

...BECAUSE EVERY CRISIS MATTERS...



Emergency Chaplains

Durham, NC

APRIL/MAY 2013

UPDATE ON TROOPER POTTS

On February 18th, Trooper Michael Potts (NCSHP) was shot while making a traffic stop in Durham. He sustained four wounds, the worst being a shot to the face at “extremely close range”. That bullet is still lodged in his neck.



It's a miracle that he survived.

Since Mike walked out of Duke Hospital on February 21st, he has continued to make a miraculous recovery.

You may have kept up with him through local news reports. It seems like every major news outlet in the Triangle has managed to get an interview with him. Between the TV interviews he also found time to speak to groups of Law Enforcement Officers, he's told his story at his church and threw out the first pitch for the Durham Bulls' home opener.

At the same time, Mike has been back at the hospital more than he wants. He's enduring physical therapy and getting prepared for more surgery—this time to repair some nerve damage caused by one of the bullets.

It's possible that Mike will require even more surgery later. He's still healing and the doctors don't know those answers right now.

Now, let me get to the reason why I'm writing this. I want to ask YOU to help Trooper Michael Potts and his family—financially. All of the media attention, Mike's miraculous recovery and the fact that Mike is a humble man has lulled folks into believing that everything's OK—when it's not.

Here's the deal. Yes—the Highway Patrol continues to

pay Mike's base salary—but any extras that Mike could earn are not available to him. No overtime. No shift differential. No off-duty work.

Mike's wife, Lauren, used all of her leave time during the first few weeks of his recovery. She's back at work now but she needs to be off again when Mike goes back for more surgery. She will have to take unpaid time off for that.

While Mike, like most every Law Enforcement Officer in the country, wishes he could support his family on his base salary alone...it's just not a reality. Mike didn't become a State Trooper for the pay. It's a life calling for him.

The bottom line is this—we should not allow some cowardly punk to cause Trooper Michael Potts and his family to have one minute of financial hardship. You know it and I know it. That's why I'm calling on you to help.

From now until May 15th all money given to our 10-33 Fund will be used to assist Trooper Potts. I invite you to stand in the gap for the Potts family by giving to the 10-33 Fund and not allow this would be terrorist to steal from a man who has dedicated his life to protecting us. It's the right thing to do.

Please give today. You can make your checks payable to Emergency Chaplains and mail to:

PO Box 14762

Durham, NC 27709

Indicate on the memo line "10-33"

You can also donate using PayPal. Just go to our website www.echap.org/donate for details.

Thanks for blessing one of our faithful servants!

Chaplain Ralph

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NTW

National Public Safety Telecommunicators Week April 14 — 20, 2013

Each year, the second full week of April is dedicated to the men and women who serve as Public Safety Telecommunicators. By the time you receive this newsletter, 9-1-1 week will be over but it's never a bad time to appreciate those who answer our calls when we have trouble.

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.

The training process for a new telecommunicator can take up to a year and each month requires a full day of continuing education training. It's a lot to learn and a lot to keep up with.

It's a very stressful job, too. 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.

Even a minor wreck on the interstate can cause chaos in the center. Imagine that 50 people witness a wreck on I-40. All 50 people call at one time. 25 of them are headed East. 25 are headed

West. None of them know exactly where they are and most don't even know their own direction of travel. None of the callers currently on the line stopped to check on injuries. When the ones who did stop get a chance to call they can't get through because all the lines are tied up with people telling the communicators what exit they are passing three miles down the road.

On one side of the room there might be several call takers trying desperately to get useful information simultaneously about the same event. On the other side of the room there might be Police, Fire and EMS units yelling for more information about the location of the very same event the call takers are still working on.

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 the First Responders and for always answering the calls and making sure that we get the help we need, when we need it and where we need it.

**WELCOME NEW ADDITIONS!**

- Richard Brown (Chaplain, Wake Forest Police Department)
- Steve Jordan (Chaplain, Carrboro FD and Prospect Hill FD)
- Don Sharp (Chaplain, Person EMS)
- Ebenezer Addae (Crisis Response Team)
- Harold Rigsbee (Crisis Response Team)
- Mike McCown (Board of Directors)