

THE PREMIER CONFERENCE FOR PUBLIC SAFETY AND EMERGENCY RESPONSE

ASIA
NAVIGATOR[®]
2018

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THE PREMIER CONFERENCE FOR PUBLIC SAFETY AND EMERGENCY RESPONSE

WELCOME TO ASIA NAVIGATOR 2018

We're pleased to welcome you to Asia NAVIGATOR 2018. This conference is for you. These two days promise to deliver some of the most fulfilling and rewarding experiences of your career. As you mingle with like-minded emergency responders, and as you listen to the wise instruction from seasoned professionals, you will be equipped with enhanced skills and expertise. We have carefully selected presenters and courses to address the common challenges you face in your work each day. We encourage everyone to take full advantage of this unique opportunity and go forward with an even greater commitment to serve the people in your communities.

CONFERENCE INFORMATION

HOTEL

JW Marriott Hotel Kuala Lumpur

183 Jalan Bukit Bintang
Kuala Lumpur, 55100, Malaysia

Room Rate: **RM 670.00**

Rooms must be booked by: **18.02.2018**

Phone reservations: **60.3.2715.9000**

Online Reservations

Please visit the IAED website to download the reservation form:

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SCHEDULE-AT-A-GLANCE

Please note that conference events, presentations, times, and advisers are subject to change.

6 MARCH

9:00–10:15 AM

OPENING SESSION: DISPATCHER OF THE YEAR AND ACE PRESENTATION

10:15–10:45 AM

EXCLUSIVE EXHIBIT HALL TIME

10:45–11:15 AM

TRANSFORMATION IN MECC MIRI

Arenes Ivianni anak Wan Jali, Zalina binti Morshidi, Victoria anak Remba

11:15 AM–12:00 PM

MCDF: DISASTER RISK REDUCTION THROUGH COMMUNITY ENGAGEMENT

Mohd Zubir Mohd Juzad, Angkatan Pertahanan Awam

12:00–1:00 PM

LUNCH BREAK

1:00–1:45 PM

THE GOOD, THE BAD, AND THE UGLY: EMD CASE STUDIES

Ross Rutschman

1:45–2:30 PM

MERS 999 : 10 YEARS REVIEW

Dr. Rosidah Ibrahim

2:30–3:15 PM

WHY YOUR AGENCY NEEDS AN EMERGENCY RULE

Gary Galasso

3:15–3:45 PM

TEA & COFFEE BREAK

3:45–4:30 PM

SCENE SAFETY ISSUES CONCERNING CHEMICAL AND RADIATION INCIDENT

Dr. Yu-fai Choi

4:30–5:15 PM

MAXIMIZING STAFF SCHEDULING IN THE DISPATCH ENVIRONMENT

Ken Hotaling

7 MARCH

8:30–9:15 AM

“IT’S NOT WHAT YOU SAY, IT’S HOW YOU SAY IT”

Chris Knight

9:15–9:45 AM

MANAGING CHEST PAIN CALLS

Muhammad Sazuan Zakaria

9:45–10:15 AM

TEA & COFFEE BREAK

10:15–11:00 AM

TACTICAL DISPATCH IN A CONFLICT AREA -- THE SIEGE IN MARAWI CITY

Ruel Kapunan

11:00–11:30 AM

THE ROLES OF MCC, CCC & DCC IN HANDLING EMERGENCY CASES

Supt Avtar Singh Mukhtiar Singh

11:30 AM–12:00 PM

“WHAT! THEY ASKED ME TO DO CPR?”

Ahmad Yushree Mohamed Salim

12:00–12:30 PM

TECHNOLOGY APPLICATION IN FUTURE DISPATCH SYSTEM

Michael Chang

12:30–1:30 PM

LUNCH BREAK

1:30–5:00 PM

FIRE LEADER SEMINAR

Gary Galasso

1:30–5:00 PM

MEDICAL LEADER SEMINAR

Ross Rutschman

1:30–5:00 PM

POLICE LEADER SEMINAR

Chris Knight

2:30–2:50 PM

TEA & COFFEE BREAK



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THE PREMIER CONFERENCE FOR PUBLIC SAFETY AND EMERGENCY RESPONSE

6 MARCH | COURSE DESCRIPTIONS

9:00–10:15 AM

OPENING SESSION: DISPATCHER OF THE YEAR AND ACE PRESENTATION

10:45–11:15 AM

TRANSFORMATION IN MECC MIRI

Alrenes Ivianni anak Wan Jali, Zalina binti Morshidi, Victoria anak Remba

Medical Emergency Coordinating Centre (MECC), Miri, was established in the year 2013. Ever since its establishment as the coordinating centre for Northern Sarawak, we have faced various challenges and obstacles, such as how to handle and dispatch calls in spite of limited resources in our area. We also needed to tackle and change the mindset of the community. With promotional activities for the usage of 999 as emergency number, there was positive feedback and increasing trend for the 999 calls managed by MECC Miri. Staff nurses are facing a lot of challenges in the nursing organization in order to carry out the responsibility as a certified Emergency Medical Dispatcher (EMD). This presentation will cover how the nurses as EMD are supported in their tasks and the type of promotions that have been carried out to increase the usage of 999 as emergency number in our community.

11:15 AM–12:00 PM

MCDF: DISASTER RISK REDUCTION THROUGH COMMUNITY ENGAGEMENT

Mohd Zubir Mohd Juzad, Angkatan Pertahanan Awam

Community leaders, politicians and government look seriously on the community that's been affected by disaster. A community with no DRR knowledge is vulnerable during disaster. Disaster operations, such as rescuing, sheltering, and maintaining welfare for those who are affected, always involve the community. MCDF as a Secretariat for Disaster Management Committee at the district and state level in Malaysia has created Civil Defence Emergency Response Team for Community (CDERT-C) with the concept "from people for people" as a tool for engaging community in disaster management during disaster.

1:00–1:45 PM

THE GOOD, THE BAD, AND THE UGLY: EMD CASE STUDIES

Ross Rutschman

As EMDs, we are not in the clinical setting, and so case studies can be very useful in bringing "life" to the MPDS. As we "unwrap" each case study we will progress step by step through the process of each call and the critical thinking and decision making by the EMD who took the call.

1:45–2:30 PM

MERS 999 : 10 YEARS REVIEW

Dr. Rosidah Ibrahim

2:30–3:15 PM

WHY YOUR AGENCY NEEDS AN EMERGENCY RULE

Gary Galasso

Emergency Rule is a legally dependable procedure allowing for altering the dispatch routine when emergency conditions impact the capabilities of communications center. This presentation will show how to establish this policy and procedure for your agency.

3:45–4:30 PM

SCENE SAFETY ISSUE CONCERNING CHEMICAL AND RADIATION INCIDENTS

Dr. Yu-fai Choi

Compare and contrast the safety concern for callers and rescuers in chemical and radiation incidents.

4:30–5:15 PM

MAXIMIZING STAFF SCHEDULING IN THE DISPATCH ENVIRONMENT

Ken Hotaling

This session will look at staffing patterns in the communication centre and discuss strategies to better match these patterns with call volume. Topics will include dynamic scheduling, demand-based scheduling, and static scheduling models.



9:00–10:15 AM | OPENING SESSION



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7 MARCH | COURSE DESCRIPTIONS

8:30–9:15 AM

“IT’S NOT WHAT YOU SAY, IT’S HOW YOU SAY IT”

Chris Knight

Has anyone ever talked to you in a manner that you believed was abrupt, inappropriate, or hurtful? Do you think that person knows how you are receiving the message? It happens, sometimes intentional and other times unintentional. When this occurs with a caller contacting your communication centre for help, things may escalate to a point that is not necessary. In this course, we will discuss situations that can be easily handled simply by communicating in a positive manner even in the most difficult situations.

9:15–9:45 AM

MANAGING CHEST PAIN CALLS

Muhammad Sazuan Zakaria

Acute chest pain is a common reason why people call 999. For 2016 MECC Hospital Sungai Buloh received a total of 218 calls managed as Protocol 10, Non-Traumatic Chest Pain. From the numbers we analyzed the relationship between dispatch codes and pre-hospital care triage codes. Our findings show the vast majority of triage cases have been treated as cardiac arrest. Hence this presentation will reveal ways of improvement our quality of care as an EMD to person having a chest pain.

10:15–11:00 AM

TACTICAL DISPATCH IN A CONFLICT AREA -- THE SIEGE IN MARAWI CITY

Ruel Kapunan

Providing emergency dispatch services during ordinary times can be stressful enough. But during extraordinary times, the emergency dispatcher is called on to go the extra mile and help people in disaster-stricken areas--be it natural or human-induced. One such example of a human-induced disaster was the Marawi siege in southern Philippines. On May 23, 2017, militants attacked Marawi City and people thought that it would be over in a few days. But the siege continued on for 5 months with over a thousand dead and more than 200,000 internally-displaced persons. As the Branch Director of the Management and the Dead Missing (MDM) Cluster, the speaker was tasked to organise, train and coordinate all activities for the retrieval operations. Recognising the dangerous environment that the teams were going to operate in, he set up the emergency operations structure with a Tactical Dispatcher tasked to coordinate all responses for any untoward incidents. Since the battle had weakened many buildings and unexploded ordnance were possibly left, it was a important for the Quick Reaction Teams to have a “lifeline” in case something happened in the field. Through this talk, learn of the challenges and know the key take-aways in going tactical, when the situation demands it.

11:00–11:30 AM

THE ROLES OF MCC, CCC & DCC IN HANDLING EMERGENCY CASES

Supt Avtar Singh Mukhtiar Singh

We will be sharing the standard operating procedure and responsibilities of the police officers in handling MERS 999 emergency calls from Malaysian Command Centre (MCC), Contingent Command Centres (CCC) & District Command Centres (DCC).

11:30 AM–12:00 PM

“WHAT! THEY ASKED ME TO DO CPR?”

Ahmad Yushree Mohamed Salim

Medical Emergency And Coordination Center (MECC), Hospital Tengku Ampuan Afzan was officially operating on December 2011. Dispatch Assisted CPR (DA-CPR) during Pre-Arrival Instructions (PAI) is one of the instruction that is given to our caller if the patient needs CPR at the scene. We will present the secondary data in 2017 about the DA-CPR and how callers react to the instruction.

12:00–12:30 PM

TECHNOLOGY APPLICATION IN FUTURE DISPATCH SYSTEM

Michael Chang

The development of cloud computing technology, artificial intelligence, machine learning, big data, and the internet raises some obstacles to traditional dispatch systems. Any dispatch system is built on the basis of evidence-based and performance-based concepts; how to transform these core concepts and apply these application-driven new technologies in future dispatch simultaneously is the interesting topic of this session. Through the presentation and discussion, I think we might stimulate more useful ideas and get a better, more cost-effective solution to improve our system.

1:30–5:00 PM

FIRE LEADER SEMINAR

Gary Galasso

This presentation encompasses what is accepted worldwide as the “Best Practices” standard for fire call processing and quality assurance methodologies. These new Best Practices represent the highest standard possible for control room staff. See how the proper and consistent protocol questions used by over 3,000 fire and emergency services control centres worldwide will protect your responding firefighters, your control room staff, and your callers, as well as enhance your control centre’s overall service to all of its stakeholders.

1:30–5:00 PM

MEDICAL LEADER SEMINAR

Ross Rutschman

This presentation encompasses what is accepted worldwide as the “Best Practices” standard for medical call processing and quality assurance methodologies. These new Best Practices represent the highest standard possible for control room staff. See how the proper and consistent protocol questions used by over 3,000 medical and emergency services control centres worldwide will protect your responding medical technicians and paramedics, your control room staff, and your callers, as well as enhance your control centre’s overall service to all of its stakeholders.

1:30–5:00 PM

POLICE LEADER SEMINAR

Chris Knight

This presentation encompasses what is accepted worldwide as the “Best Practices” standard for police call processing and quality assurance methodologies. These new Best Practices represent the highest standard possible for control room staff. See how the proper and consistent protocol questions used by over 3,000 police and emergency services control centres worldwide will protect your responding police officers, your control room staff, and your callers, as well as enhance your control centre’s overall service to all of its stakeholders.



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PASSPORTS

THE CONFERENCE PASSPORT INCLUDES ENTRY TO ALL CONFERENCE SESSIONS.

2-Day Conference Passport \$350

1-Day Conference Passport \$200

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IAED Member \$30

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ABOUT IAED

The International Academies of Emergency Dispatch[®] is a nonprofit, standard-setting organisation promoting safe and effective emergency dispatch services. The unified Priority Dispatch System[™] protocols—for police, medical, and fire dispatch—set the standard worldwide.