



# Trainer of the Year Nominee

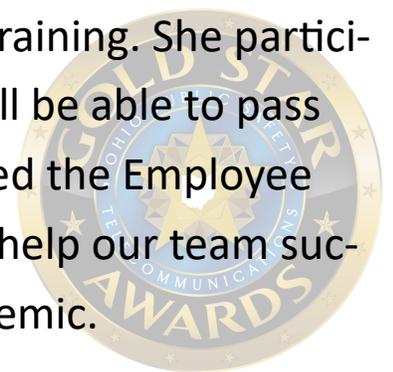
Brittany Burt

Columbus Regional Airport Authority

**NOMINATED BY:**

ERICA WALSH

During the last 12 months Brittany has been the lead trainer and has trained 5 new communications technicians. Considering our total number of communications technicians is 12, including the new hires, this has been a monumental feat. At the same time she has also juggled her normal duties (including overtime) and handled 3 audits (LEADS, LEADS Technical, and FBI Technical). Brittany walks each new hire through the steps of learning CAD, CCTV, Access Control, 911, customer service calls, handling the fire panel, procedures for handling an ALERT (aircraft in distress or crash), how to dispatch for police, fire, EMS, LEADS, and the multitude of other systems used in our communications center. She writes detailed DORs so the trainee will know what their strengths and weaknesses are and how to improve them. She schedules the trainees to go on both ride along and walk arounds with our officers so they can get a hands on view of our airport terminals and the surrounding areas. Brittany is very patient with each new trainee and works to discover their best way of learning. She works with each trainee to ensure they are ready to thrive on their own at the end of their training. She participates in trainings to help improve her skills so that she will be able to pass this knowledge on to new hires. This year she was awarded the Employee Award of Excellence for all that she has done this year to help our team succeed even through short staffing and the continued pandemic.





# Trainer of the Year Nominee

Bailey Cavinee

Delaware County Emergency Communications Center

**NOMINATED BY:**

NANCY NICODEMUS

On behalf of the Delaware County Emergency Communications Center, I would like to nominate Communications Training Officer Bailey Cavinee for 2021 Trainer of the year. Bailey joined The Delaware County Emergency Communications team in July 2015, later becoming a Communications Training Officer in December 2017. Since that time, Bailey demonstrates exceptional dispatching and training skills among her peers, trainees and Tour Commanders.

Bailey's strongest traits are multi-tasking, thorough DOR's and people skills. These traits were demonstrated non-stop throughout 2021. Bailey trained back to back new hires during 2021 without hesitation. Below are few commentaries of Bailey's performance as a trainer:

January 2021 - Bailey received a commendation for her training and teamwork with new hires. Prior to Bailey training one of Delcomm's new hire's, Bailey provided refresher training to a staff member who had been on military leave for one year. Bailey was thorough, outlining existing and new software, review of protocols/policies and Delcomm resources with the staff member. Bailey ensured the staff member demonstrated her knowledge, understanding and performance of each resource prior to release from training.

January 2021 - Bailey received a commendation for assisting another trainer who had to take leave for a family matter. Bailey willingly agreed to take the trainer's trainee for without hesitation. Bailey was commended on her thoroughness with her DOR's, always providing specific details and feedback from a trainee.

August 2021 - Bailey received a commendation on being thorough and engaged at all times with trainees. Bailey always has a "plan of action" when training. Bailey complies with Delcomm's SEG's, resources checklist and scenarios to ensure trainees comprehend and understand the role of a 9-1-1 dispatcher. Bailey was commended again for thoroughness on her DOR's. Bailey's DOR's are well written for trainees and Training Coordinator to understand.

November 2021 - Bailey received a commendation on her role as a trainer over the past year with training. Bailey excelled in her role as trainer, building excellent rapport with new hires, demonstrated patience when providing remedial training when warranted. Again, Bailey had a "plan of action" regardless the training being provided.

While the list could go on, the above commentaries demonstrate Bailey's commitment to the trainees and Delcomm's training program. Bailey's open line of communication with her trainees, peers, administration staff ensures she takes each necessary step helping a trainee succeed throughout training. When faced with a challenge, Bailey does not hesitate to ask for guidance or feedback.

Whether a new hire, trainer or senior staff member, Bailey lets her trainees know we all learn something new each day in the role as a 9-1-1 dispatcher. As a Communications Training Officer, Bailey is a true asset to our new hires, existing staff, partners and communities which Delcomm serves.





# Trainer of the Year Winner

Amanda Henderson

Hamilton County Communications Center

**NOMINATED BY:**

ANDREW KNAPP

Hamilton County Communications is pleased to recognize Communications Officer Amanda Henderson. Although she hasn't been with the organization very long, she certainly has left a positive impression. C/O Henderson has offered her assistance with our training program almost since she completed her initial training. She has a passion for mapping and geo-training for the organization. Through her experience in the training program, she saw areas that she thought she could provide some improvement. She began working on her own maps and a variety of other training documents in an effort to provide the best quality materials for our training program. If she had a challenge learning certain aspects, she developed associated training documents so that others could learn intimate details associated with our operation. Her philosophy was if she had trouble, so do others. She has functioned as a trainer for some of our new employees and willingly accepts back to back trainees in an effort to assist with our staffing levels.

One of her efforts deserves special recognition. Recently, when our agency was bringing on another large municipality for dispatching, C/O Henderson spent a significant amount of time developing training materials and offering her expertise, in person, as a trainer for the responders joining our organization. She spent numerous hours helping with classroom and even did ride along trainings for the new department. As she performed her ride alongs and learned about this community, she brought back information to our operation so that she could clarify and reinforce the mission and goals of our organization. This effort helped to streamline and fast forward the onboarding of a new agency.

C/O Henderson's dedication and attention to detail are a refreshing trait within the youth of our organization. In her short time with us, she's shown that she cares about the agency and about the responders that we serve. We are proud of her efforts and appreciate the opportunity to recognize her work.

