

OHIO'S 9-1-1 GOLD STAR

AWARD INFORMATION

The Ohio Chapters of APCO (Association of Public-Safety Communications Officials, International) and NENA (National Emergency Number Association) are pleased to announce the continuation of the Gold Star Program for Public Safety Communications personnel in Ohio. Both Chapters recognize the value and importance of the contributions that Public Safety Communications professionals make to the safety and well-being of our citizens every day. We want to publicly honor these outstanding individuals and their achievements and recognize the contributions of the men and women who are the backbone of Ohio's 9-1-1 system. Ohio APCO and NENA Chapters will again present the "Ohio 9-1-1 Gold Star Award Program."

To honor these outstanding performers a special awards luncheon will be held on April 11, 2012 in Columbus. In order to make this annual event a great success, *your* assistance and support is needed. We need to spread the word about the program and we all need to be ready to nominate our own local heroes for their outstanding acts of heroism and dedication to our first responders and citizens.

Copies of this information are available at www.ohioapco.org, www.ohionena.org. or ask any Ohio APCO or NENA officer. Feel free to reproduce this copy and distribute it. Don't delay, submit your nominations right away and help us make this year's program a success like past events. The selection committee will accept nominations throughout the 2011 calendar year with nomination submissions accepted until January 20, 2012. Please review the enclosed award criteria and nomination form then just keep the information close at hand. There are no losers, every nominee will receive lunch, a certificate, and other gifts acknowledging their outstanding performance and nomination.

This program represents everything that is good about Ohio's 9-1-1 professionals who have dedicated their lives to helping others. Together we can make this program bigger and better every year. Remember, your attendance and support is important. So, whether you are attending the program to honor someone from your own agency or just to experience this worthwhile program, we are looking forward to seeing you on April 11, 2012 at your Ohio Gold Star Award Luncheon.

For more information please contact:

Ms. Carol Armitage
Defiance County Communications
113 Biede Avenue
Defiance, Ohio 43512

AWARD CATEGORIES

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.

SOLID GOLD

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. Nominations are limited to one telecommunicator 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.

Ohio's 9-1-1 Gold Star Award Program
Ms. Carol Armitage
Defiance County Communications
113 Biede Avenue
Defiance, Ohio 43512

Ohio

9-1-1

A Public Safety
Communications Program
Co-Hosted

by
The Ohio Chapters
of
APCO and NENA

APRIL 11, 2012
for

OHIO'S
13th ANNUAL
Public-Safety
Telecommunicator Awards Luncheon to
recognize the
inspiring
contributions of
our 9-1-1
Telecommunicators

2011 Ohio Gold Star Award Nomination Form

The program's goal is to honor outstanding individual/team performances, not an event that happened to occur when the individual/s 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) ___/___/2011 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) ___/___/2011 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) ___/___/2011 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 _____

Shirt sizes for each individual nominated S _____ M _____ L _____ XL _____ XXL _____ XXXL _____

■ **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 for special recognition. Give as much detail as you can to describe the nature of the emergency, what happened during the event and why you believe the Telecommunicator/s should be honored for their actions. You may include transcripts of the call or other supporting documentation if you wish.

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:
Ms. Carol Armitage, Defiance County Communications, 113 Biede Avenue, Defiance, Ohio 43512

Nominee submission forms must be received by January 20, 2012

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 2011.

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 2011

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 aspect 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 2011

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.

On April 11, 2012, during National Public Safety Telecommunicators Week we will hold the **Ohio 9-1-1 Gold Star Award Program** Luncheon in Columbus, Ohio. 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 consolidated 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 and NENA Chapters in Columbus.