

# 2026 Maine NENA Conference

## Agenda

### Monday, May 4

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12:00 PM

Event Start

12:30 PM - 1:00 PM

Registration

1:00 PM - 5:00 PM

There's No Such Thing as Routine  
Pre-Conference Session; Lighthouse  
Ballroom A  
Lighthouse Ballroom A

This course is designed to raise awareness and enhance officer and responder safety by identifying and addressing complacency in routine calls and operations. Students will analyze Line of Duty Death (LODD) statistics to understand contributing factors and high-risk scenarios. Through discussions and real-world examples, students will define "routine" and recognize how familiarity can lead to dangerous assumptions during common service calls, including traffic stops, domestic violence incidents, alarm activations, welfare checks, and animal complaints. By the end of the course, students will be equipped with practical strategies to identify complacency, mitigate risks, and maintain a high level of situational awareness across various emergency response situations.

Tina Chaffin

### Tuesday, May 5

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7:30 AM - 8:30 AM

Breakfast / Morning Announcements

Registration

8:00 AM - 4:00 PM

Vendor Room Open

8:30 AM - 9:30 AM

So, You Want to Work for Me?

Cumberland

Cumberland

In this session, Chief Goldman will share how the Lakes Region Mutual Fire Aid team has been intentionally developed into a cohesive, high-performing group over the years.

Through real-world examples and lessons learned, attendees will gain practical strategies for creating buy-in, fostering pride, and building a culture of ownership within their own communications centers. Participants will explore how focusing on hiring the right people — rather than the right now people — has helped LRMFA achieve remarkable stability, maintaining a fully staffed center for more than two years.

This session offers actionable insight into developing and sustaining a motivated, professional, and resilient dispatch team that thrives under shared purpose and strong leadership.

Jonathan Goldman

## The Psychology of Domestic Violence and the Role of the Telecommunicator

Lighthouse Ballroom A

Lighthouse Ballroom A

In this course, we will delve into the hazards that come with responding to and handling domestic-related incidents. We will explore the reasons why victims may choose to remain in such situations, as well as other relevant domestic-related statistics. Additionally, we will evaluate methods through which Telecommunicators can contribute to preventing responder injuries and fatalities during these routine calls for service.

Jason Long

9:30 AM - 10:30 AM

Vendor Time

10:30 AM - 11:30 AM

## Effective Strategies for Dealing with Workplace Conflict

Lighthouse Ballroom A

Lighthouse Ballroom A

This class will explore techniques for managing conflicts that may arise among co-workers and other personnel within the radio room. We will discuss the different types of conflicts that may occur, as well as the various types of employees involved. Additionally, we will provide strategies for effectively handling and managing conflicts within the agency, ensuring that a harmonious and productive work environment is maintained for all.

Jason Long

## You Be the Caller

Cumberland

Cumberland

This class puts dispatchers in the shoes of the caller! We spend hours a week telling callers what to do, but how does that translate to the caller on the other end of the line? What does it feel like to stab someone with an Epi pen or to actually do CPR until help arrives? Dispatchers will walk away with a sense of what it feels like to be on the other end of the line.

Laura Sandred

11:45 AM - 12:45 PM

Lunch

12:45 PM - 1:30 PM

Vendor Time

1:30 PM - 2:30 PM

Active Assailant Table Top Exercise

Lighthouse Ballroom A

Lighthouse Ballroom A

After reviewing key protocols and relevant resources for Active Assailant incidents—including essential caller questions and specific instructions—attendees will engage in a hands-on tabletop exercise designed to simulate a fast-paced active assailant scenario, reinforcing effective response strategies.

Tina Chaffin

## Sleep for Shift Workers

Cumberland

Cumberland

Brief discussion of the science of sleep. Recommends actionable changes to improve sleep length and quality. Quality sleep can improve brain performance, mood, and health. Goal of the course is to increase retention by decreasing the shock for new trainees living in darkness. Covers topics from sunlight to non-sleep deep rest.

Rebecca Werts

2:30 PM - 3:00 PM

Vendor Time / Snack Break

3:15 PM - 4:15 PM

## Beyond Click Click Quiz

Cumberland

Lighthouse Ballroom A

In a busy call center, online continuing education classes are often the go to to keep emergency dispatchers up to date. For some this is a convenient and quick way to stay updated. For others this is monthly torture. Looking for alternative ways to keep training fresh, novel and appealing to different types of learners can be time consuming. Over the years I've gathered a few options that have worked well in our center and would love to share them with those looking to engage learners and add new options to their rotation. "From You Be The Caller" to "The Trivia Wheel of Death", even short on time and energy centers should be able to find something to bring back to their center.

Laura Sandred

## Dispatchers in the Courtroom

Lighthouse Ballroom A

Cumberland

This class will give dispatchers the knowledge and tools to feel comfortable and confident in a courtroom when called to testify. It will also provide an understanding of why dispatcher testimony can be critical for a jury trial when it is needed and how 911 calls are often the foundation of a successful prosecution.

### Key Takeaway:

Dispatcher testimony isn't always required, but when it is it is a critical piece of the puzzle for the jury, and it is important that the dispatcher feel prepared and confident. You should always feel comfortable reaching out to your prosecutor in advance of a trial to talk about what will be asked of you and make sure you are prepared and comfortable.

Ross Whitford  
Chelsea Lynds

5:00 PM - 8:00 PM

Tuesday Night In

Cinco De Mayo themed dinner provided

## Wednesday, May 6

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7:30 AM - 8:30 AM

Breakfast / Morning Announcements

7:30 AM - 4:00 PM

Registration

8:00 AM - 9:00 AM

Vendor Time

9:00 AM - 10:00 AM

**From Awareness to Action: Effective  
Public Education Strategies for  
Emergency Preparedness**

Cumberland

Cumberland

In today's evolving emergency landscape—with changing hazards, shifting public expectations, and the ever-growing role of social media—public education is more critical than ever. This session is designed to explore key trends in emergency preparedness across the U.S. and Maine, examine what we've learned about educating the public (what actually works and what doesn't), and then dive into practical strategies for deploying public outreach: selecting the right vehicles, tailoring messaging, leveraging partnerships, and measuring impact. We'll highlight real-world case studies, share a roll-up of ready-to-use resources, and leave you equipped to sharpen your community's preparedness posture and strengthen trust and engagement.

Emily Kaster

**Leading Across Generations:  
Understanding and Managing Diverse  
Workforces**

Lighthouse Ballroom A

Lighthouse Ballroom A

As our world evolves, so do our individual moral compasses — and as leaders, we must evolve alongside the generations entering the workforce. Leading employees whose fundamental belief systems differ from our own can be challenging, but success begins with understanding.

In this session, participants will explore what motivates each generation and learn strategies to effectively manage and lead diverse teams. Through interactive discussion and real-world case studies, attendees will examine practical examples to better understand generational mindsets and develop skills to bridge gaps, foster collaboration, and enhance team performance.

Jonathan Goldman

10:00 AM - 11:00 AM

Vendor Time

11:00 AM - 12:00 PM

## Bridging the Gap: Empowering Dispatchers to Safeguard First Responders

Cumberland

Cumberland

Dispatchers are the critical link between the public and first responders—yet their role is often under-recognized in safety planning and field response coordination. This session will explore how empowering emergency dispatch professionals with better tools, training, and integration can significantly enhance the safety and effectiveness of law enforcement, fire, and EMS personnel in the field.

Attendees will gain insight into the evolving responsibilities of dispatchers, including situational awareness, real-time risk assessment, and critical decision-making. Through case studies and collaborative discussions, we'll identify best practices for improving communication flow, sharing vital intel, and bridging operational gaps between dispatch centers and responders.

Whether you're a public safety leader, telecommunicator, or front-line responder, this session will offer actionable strategies to elevate dispatcher support systems—ultimately helping to safeguard those who risk their lives every day.

Stacy Blaquiere

ERPO- Extreme Risk Protection Order-  
Yellow Flag Law

Lighthouse Ballroom A

Lighthouse Ballroom A

Review of the current Yellow Flag process and procedures around entry into the NCIC. We will walk through all NCIC Forms and discuss key fields that Maine will utilize upon entry/modification of the ERPO Record.

Nikiaha Bragg  
Jacob Stoddard  
Myriah Cotter

12:00 PM - 1:00 PM

Lunch / Vendor Drawing

1:15 PM - 2:15 PM

VPF- Violent Persons File

Lighthouse Ballroom A

Lighthouse Ballroom A

Review of current criteria for entry into the VPF. We will walk through all NCIC Forms and discuss the importance of utilizing this NCIC File more often.

Nikiaha Bragg  
Jacob Stoddard  
Myriah Cotter

## When it's not your Daily Traffic: Staying Sharp on Fire/EMS Dispatch

Cumberland

Cumberland

For many consolidated or police primary communications centers, Fire and EMS calls make up a smaller portion of the daily traffic; but when they do come in, they carry a high level of consequence and demand immediate accuracy. This session is designed specifically for dispatchers who work in multi-discipline centers. We will review fundamental differences in fire/EMS radio culture, terminology, pacing, and risk, and explore strategies to maintain confidence and competence when the calls are infrequent. Through real-world examples, structured refreshers, and practical tools, participants will gain a clearer understanding of their role in the fire/EMS response chain, how to avoid common pitfalls, and how to deliver calm, precise support when it matters most.

Cassie Leavitt, RPL

2:15 PM - 2:30 PM

Break

2:30 PM - 3:30 PM

## Breaking the Cycle: Shifting Gossip to Growth

Cumberland

Cumberland

Understanding the impact of gossip, how to recognize it, how to stop it, and how to build a healthier communication culture. Tips on replacing gossip with constructive communication and growth to help foster, professionalism, respect and teamwork in a high-stress environment.

Theresa Perry

## From Mic to Tower: The Fundamentals of Public Safety Radio Communications

Lighthouse Ballroom A

Lighthouse Ballroom A

Public safety radio systems are the lifeline of emergency response. But for many users, what happens between pressing the mic and hearing a reply can seem like a mystery. This session breaks down that path step by step, from the user's radio to the dispatch console, through repeaters, microwave links, and networking.

Attendees will gain a foundational understanding of how modern public safety radio systems function, including key components that keep agencies connected. We'll also explore common failure points, how to recognize symptoms of radio issues in the field or dispatch center, and practical steps to troubleshoot problems effectively.

Whether you're a dispatcher, supervisor, communications officer, or field responder, this session will help you "see" what's happening behind the scenes every time you key up, building confidence and improving coordination when communications matter most.

Christopher Lavoie

3:45 PM - 4:45 PM

QA for the Non Q's

Lighthouse Ballroom A

Lighthouse Ballroom A

An open discussion about the QA/QI program focused on the EMD and EFD protocols we use on a daily occurrences and why it is so valuable to have a well functioning program. A few topics discussed as they pertain to QA/QI include customer service, legalities, liabilities and expectations, along with ways to improve their programs.

Kyle Ellis

**Training Made Easy: Ditching Stress to Spark Success**

Cumberland

Cumberland

Training is often underappreciated and can be stressful. Simple ways to help build or improve your Classroom Training. Free supplements that can be added to any training program including quick online trainings, easy guides and programs to use with the trainees. A new approach to map training, different ways to help them learn where things are. The training is stressful enough; easy ways trainers can lessen their own stress and make learning fun again.

Amy Therrien

5:30 PM - 9:30 PM

### Wednesday Night Out

RCM sponsored night of Food, Bowling, Billiards and more!

Join Us for a Night of Fun and Games! Radio Communications Management, Inc. (RCM) is excited to host an all inclusive evening for all 2026 NENA Conference attendees. You're invited to spend the night with our team while enjoying great food and drinks, along with billiards, candlepin bowling, big ball bowling, cornhole, and more at 33 Elmwood! This event is our way of saying thank you and showing our appreciation for the important work you do. We've taken care of all the details—the only thing missing is you.

Please be sure to register for the event. We look forward to seeing you and making this another memorable and successful gathering!

Event Venue: 33 Elmwood Event Center

Event Location: 33 Elmwood, Elmwood Avenue, Westbrook, ME, USA

Event Venue URL:

<https://33elmwoodme.com/home>

Date: 05/06/2026

Start Time: 5:30pm

End Time: 9:30pm

Transportation: Shuttles will begin running @ 5:15pm and will end @ 9:45pm.

Attendees can also drive themselves if preferred.

Food: Dinner will be included, with several hand-picked options to suit choice and dietary options.

Drinks: Drink tickets will be provided for a preset number of drinks for each attendee.

## Thursday, May 7

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7:00 AM - 12:00 PM	Registration Open
7:30 AM - 8:00 AM	Breakfast / Morning Announcements
8:00 AM - 10:00 AM	Customer Service Part 1 Lighthouse Ballroom A Lighthouse Ballroom A Jessica Milliken, ENP, CMCP
10:00 AM - 10:30 AM	Hotel Check Out / Break Hotel Check out time / break
10:30 AM - 12:30 PM	Customer Service Part 2 Lighthouse Ballroom A Lighthouse Ballroom A Jessica Milliken, ENP, CMCP
12:30 PM - 1:30 PM	Lunch
1:30 PM - 3:00 PM	Awards Ceremony Lighthouse Ballroom A Lighthouse Ballroom A
3:00 PM	Event End