

"TURNING THOSE IN CRISIS TOWARD CHRIST"

Emergency Chaplains

MARCH 2022



CELEBRATING NATIONAL 9-1-1 WEEK APRIL 10-16

Do you ever wonder who's the person behind our emergency calls to 911? All we know about them is their voice, which is why National Public Safety Telecommunications Week (NPSTW) is observed every second week in April. 9-1-1 Week recognizes and celebrates the work of our telecommunicators—who help save countless lives every day. So, throughout this week, we honor and thank those invisible 9-1-1 dispatchers who serve in this demanding profession.

FIVE FACTS ABOUT EMERGENCY DISPATCHERS THAT WILL BLOW YOUR MIND

They have the most stressful jobs in the U.S.---According to an article in "Business Insider", emergency call takers scored 98.5 out of 100 in stress tolerance, making their profession one of the most stressful jobs in America.

The work is 24/7---Emergency dispatchers do not work from nine to five like most of us — they work even while you sleep to help emergency callers who are disoriented, panicked, and unable to think.

They are severely underpaid---Since their job does not require a college degree or specialization, it's sad to know that they are severely underpaid for the amount of mental and physical effort they put in every day.

Source: <https://nationaltoday.com/national-public-safety-telecommunications-week/>



Many of them suffer from CISS---Always being involved in others' crises, tragedies, and cases of life and death—dispatchers eventually suffer from Critical Incident Stress Syndrome (similar to PTSD) characterized by nightmares, severe anxiety, and inability to cope with stress in daily life.

They refuse to hang up---Knowing they are the only qualified voice to give instructions, dispatchers never hang up the phone or disconnect the line until they know emergency callers have been taken care of by professionals.

WHY WE LOVE NATIONAL PUBLIC SAFETY TELECOMMUNICATIONS WEEK

They truly care about you---They work 12 hour shifts on holidays, birthdays, and every day of the week. They won't hang up on you. Despite the panic in threatening situations, they do their best to remain calm and

keep you calm until help arrives. Public safety telecommunicators or emergency dispatchers give countless hours of their lives in an emotionally taxing job. They care about you more than you'd imagine.

Over 240 million emergency calls are made in the U.S.---The need for emergency dispatchers is truly everlasting and increasing at a steady rate. More than 240 million emergency calls are made to dispatchers every year in the U.S. The least we can do is to recognize their importance by dedicating a week each year to honor their contributions.

SHOW YOUR APPRECIATION

Send a thank-you note---It's a week-long event of recognition and appreciation. Use your imagination to come up with encouraging thank-you notes, cards, posters, letters or gifts for your local communication center. If you can't find a mailing address online for the communication center, you can call their non-emergency number to get that information.

Celebrate on social media---Thank your emergency call centers and dispatchers on social media using the hashtag #ThankYou911 or #NPSTW to express how grateful you are for them.

And—if you are a 9-1-1 dispatcher, upload a picture of yourself, bask in your week of appreciation, and feel proud serving for public safety!

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Emergency Chaplains is a 501(c)(3) Charitable Organization | Federal EIN: 26-2121418 | NC Solicitation License Number: SL009161

DEATH NOTIFICATION TRAINING FOR NEW OFFICERS



OUR STAFF PROVIDES DEATH NOTIFICATION TRAINING to the agencies we serve. This course helps teach First Responders how to communicate with families following the death of a loved one. We recently taught the course to the newest Durham Police Department recruits, pictured above. Please pray for these new officers as they graduate in March and start their field training phase.

CHAPLAIN FIELD REPORTS

CHAPLAIN REQUESTED TO A WORKING STRUCTURE FIRE.

One individual was trapped inside the residence and did not make it out alive. Chaplain arrived on scene and ministered to the family of the deceased. The Chaplain was also able to provide care for the First Responders that were first on scene.

A MAN WAS FOUND DEAD by his 10 year-old daughter.

Chaplain requested to provide care for the family of the deceased. Chaplain cared for the daughter, wife and ex-wife of the deceased for several hours.

TWO CHAPLAINS RECENTLY participated in a defusing

following the LODD death of a First Responder. Defusings help responders to process the events and process their grief in a healthy way.

A MAN DIED WHILE AT A LOCAL HALFWAY HOUSE PROGRAM.

The man was found by another resident. The Chaplain was able to ensure the residents had the care they needed and prayed over the other men and staff members who lived in the house.

CHAPLAIN ASSISTED POLICE OFFICERS with delivering a

death notification to a woman whose husband died while traveling out of town. The Chaplain offered her assistance with contacting any family members and provided information on grief support and next steps.

TWO CHAPLAINS RESPONDED to a call involving a young

man who died by suicide. The Chaplains were on scene caring for family and friends for over three hours while Law Enforcement investigated.

CHAPLAIN REQUESTED TO ASSIST FAMILY following the

death of a loved one. The deceased had been under hospice care. Two daughters of the deceased were present. Chaplain assisted family with choosing a funeral home and had opportunity to pray with them.

CHAPLAIN RESPONDED TO A LOCAL HOSPITAL ICU at the

request of nursing staff. Assisted family in choosing a funeral home and offered to help with funeral service.

CHAPLAIN REQUESTED to a home where a 2 year-old died

of cancer. Ministered to family on scene.