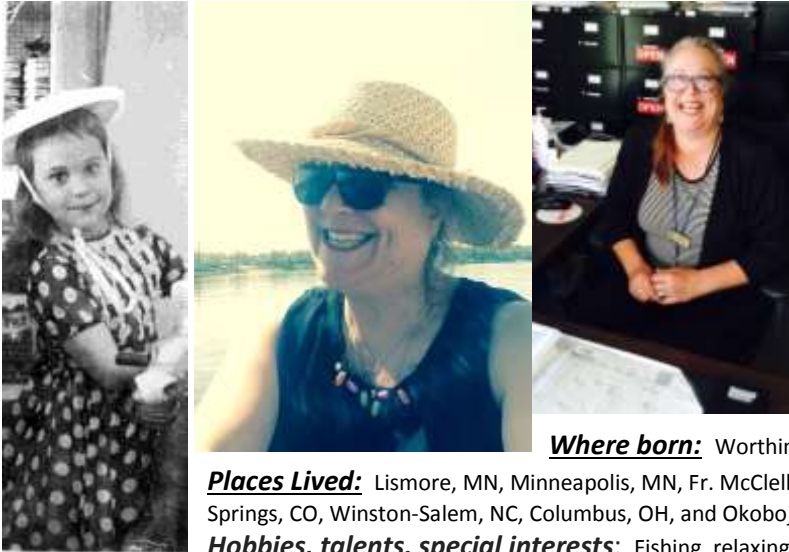


Dickinson County Courthouse Newsletter

September 15, 2015



Let's get to know those that work in the Courthouse!

The August Newsletter featured the picture of the little girl to the left. Did you guess Ann Miller?

The following is a little personal information provided by Ann.

Start date with Dickinson County: April 11, 2011 as Director of Veterans' Affairs

Where born: Worthington, MN.

Places Lived: Lismore, MN, Minneapolis, MN, Fr. McClellan, AL, Aberdeen Proving Grounds, MD, Ft. Ord, CA, Colorado Springs, CO, Winston-Salem, NC, Columbus, OH, and Okoboji, IA.

Hobbies, talents, special interests: Fishing, relaxing by the water and photography. I also like to cook but can't compete with my husband.

Favorite Travel Spots: Just about anywhere a cruise ship will take me.

Favorite Food: Chinese

Least Favorite Food: Seafood (only because I am highly allergic to it!)

If I were stuck on an island, I would bring (3 things): My beagle Beetle, fishing gear and matches. (Hopefully my husband would be searching for me!)

Something Few Know about me: I have had my share of head injuries.

Favorite thing to do in Dickinson County: Fishing and enjoying the beauty of the lakes.

Favorite Recipe:

Mom's Apple Crisp

Layer apples in greased cake pan. Sprinkle sugar and cinnamon between layers. (Note to self, don't ask Mom just how many apples or how much sugar and cinnamon you sprinkle between layers.)

MIX: 1-cup sugar, 1-1/2 tsp. salt, 1-1/2 cup flour. Cut in 1/2 lb. butter. Spread on top of apples. Sprinkle with cinnamon. Bake at 375 for 45 to 60 min.

County Benefits:

What are all the benefits currently offered to the Dickinson County employees and where do you find out more about them. Starting with the February newsletter, all the current benefits will be listed here and then each newsletter thereafter will have a more detailed explanation about at least one benefit. **For any additional information about these benefits, please stop by the Auditor's office.**

- Health Insurance – Blue Cross/Blue Shield through Iowa Association of Counties – featured in the February 2015 issue
- Dental Insurance – Delta Dental – featured in the April 2015 issue.
- Retirement benefit – Iowa Public Employee Retirement System (IPERS) – featured in this issue.
- Deferred Compensation Plan – Nationwide through National Association of Counties – featured in the March 2015 issue.
- Advantage Flex Plan- pretax offerings

- Personal Accident Insurance Program through Iowa Association of Counties (ISAC) - for those electing to take County Health Insurance
- Voluntary Accident Insurance Plan – CHUBB Group offered through Iowa Association of Counties – paid for by the employee
- **AFLAC Insurance program**
- Cancer Insurance through American Heritage_

AFLAC Insurance Program: Cancer, Disability, Accident, Hospitalization,

Critical Care, Dental & Vision: This insurance program is offered to County employees and is paid for by the employee through payroll deduction.

AFLAC is Different from your health insurance. It is insurance for daily living. Your major medical pays for doctors, hospitals, and prescriptions while Aflac is insurance for daily living. It pays cash benefits directly to you, unless otherwise assigned, to help with daily expenses due to an illness or accident. The benefits are predetermined and are paid regardless of any other insurance you have. When you have an Aflac policy, it is yours. You own it. Even if you leave County employment, change jobs or retire, you can take your Aflac policy with you and the rate you paid while working at the County remains the same.

For more information, contact the Auditor’s office and/or visit aflac.com or contact Michelle Christenson at 712-320-2210.

Communication Center: *(information provided by Jarrod Fischer, Dispatch Supervisor.)*

The Communication Center is staffed 24 hours a day, seven days a week, weekends & holidays with Dickinson County Dispatchers!! Currently Dickinson County has six 911 dispatchers; Dispatch Supervisor Jarrod Fischer, Dispatcher Kathy Sprague, Dispatcher Andy Van Schepen, Dispatcher Bruce Lee, Dispatcher Blair Martyr, & Dispatcher Rick Zalabowski, a part-time dispatcher. These dispatchers are set up to work 12-hour shifts.

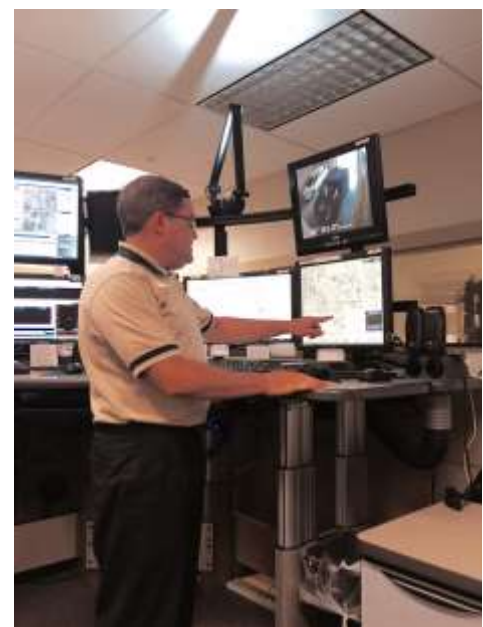
On a daily basis, Dickinson County Dispatchers monitor 9 screens, answer phones from the Communication-Center lines, Sheriff’s Office Lines, Crime Stoppers line, and 911. They monitor up to twelve radio frequencies, monitor courthouse cameras and doors and in the midst of all that, they also monitor inmates in the jail and are responsible for opening all jail doors for the jailer on duty.



Dispatchers are responsible for the entry of Arrest Warrants, filing of No Contact Orders, entry

of stolen vehicles & stolen property. Dispatchers are also responsible for running criminal background checks for person(s) wanting to obtain a weapon permit or permit to carry as well as play an important role in police investigations.

Dispatchers take a verity of calls for service, from ambulance calls, structure fires, domestics, fights, abuse calls, animal complaints, reckless drivers, boating or water incidents, traffic stops, officer safety incidents plus many types of calls. Something new is learned or experienced every day; not every call is the same. This question gets asked all the time; “is dispatching a stressful job?” Yes it can



be. Dispatchers take emergency calls not knowing what the situation is. They often hear someone screaming in the phone and they must try to calm them down. Sometimes people call 911 with an emergency but don't know where they are located and are not familiar with the area. Among many types of calls, 911 calls can involve death of someone or someone that has committed suicide or someone in a serious accident. Dispatchers have to remain calm. Dispatchers have to make quick decisions because lives are in their hands. Callers rely on the dispatcher to get them help.

What does it take to be a dispatcher? You must be able to multi-task, handle stressful situations and during those times being able to make fast decisions. You will also have to be knowledgeable of the area, have good computer skills, and be able to prioritize.

Training is a total of 6 months. Newly hired dispatchers have three months to show that they can do the job and perform the tasks of a 911 dispatcher. Once the 6 months initial training is completed, dispatchers will attend a 40-hour dispatcher school at the Iowa Law Enforcement Academy in Des Moines, followed by a three-day class of Iowa/NCIC training for the entry of warrants, criminal background checks and more. The hardest part for a dispatcher to learn is the multi-tasking required to do the job.

Dispatchers don't only take emergency calls; they also take non-emergency calls and help citizens in other ways. They contact wrecker companies, utility companies, help people find their lost pets, contact funeral homes for families, help find family members, plus many more types of public assistance for the communities that are served. Recently the dispatch staff has had to become certified as Jailers. Also at times, they transport inmates and perform other jail related duties.

Dispatchers work with local, state, and federal Law Enforcement Officers, Fire, EMS, Ambulance Services, Emergency Management, Medical Examiners, County Attorneys, Clerk of Court, Department of Transportation, Mental Health, Jail staff & inmates as well as the any of the public using the Com Center services.

Every year dispatchers have to have 20 hours of continuing education for jailing and 8 hours of continuing education for dispatching.

911/ Communication Center tours are available so if you are interested in a tour, please contact Jarrod Fischer.

September Spotlight:

Get to know more about those who work for Dickinson County!



Find out more about this County employee in the October issue. In the meantime, can you guess who this is?

**We shall never know
all the good that a
simple smile can do.**

Mother Teresa