



# National Emergency Number Association (NENA) Ontario Chapter

**NENA Ontario Chapter General Membership Meeting Minutes  
2013 NENA Annual General Meeting  
November 6, 2013  
08:00 to 09:00 hours**

## **1. Call to Order – Linda Dickson – Meeting called to order 08:04 hours**

## **2. Roll Call – Sign in Sheet passed around for signatures**

- Linda Dickson, NENA President, Wellington County
- Sue Dawson, NENA 1st VP, Barrie Fire
- Carol Frank, NENA 2nd VP, York Regional Police
- Holly Barkwell, NENA Past President, BH Group Inc.
- Peter Holland, NENA Treasurer BH Group Inc.
- Larry Breen, NENA Past President, Bell
- Tracy Finn, Toronto Police, OAB
- Helen Chasty, Peel Regional Police
- Carol Hubacheck, Peel Regional Police
- Amy MacNeil, Peel Regional Police
- Sandy Hutchison, Stratford Police
- Lorrie Benjamin, St. Albert RCMP
- Sue Lampard, British APCO
- Dave Evans, Niagara Fire Dept
- Robin Johnstone, Niagara Regional Police
- Jean Michael Dupuis, Rogers
- Glenn Frea, Rogers
- Monique Nicolls, Windsor Fire Rescue
- Lori Powers, Windsor Police
- Nicolas Pierre, Bell Mobility
- Sulvain Cousineau, 911 Institute City Collagists
- Nancy Johnson, Greater Sudbury Police
- Marianne LaGere, Greater Sudbury Police
- Kathy Noblett, Bell Canada
- Colette Tanner, Hastings County
- Cindy Schroeder, Northern 911
- Melanie Kennedy, Northern 911

## **3. Approval of Minutes from May 22, 2013 Meeting –**

Moved by: Holly Barkwell

Seconded by: Larry Breen



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Motion: Carried unanimously

## 4. Financial Update

Peter Holland, Treasurer

- a. Cash balance \$21,000 until end of conference
- b. Loss of \$3,000, Contributions
  - Ultimate 911 Training day \$1000.00
  - CITIG \$3000.00
  - OAB \$1000.00

## 5. Approval of Financial Update

Moved by: Carol Hubacheck

Seconded by: Tracy Finn

Motion: Carried unanimously

## 6. NG911 Workshops, CRTC Consultation

- a. Tom Paniak from Bell presenting at Genius Bar
- b. Tracy Finn presenting at CITIG meeting and CRTC report
- c. OAB reviewing to see if it is the right governing body
- d. OAB continue to have meetings, there is no representation from Municipalities, should OAB be looking at different ways to discuss issues and moving forward, have Municipalities represented? Meeting next week to determine action.
- e. Nancy Banks advised that we can also just ask for help, tried AMO. If there are any contacts that can be shared from the Municipalities give them to Tracy Finn or Nancy Banks. The majority of seats held by AMO are not being replaced. Nancy advises that we need approval from AMO. AMO members required to be on a committee. Ontario 911 Advisory Board should be helping out Municipalities, should be advising government, and advising the public.

## 7. Buster Brown, President of NENA NATIONAL

- a. Thanked everyone for attending the conference and has met great people. On the National side, this past year NENA has been ANSI Certified allowing them to set standards. Critical Incident forum in Colorado, minimum requirements. There are concerns that NENA would do a standard for minimum training. Mandated standards for minimum training are state by state. Standards mandated by each state have to be enforced. FCC Tom Wheeler is the newly

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appointed Chairman. Brian from NENA is not leaving to return to FCC at least for the next couple of years. All presidents have come from the United States except for Rick Galway (Canadian). Rick Galway was thanked for his support and told how important he is to NENA across the country.

- b. Nancy Banks Canadian Director for NENA, fights to make sure Canada is at the forefront. Buster is very proud to be able to attend Canada and speak to our members. We have a great working relationship with APCO and have a UK representative at the meeting. We are all here for the person sitting under the headset in the 911 Call Centres. Buster welcomed NENA members to reach out to him at any time.
- c. Linda Dickson relayed that we appreciate when the National President attends the conference.
- d. No questions for Buster.

### **8. Nancy Banks, Canadian Director for NENA**

- a. Update on membership. We have 216 Canadian members, 122 Ontario members, 22 Canadian ENP's. Membership renewals are out, if registered before December members will get one free webinar. Nancy thanked all attendees and reminded them that the NENA National conference is in Nashville June 9-14, 2014. NENA National does a big blast to keep members updated as to what is going on. There are a couple of documents on Telecommunicator Stress that are now available. Buster mentioned ANSI accreditation. Memberships believe that vendors will have a say on standards. ANSI will alleviate that concern. Additional training available is changed and updated every year. Alberta is actively working on a Chapter. Educational programs gave them the idea. NENA has recognized that underserved groups of Telecommunicators from each State coupled with members from Provinces should make a caucus to address Telecommunicator issues. ENP program is starting to increase in Canada. All conferences and courses count for ENP points. There is a practise test being completed to try online as part of the package deal for the Book of Knowledge. Nancy is going to sit on the International panel in Poland. T911 interim solution will be discussed. NENA webpage that includes membership rewards for discounted tickets, rental cars is not available in Canada. They are working on trying to provide the same discounts in Canada. Contact Bri Robertson if you are looking at a discount and she will try and get you one.

### **9. Linda Dickson, President NENA Ontario**

- a. Linda Dickson asked about the timing on early bird membership, Early bird membership will go through 2014. Buster and Nancy will assist members who are trying to get on Committees. When standards are developed, they will be for Canada as well. There is a letter going out for a Telecommunicator Caucus.



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- b. ENP dates and locations are on the NENA website. Ontario chapter will reimburse up to \$400.00 for NENA Ontario members who are successful.
- c. CRTC consultation on NG911. Supersession is being held tomorrow to provide an overview from a panel of experts allowing members to ask questions. Members are asked to send submission concerning the CRTC report and CTIG. CRTC 2013-549 deadlines for submission is November 25<sup>th</sup>. An email blast will be going out to have suggestions submitted. Holly Barkwell advised that the government is coming to PSAPS for input and it's our opportunity to submit suggestions.
- d. Linda Dickson proposed bylaw change, amount in bylaw \$1000.00 for executive members attending conferences and NENA Ontario business. NENA Ontario is in good shape and would like to submit what the executive should be spending for events and add it in a line of the budget instead of an arbitrary amount. Please send comments. There are no other constitution changes. Constitution changes are posted on the website, membership requested to send any other changes they suggest.

### **10. Sue Dawson, 1<sup>st</sup> Vice President NENA Ontario**

- a. It has been a great experience with APCO/NENA conference this year. We are looking for thoughts and ideas going forward for next year. We are proposing a two day training opportunity going away with certificates showing a NENA course. We want to include more NENA Certificates course and provide courses that will assist our members and help to get points towards ENP and develop study groups. We are having the conference in York Region and we are looking at Vaughan. It will consist of a two days of training. We are looking to develop a Professional Development Committee for conference/training day topics.
- b. Linda Dickson asking membership for suggestions.
- c. Colette Tanner suggested we use Survey Monkey to ask members what they want training on. This would work for a Telecommunicator Committee and Professional Development Committee.
- d. Nancy Banks thanked Linda Dickson for staying on an extra year. Linda Dickson and Tom Paniak will be doing sessions at the genius bar on the trade show floor. Please come to the NENA booth and buy some raffle tickets and meet the NENA Board.

### **11. Adjournment – meeting adjourned at 09:00 hours**

Linda Dickson