Ohio’s 9-1-1 Gold Star
Award Information

The Ohio Chapters of APCO and NENA recognized the need for public recognition of the contributions made by the Public Safety Communications professionals and initiated the Ohio Gold Star Award Program in 1999. They knew the true first responders in every emergency situation are telecommunicators. Safeguarding the well-being of citizens as well as the safety of law enforcement, fire, and EMS responders. The Gold Star Award Program has continued to publicly honor these dedicated individuals and their achievements and worked to recognize the daily contributions all of the men and women who are the heart of Ohio’s 9-1-1 system. Ohio’s APCO and NENA Chapters are pleased to again present the Gold Star Award Program in 2016.

Gold Star continues to seek your support and your help. We are asking that you nominate your agency’s outstanding performers, those local heroes that provide excellent service and outstanding outcomes. Then we need you to spread the word about the program with other agencies in your area. Be sure to join us at the luncheon to show your appreciation and support. To some the deeds accomplished may seem small but we know they have each made a difference, saving and changing lives.

Please review the enclosed award criteria and the attached nomination form. Then just keep the information close throughout the year. Submit your nominations and help us make 2016’s program another success.

The selection committee will accept nominations for calls handled during the 2016 calendar year. Every nominee and their nominator will receive lunch at no cost; each nominee also receives a certificate, and other gifts acknowledging their outstanding performance and nomination. Feel free to reproduce this flyer and distribute it. Additional copies of this information are available at the APCO and NENA websites (www.ohioapco.org or www.ohionena.org) or you can ask any Ohio APCO or NENA officer.

Through the years, this program has endeavored to present those examples of what is best about Ohio’s 9-1-1 professionals, men and women who have dedicated their lives to helping others. Remember, your attendance and support is important. Together we can continue to make this program bigger and better every year. So, whether you are attending the program to honor someone from your own agency or just to experience this worthwhile event, we look forward to seeing you on April 12, 2017 at your Ohio Gold Star Award Luncheon.

For more information please contact:

 Alan Fish
 Westerville Communications
 29 South State Street
 Westerville, Ohio 43081
 alan.fish@westerville.org

AWARD CATEGORIES

SOLID GOLD
This award is presented to an individual telecommunicator in recognition of his/her exemplary handling of a specific 9-1-1 emergency or other phone call for assistance. Consideration is given to skills and knowledge exhibited in the areas of communication and leadership, and the telecommunicator’s ability to respond to unusual or special circumstances. Nominations are limited to one telecommunicator per PSAP.

DOUBLE GOLD
This team award is presented to a group of two or more Telecommunicators in recognition of their exemplary handling of a specific 9-1-1 emergency, such as a natural disaster or other situation which involves the coordination of multiple public safety responses and other emergency resources. Nominations are limited to one team per PSAP.

GOLD STAR CERTIFICATE
This noncompetitive award is presented to individual telecommunicators in recognition of their exceptional professionalism in the field of emergency communications, and acknowledges the special contributions of telecommunicators whose daily performance of their duties is an inspiration and example to others in the field of telecommunications. Nominations are limited to one telecommunicator per PSAP.

GOLD RIBBON AWARD
This noncompetitive award is presented to a communications center that endured a prolonged interruption of “normal” operations of their center due to a natural disaster or major man-made event, while maintaining a near-normal standard of care for their community. This nomination must be made by a Sheriff, Mayor, Township Trustee, County Commissioner or Executive, County Administrator, Communications Center Board of Directors or other Public-Safety Executive.
Ohio's 9-1-1 Gold Star Award Program
Alan Fish
Westerville Communications
29 South State Street
Westerville, Ohio 43081
The goal of this program is to honor outstanding individual and team performances that occurred while the individual or group of telecommunicators were on duty.

Please indicate the award level that you are submitting a nomination for:

- **SOLID GOLD AWARD** - (One nominee per PSAP) Presented to an individual Telecommunicator for their exemplary handling of a specific 9-1-1 emergency call which occurred on (specify date and time of event) ___/___/2016 approximate time:__________

- **DOUBLE GOLD AWARD** - (One team per PSAP) Presented to a team of Telecommunicators in recognition of their exemplary handling of a specific 9-1-1 emergency which involves coordination of multiple public safety responses. (specific date and time of event) ___/___/2016 approximate time:__________

- **GOLD STAR CERTIFICATE** - (one nomination per PSAP) Presented to an individual Telecommunicator in recognition of his/her exceptional professionalism in the field of emergency communications.

- **GOLD RIBBON AWARD** – Presented to a communication center that endured a prolonged interruption of "normal" operations while maintaining a near-normal standard of care for their community. (Please see nominator criteria on page 1) (specific date and time of event) ___/___/2016 approximate time:__________

**PLEASE TYPE OR PRINT CLEARLY**

- **SUBMITTED BY:** (department head, supervisor, or Public-Safety Executive)

  Name_________________________________________________Title_______________________________________________

  Organization______________________________________________________________________________________________

  Address__________________________________________________________________________________________________

  City______________________________________State_________________________Zip________________________________

  Phone Number (    )_________________Fax (    )______________________Email_______________________________________

- **NOMINEE:**

  Name_________________________________________________________________Years of experience__________________

  Title________________________________________Employer_____________________________________________________

  Employer's address___________________________________________________________________________________________

  City________________________________________State________________________Zip_______________________________

  Phone Number (    )_________________Fax (    )______________________Email_______________________________________

- **NARRATIVE:** (Please follow the appropriate instructions for the award you are seeking)

  **Solid Gold / Double Gold Award** (one nominee/team per PSAP) On a separate page please provide a detailed account of the telecommunicator's handling of a specific emergency call for which they are being nominated. Give a detailed description of the emergency, what happened during the incident, and why you believe the Telecommunicator/s should be honored for their actions. You may include transcripts of the call or other supporting documentation.

  **Gold Star Certificate Award** (One nominee per PSAP) On a separate page, please provide a brief summary of why you believe this nominee deserves special recognition. Please include specific examples, activities, talents or skills which make your nominee an above average telecommunicator, and which indicate his/her willingness to go the extra mile in the performance of his/her duties.

  **Gold Ribbon Award** On a separate page, please provide a brief summary of why you believe this Communications Center deserves special recognition. Please include specific examples, activities, talents and skills displayed during the event which demonstrate the center's resiliency to maintain a standard under the extreme conditions.

  Send this completed form, a narrative and any supporting documentation to:

  Alan Fish, Westerville Communications, 29 South State Street, Westerville, Ohio 43081

  Nominee submission forms must be received by January 31, 2017

  Please enclose a photo (for quality, a digital picture is preferred, but not necessary) of the nominee or team with this form or email it to alan.fish@westerville.org. A photo of the nominee/s in their uniform and at work is preferred.
**SOLID GOLD AWARD (one honoree per PSAP)**

This award is presented to an individual telecommunicator in recognition of his/her exemplary handling of a specific 9-1-1 or other phone call for emergency assistance. Consideration is given to skills and knowledge exhibited in the areas of communication and leadership, and the telecommunicator’s ability to respond to unusual or special circumstances.

**Eligibility time frame:** The event must have occurred during the calendar year 2016

**Award Criteria:** The nominee's handling of a specific 9-1-1 or other emergency call should reflect his or her ability to: Listen and comprehend the caller's request for help; Take command of the conversation to obtain necessary information; make independent decisions related to proper emergency response; think and respond quickly and/or creatively as the emergency situation dictates; reassure a frightened, confused or upset caller; remain calm and maintain professional discipline in handling a 9-1-1 call; respond as special circumstances may dictate, including coordination of a multi-jurisdictional agency response or local resources other than public safety.

**DOUBLE GOLD AWARD (one team per PSAP)**

This award is presented to a group of two or more telecommunicators in recognition of their exemplary handling of a specific 9-1-1 emergency, such as a natural disaster or other situation which involves the coordination of multiple public safety responses and other emergency resources.

**Eligibility time frame:** The event must have occurred during the calendar year 2016

**Award Criteria:** Same as above for Solid Gold Award recipients.

**GOLD STAR CERTIFICATE AWARD (one per PSAP)**

This noncompetitive award is presented to individual telecommunicators in recognition of their exceptional professionalism in the field of emergency communications, and acknowledges the special contributions of telecommunicators whose daily performance of their duties is an inspiration and example to others in the field of telecommunications.

**Recognition Criteria:** The nominee should demonstrate the following: Positive attitude towards all aspects of the job; willingness to be a team player; professionalism and pride in quality of work; ability to earn and maintain the respect and high esteem of co-workers; flexibility in task assignments and capabilities; job performance above and beyond the call of duty.

**GOLD RIBBON AWARD**

This noncompetitive award is presented to a communications center that endured a prolonged interruption of "normal" operations of their center due to a natural disaster or major man-made event, while maintaining a near-normal standard of care for their community. This nomination must be made by a Sheriff, Mayor, Township Trustee, County Commissioner or Executive, County Administrator, Communications Center Board of Directors or other Public-Safety Executive.

**Eligibility time frame:** The event must have occurred during the calendar year 2016

**Recognition Criteria:** Critical services were maintained during the event; citizens were provided a near normal level service during the event; the communications center personnel mitigated the community effect of the disaster.

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During National Public Safety Telecommunicators Week in April 2017 we will hold the Ohio 9-1-1 Gold Star Award Program Luncheon as part of the biennial Ohio APCO/NENA Conference. This program is designed to recognize outstanding performance in the field of public safety communications for Ohio telecommunicators. The program was developed as a result of a coordinated effort by the Ohio chapters of APCO and NENA.

All nominees for the awards will be recognized for their accomplishments. The winner of the Solid Gold Award will be the guest of the APCO & NENA Chapters.