



# The Sheriff's Quarterly

A Public Service of the Lane County Sheriff's Office

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## Lane County Sheriff's Office Central Dispatch Something to be Proud of

If you call 9-1-1 in Lane County, your call may be received by one of four regional public safety answering points (PSAPs). 911 calls requiring a Sheriff's Office response will be transferred to the Sheriff's Office Communication Center. The SO Dispatch Center was modernized and technically upgraded in 2004 and now utilizes state-of-the-art equipment.

The former dispatch facility and equipment was tightly fit into a small room with two radio work stations and two phone positions. Currently, SO Dispatch boasts eight ergonomically designed workstations in a dedicated room. The upgrades include up-to-date technology that is compatible with other area law enforcement systems.

What does it take to be a successful Communications Officer? A lot. According to Jonna Hill, Support Services Manager and Communications/Records Supervisor, Marta Barclay. Communications Officers need to be excellent at multi-tasking and adept at "split ear listening", the ability to listen to multiple input at the same time.

The emotional component of the job needs to be relegated to the background so the communications officer can focus on addressing the details of the emergency—but human emotions cannot be discarded or dismissed altogether. Many dispatchers experience some degree of vocational fatigue due to the requirements of this unique job—a job that makes few allowances or accommodations for personal demands. Communications Officers are given the opportunity to attend stress management classes and participate in joint debriefings with deputies with whom they may have shared intense incident

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## Lane County Adult Corrections Volunteers Add Value

**There's more to Sheriff's Office Corrections than the Lane County Jail.** In fact there's the Forest Work Camp, the Community Corrections Center, the Sherman Center (Defendant and Offender Management) and other programs. Running these programs takes staff and a huge number of volunteers of all ages and backgrounds who support vital inmate welfare services each day in an array of categories. These volunteers, offer a wide variety of personal skills and talents to the mix.

The programs are under the guidance and supervision of Deputy Joe Pishioneri, the Special Services Officer at The Sherman Center, who is also the president of the Lane Corrections Volunteer Association, a non-profit organization. He oversees the educational programs, special events, tours, committee meetings, special inmate requests and background checks of volunteers.

At least 119 volunteers work for the Sheriff's Office in the following areas: Education, Pastoral, Library, Medical, Al-Anon, Narc-Anon, Art Instruction, Meditation, Administration, Community Service and Domestic Violence. The rotating GED instructors are contracted employees connected with Lane Community College, and the Domestic Violence for Women classes are handled voluntarily by WomenSpace of Eugene.

In an effort to reduce recidivism and provide a substantial base for self-sufficiency, the GED program provides a high-school education equivalency, a major tool in boosting self-confidence and supporting job searches. This is an enjoyable, well-attended program for inmate participants and is a high priority at the Jail. Classes are.

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*The Sheriff's Quarterly newsletter is issued quarterly as a public outreach service, edited by Charlene Sabini, a volunteer at the Lane County Sheriff's Office. We welcome your questions and concerns regarding the Sheriff's Quarterly. Please direct them to Jackie Mikalonis at 541-682-4115 or to jacqlyn.mikalonis@co.lane.or.us.*



### SHERIFF'S VOICE

In my role as Sheriff, I am honored to be a part of Lane County, where we not only care for the safety of people, we care about them. With the limited resources we have, we are trying to maintain our commitment to the community and families in order to meet their expectations.

As I write, we are developing budget scenarios for the next fiscal year. There is as much uncertainty regarding federal timber payments to counties this year as there was last year.

Many of you may have read the article in the Register Guard regarding Lane County's budget preparations and assumptions on staff reductions. The article was a bit misleading. We do not know how many actual jobs

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or employees may be impacted should Lane County lose some or all of its Secure Rural Schools Funding. The Board of County Commissioners has directed me to prepare three budget options based on the most likely funding scenarios. These will be reviewed in April by the Budget Committee.

On another note, I invite you to visit the Sheriff's Office website at

[www.lanecounty.org/Sheriff](http://www.lanecounty.org/Sheriff).

Our web site is an extension of our mission to meet your public safety needs and I hope you will find it beneficial and informational as you expand your knowledge of the Lane County Sheriff's Office.

We have posted new information regarding the ever-changing jail bed capacity situation. I encourage you to explore the page on inmate releases, which displays how many and, more importantly, why inmates are released every day. You'll see that there are far more types of releases than "capacity based releases." Open the Corrections page on the web site and click "Inmate Info, Bookings, and Releases."

Thank you for taking the time to read our newsletter and visiting our web site.

CONTACT US :

- Adult Corrections 682-2101
- Civil (Serve Papers) 682-4156
- Custody Referee's Office 682-4201
- Police Services Admin 682-3729
- Non-Emergency # 682-4141
- Police Services Records 682-3775
- Jail Records 682-4263
- SO Administration 682-4434
- Towed Vehicles 682-4156

*Continued from Page One – Inmate Welfare Volunteers*

held in a roomy setting with space for interactive activities and discussions. The GED is offered to inmates of varying custody status, including day sentencees, parolees and probationary candidates. Courses are taught by professionals who enjoy the work and who have a unique enthusiasm for the job.

The Pastoral staff includes Sister Margaret Graziano, a 30-year veteran at the Sheriff's Office, who teaches specialty classes, processes inmate requests for special services, and occupies positions of charitable influence in the community; Chaplain Dan Blomberg, a veteran of the Jubilee Jail & Prison Ministries organization, (and who's also been volunteering 30 years), screens all volunteers and assigns duties; Reverend Thomas English, a deacon with St. Mary's Episcopal Church, also makes inmate visits and sacrament requests; Sister Carole makes inmate pastoral visits and holds meditation sessions; Leilani Lyons makes pastoral visits especially to women inmates; and Sister Dorothy Molinari holds art classes for both men and women.... Many, more inspirational volunteers provide pastoral support on intermittent basis. Ms. Lyons remarked, "(The inmates) are dealing with a lot of emotions—and there's always the spiritual aspect of that."

Regular Sunday services occur in three areas of the jail each week as well; bible study occurs every Thursday evening; and holiday programs occur each December. Sister Margaret also coordinates a full-sized, color-printed calendar each year featuring all

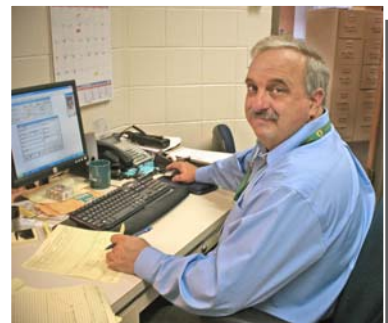


*Inmate GED Class in Progress – Two Instructors*

inmate-produced artwork—every page of which reflects astounding talent and creativity. Many inmates are enthusiastic about producing artwork and actively seek out sources for subject matter and new opportunities to produce artwork. To purchase an inmate annual calendar, call 682-2174.

The jail reading library services were recently overhauled, and volunteer Charlene Sabini is now maintaining a regular circulation of thousands of paperback books and magazines for inmate use in their housing units. Books and periodicals not only help constructively pass the time for inmates, but have provided opportunities for improving literacy and language skills. Ms. Sabini also maintains and updates Deputy Pishioneri's Inmate Law Library, a sophisticated collection of legal reference materials for inmate use.

And Deputy Pishioneri's current challenges in supervising all this? "The most difficult part of the job is being caught between the needs and desires of staff and the needs and desires of the volunteers... and finding the middle ground." Somehow, though, it seems to be working, and the constructive, developmental services provided to inmates show both compassion and discipline.



*Special Deputy Joe Pishioneri*

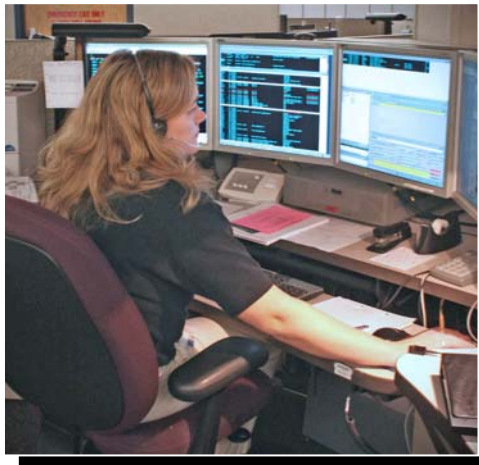


*Lane County Central Dispatch – Con't. from Page One*

scenarios. It is a nationwide phenomenon that this high stress position causes some dispatchers to exit their vocation after less than five years.

No two days at the dispatch console are ever the same and some staff thrive on the variety that comes with the job. With only their voice and the voice of the caller, the dispatcher is obliged to use 'the mind's eye' to determine the needs of any situation and be able to detect needs that may not be evident on the surface.

Persons who choose the Communications Officer position undergo intensive training both at the state and local level, including a mandatory Telecommunicators Academy at the Department of Public Safety Standards & Training (DPSST) in Salem.



**A Communications Officer Using Four Information Screens**

During local training, each dispatcher receives one-on-one coaching from a Field Training Officer through FTEP (Field Training Evaluation Program), which includes an intense day-to-day assessment of their performance. This process can take six to nine months.

There are four primary public safety answering points (911 call centers) in Lane County: Central Lane located in Eugene, Western Lane in Florence, South Lane in Cottage Grove and Eastern Lane

in Oakridge. The Eugene area call center is operated by the Eugene Police Department and is located at 2nd and Chambers. The Sheriff's Office receives 9-1-1 transfers from each of these PSAP's.



- Q** Q: I heard there was a night class for people interested in Corrections careers and other corrections information...? Is it still happening...?
- A** A: Yes! Once a year in the fall the Sheriff's Office Corrections Division offers a several-week course (one three-hour evening per week) for citizens interested in the operation of all the adult corrections programs. No previous experience or study is required for the course, but participants will be subject to a standard background check. This is an ideal course for persons interested in careers in corrections and citizens who want to know more about how things work in the adult corrections system. We'll keep you posted on whom to contact for information about the fall classes!
- Q**
- A**

**LANE COUNTY SEARCH & RESCUE**

**Massive Winter Search**

Sheriff's search and rescue crews searched the wilderness near Cougar Reservoir for lost hiker Daming Xu in November, but were unable to find him. The search and rescue effort evolved into one of the largest in scope and scale ever launched by the Lane County Sheriff's Office. At least 19 agencies assisted in the search including nine other Sheriff's Offices, the State Police and the Eugene Police Department.

About 50 rescuers combed drainages and other areas south and southwest of Olallie Mountain, where Xu, a 63-year-old mathematics professor at the University of Oregon, disappeared November 4 when he went on a solo day hike.

During the search period, the area received snow and experienced high winds, making conditions hazardous for crews and for Xu. The hiker was believed to have begun his trek without food, water, a warm jacket or a cell phone.

Crews continued ground and air searches for days, but eventually began to break down the search camp and moved from an active to a passive search. John Miller, Lane County Search & Rescue coordinator, said the decision to end actively searching for Xu was made in consultation with his family.

Volunteer search and rescue members from more than a dozen counties have logged 3,200 hours in the search, John Miller said. "That's the perfect word for it: frustrating," he said. "It's just not right that we can't find him."

## WAKE-UP CALL



Our days are short this time of year and darkness prevails on the streets for pedestrians and drivers alike. In light of some recent serious pedestrian accidents at night (and in the rain), we urge you to use EXTREME caution on the roads after dark whether walking or driving. If you have an accident this season, be sure to remain on the scene and call for help, making sure all parties are safe or otherwise taken care of if injuries or damages occur. *It is unlawful to leave the scene of a vehicle crash in which you are involved.* Use extra care at night and have a very safe New Year!



## 9-1-1 Tips

### How to Have an Effective 9-1-1 Experience

When a caller in Lane County dials 9-1-1, he or she will reach one of four dispatch centers that are strategically located throughout the county. Roughly 85% of the calls are received at Central Lane Communications, which is located at 2nd and Chambers in Eugene.

When a caller phones 9-1-1, the calltaker will find out where the emergency is and then ascertain what kind of help is needed (police, fire, medics, or a combination of these responders). While the calltaker is asking questions, they are entering this information into a computer-aided dispatch system, or CAD, so responders can be dispatched.

If you're calling for law enforcement in unincorporated Lane County, and once 9-1-1 has the initial information, you will be transferred to Lane County Sheriff's Office Dispatch. At the same time your call is being transferred, the information you've already given about what's happening and where it's happening is being sent to the Sheriff's Office via CAD.

At that point, you'll be talking to a Sheriff's Office dispatcher. They will guide you through a more extensive series of questions so they can determine additional information for our deputies. Dispatchers have specific questions that they must ask in order to keep you safe, as well as our responders. We know that there's information you want to tell us, but please let the dispatcher guide the conversation.

**It is important that you stay on the line until the dispatcher tells you to disconnect.** If it's safe to do so, the dispatcher may let you off the phone; however, if the situation is volatile, you will likely be kept on the phone until deputies arrive.

We hope you never have to call 9-1-1, but if you do, this information will help you be better prepared for the call.



## Connections:

Lane County Job Listings - [www.lanecounty.org/jobs](http://www.lanecounty.org/jobs)

Lane County Sheriff's Office - [www.lanecounty.org/Sheriff](http://www.lanecounty.org/Sheriff)

Lane County Sheriff Office News - [www.lanecounty.org/News](http://www.lanecounty.org/News)

Search & Rescue - [www.co.lane.or.us/Sheriff\\_PoliceServices\\_SpecOper](http://www.co.lane.or.us/Sheriff_PoliceServices_SpecOper)

Letters to Jail Inmates - [www.co.lane.or.us/Sheriff\\_Corrections/MAILRULES](http://www.co.lane.or.us/Sheriff_Corrections/MAILRULES)

Jail Visitation - [www.lanecounty.org/Sheriff\\_Corrections/MainJailVisitation](http://www.lanecounty.org/Sheriff_Corrections/MainJailVisitation)

Forest Work Camp Info - [www.lanecounty.org/Sheriff\\_Corrections\\_FWC](http://www.lanecounty.org/Sheriff_Corrections_FWC)

Neighborhood Watch - [www.lanecounty.org/NeighborhoodWatch](http://www.lanecounty.org/NeighborhoodWatch)

