be made to notify your family.
- Stay on the line and answer all questions. The more information they have, the better they are able to help you.
- Try to be patient and stay calm. The call taker and emergency dispatchers may need to ask additional questions while help is on the way.
- When calling from a land-line, the 9-1-1 system allows the call taker to “know” where you are calling from even if you cannot speak, for instance, if you are experiencing a stroke or if there is an intruder in your home. Just dial 9-1-1 and leave the phone off the hook.
Do not hang up.
- It is a good idea to post your address by your telephone. Especially if you have recently moved, you may recite your old address in emergency situations. Or you may have visitors who are not familiar with your address. This makes it difficult for the call taker to verify the address that appears on the computer screen.
- Emergency responders cannot help you if they cannot find you. Put your house number—large white numbers against a dark background works best—outside your home so it can be seen from the road day or night.
- Any calls to 9-1-1 are free, even from pay or cell phones.
- 9-1-1 is a 24-hour-a-day service. You should call immediately when an emergency occurs, even if it is in the middle of the night.
- Keep your medical history taped to the refrigerator clearly marked with your doctor’s number(s).

Seniors and 9-1-1

Today's seniors are more healthy and active than ever before, but like everyone, they need to pay attention to health and safety risks. For example, Americans over the age of 65 have a fire death rate nearly twice the national average. For those over 75, this jumps to three times the national average.

Richland County offers the following safety prevention tips for common problems facing seniors. Whether living independently or in a care facility, there are steps that seniors can take to remain safe.



9-1-1 DOs and DON'Ts

- 9-1-1 is for police, fire and medical emergencies.
- If you call 9-1-1, don't hang up.
- When you call 9-1-1, pay attention to the questions that you are being asked.
- Stay calm and speak clearly.
- Stay on the line until you are told to hang up.
- For further questions or for additional information, contact your local 9-1-1 center.

REMEMBER, WHEN DRIVING IN FLOOD CONDITIONS:

- × Six inches of water will reach the bottom of most passenger cars causing loss of control and possible stalling.
- × A foot of water will float many vehicles
- × Two feet of rushing water can carry away most vehicles including sport utility vehicles (SUV's) and pick-ups.
- × Do not attempt to drive through a flooded road. The depth of water is not always obvious. The road bed may be washed out under the water, and you could be stranded or trapped.
- × Do not drive around a barricade. Barricades are there for your protection. Turn around and go the other way.
- × Do not try to take short cuts. They may be blocked. Stick to designated evacuation routes.
- × Be especially cautious driving at night when it is harder to recognize flood dangers.

Did You Know?

Did you know that teachers may be eligible for Continuing Education credits just by taking a CERT class? Please pass this information along to your teacher acquaintances. If they are interested in more information, ask them to call:

Penny Seifert, CERT Coordinator
pennyann@wah.midco.net
701-642-2392



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.