



...TURNING THOSE IN CRISIS TOWARD CHRIST...

Emergency Chaplains



APRIL 2016

CELEBRATING OUR COMMUNICATORS!



Pictured at left is Ileana O'Sullivan who has served as a Durham 911 Emergency Communications Officer for 21 years. She is holding a "birth certificate" awarded to her for assisting a caller deliver a baby boy.

Evan Smith, pictured to the right, is shown holding one of her "birth certificates". She has already talked two callers through successful deliveries in 2016. Both were boys.



Back in November 2015, Leigh Arch helped a dad with the delivery of his child. The couple were so appreciative of her assistance that they put together a YouTube video using the audio from the actual 911 call. You can see the video for yourself and hear the call at <https://youtu.be/SGkccnGQt20>

The baby that Leigh helped deliver was also a boy....but the girls were not to be outdone. A little girl allowed Communicator Tracie Carson (pictured below) to help bring her into this world back in January.



This past week the Durham 911 Center received a call from the Suicide Prevention Hotline about a teenager who had contacted them over the internet. Initially all they were able to provide was the name of the caller, age and latitude/longitude coordinates. By asking the right questions and some outstanding technological sleuthing the Communications Officer was able to determine the location of the suicidal subject. It turns out the subject was over 150 miles away! Law enforcement in that area was contacted. They located the subject unharmed and connected the family to the additional assistance they needed.

No one is sure how that particular call ended up in the Durham Emergency Communications Center but I'm sure glad it did. Our communicators are the best!

Each year, the second full week of April is dedicated to the men and women who serve as Public Safety Telecommunicators. This year it's April 10-16. *(In Durham, you can send letters of appreciation to Durham Emergency Communications Center, 505 West Chapel Hill Street, Durham, NC 27701. If it is easier, you can e-mail notes to office@echap.org and we will forward those to the center.)*

Telecommunicators probably have the least glamorous job in Public Safety. They are seldom heard by the public and never seen. Day after day they answer the phones and dispatch help with little fanfare. The only time they get media coverage is when they make a mistake—and the news hounds jump on that like a dog on a ham bone.



When answering incoming calls, a telecommunicator is often expected to be psychic—to take screamed, unintelligible words and somehow magically make a police car, ambulance or fire truck show up at a location that is unknown even to the caller.

Chaos is a word well known to every telecommunicator. It happens most every day. Sometimes several times in a day. Some days it happens all day long.

It all happens fast. One minute things are under control and the next minute it seems as if the world is coming to an end. But it doesn't. The telecommunicators always get the job done and help always arrives. They never get the thanks they deserve but we at Emergency Chaplains want to give a shout out to our Telecommunicators—our 9-1-1 Operators—they are the best in the world.

We love you guys! Thanks for being the first in line of our First Responders and THANK YOU for always answering the calls and making sure that we get the help we need, when we need it and where we need it.

For more information on National Public Safety Telecommunicators Week go to <http://www.npstw.org/>

NEW CHAPLAINS SERVING WITH EMERGENCY CHAPLAINS



Matt Keesee joined Emergency Chaplains in October 2015 and is assigned to serve the Cary Fire Department.

Matt came to know Jesus Christ as his Lord and Savior while serving in the US Navy aboard a submarine. He calls that time in his life "The Jonah period" because he was running from God and the submarine was his big fish! Just like Jonah, Matt came out of the belly of the fish a changed man and he has been growing in his faith ever since.

Matt has served in various roles in the church through the years as a volunteer and other times as a bi-vocational youth pastor. He has a passion for young people, teaching and evangelism. Matt is married to Cindy and they live in Fuquay Varina.



Eldon Pearce became a part of the ministry of Emergency Chaplains in September of 2015 and is serving as a member of our Crisis Response Team in Durham. He is a retired educator where he spent his career teaching middle school and high school.

Since retiring, Eldon has served as a missionary with YWAM (Youth With A Mission) where he led mission trips to Ukraine and Thailand. He is still actively involved with international missions through the ministry of Grace Church in Chapel Hill.

Eldon is married to Mary Ann. They moved to Durham after retirement to be close to their daughters...and their grandchildren!

HELP WANTED

Braggtown Baptist Church | Durham, NC
Part-time Administrative Assistant for church office
 20 hours/week – Monday-Friday 9:00-1:00
 \$12.00/hour

For more information or to submit a resume, contact
 Thelma Jernigan at [919-957-2631](tel:919-957-2631) or
 email: tejernig@duke.edu

ECHAP VOLUNTEER OPPORTUNITY

Monday, April 25
 10AM-12 NOON

Office help needed to address and prepare monthly newsletter for mailing. Let Chaplain Ralph know if you would like to help out. Contact info at bottom of page.

CRISIS RESPONSE TEAM (CRT) TRAINING SATURDAY, APRIL 16, 2016 | 8:30AM-12:30PM

The newest members of our Crisis Response Team will have their basic training event on Saturday morning, April 16th. This class is open to anyone else who would like to come and find out more about our CRT and the ministry we do. There is no cost to attend and no obligation. There will be experienced CRT Chaplains on hand to talk with for those who may have an interest in making application to apply for the team.

The training event will be held at EChap Headquarters, 3218 N. Roxboro Rd. in Durham.
 Contact Chaplain Ralph by April 13th if you would like to attend. (Contact info at bottom of page)

NORTH CAROLINA FALLEN FIREFIGHTERS FOUNDATION MEMORIAL

The 6th annual NCFFF Memorial services are scheduled for Friday, May 6 and Saturday, May 7 in downtown Raleigh. The candlelight service is scheduled for Friday evening; the parade and memorial service will be held on Saturday.
 For more information go to <http://www.ncfff.org/>

DONATIONS

(mail to address below or go to www.echap.org for PayPal and bank draft options)
 Thanks to all of you who have given so generously!

Emergency Chaplains | PO Box 14762 | Durham, NC 27709
919.280.8908 | office@echap.org | web: EChap.org

Emergency Chaplains, Inc. is a 501(c)3 Non-Profit Ministry. All donations are tax-deductible as allowed by law.
 EIN: 26-2121418 | NC Solicitation License # SL009161