



Emergency Chaplains

APRIL 2018

NATIONAL PUBLIC SAFETY COMMUNICATORS WEEK



The week of April 8-14 is set aside to honor the men and women who serve as Public Safety Telecommunicators.

More commonly known as 9-1-1 Operators, these are the folks 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.

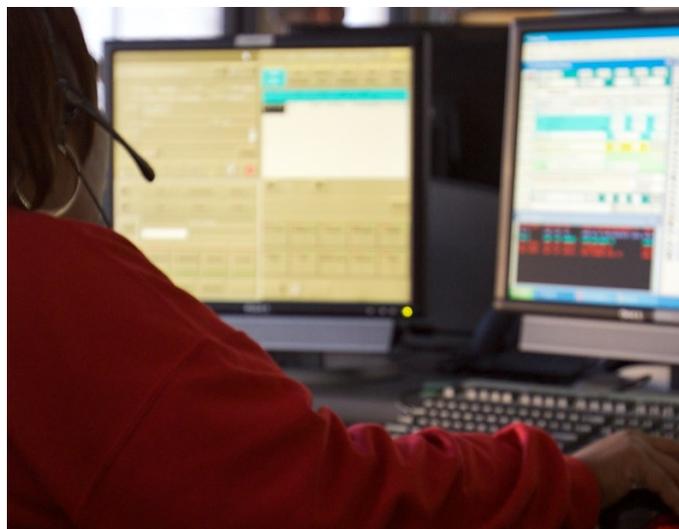
Chaos is a word well known to every telecommunicator. It happens most every day; sometimes several times in a day. Some days it happens all day long.

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 will be several call takers trying desperately to get useful information about the same event. On the other side of the room there will 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.....Thank you for your dedication to serving your community and for holding down the front line for all of our First Responders!



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CHAPLAIN FIELD REPORTS

DIRECT CALL FROM CITIZEN in crisis. On-Call Chaplain was dispatched to the citizen's home but while chaplain was enroute, the subject cut his wrists. Subject was transported to the hospital where he received mental health evaluation.

AT APPROXIMATELY 1:30AM, a man returned home from work to find his girlfriend was in cardiac arrest. She was pronounced dead on scene. Overdose suspected. The responding chaplain ministered for almost 3 hours on the scene.

REQUEST FOR SERVICE for a death call due to suicide. Chaplain ministered to family members. While on scene, EMS was requested for another family member who was transported to the hospital for breathing difficulty.

TWO CHAPLAINS RESPONDED for death of a young adult in a local Residential Recovery Program. Police requested the chaplains stay until the deceased's parents arrived. Both Chaplains were able to then pray with the family as well as talk with two other residents in the Recovery Program.

CHAPLAIN REQUESTED TO THE HOME OF AN ELDERLY MAN who passed away. The Chaplain ministered to the deceased's son for over 3 hours and later conducted the graveside service for the family.

CRT CHAPLAINS WERE DISPATCHED TO A LOCAL HOTEL. A couple was staying at the hotel while the husband was being evaluated for a heart & lung transplant. Upon waking, the wife found that her husband had died in his sleep. Chaplains ministered to the family on-scene for 5 hours.

DURING A CRISIS RESPONSE CALL, A PARAMEDIC WAS ASSAULTED. The paramedic was transported to the hospital where his injuries were evaluated. While a chaplain was still on scene, another chaplain met the paramedic at the hospital.

AROUND 1:00AM, a chaplain was dispatched to a local hotel known for homeless residents and drug use. Subject had gone into cardiac arrest. Chaplain was able to minister to family on scene as well as officiated the memorial service for the deceased.

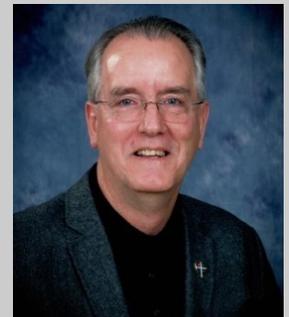
CHAPLAIN SPOTLIGHT

Chaplain Johnny Hewett has served with Emergency Chaplains since 2009. Last year, Johnny and his wife, Connie, moved to Green Mountain, NC for him to serve Pleasant Grove Baptist Church as their Pastor. Since moving to the area, Chaplain Johnny has established the ministry of Emergency Chaplains in Yancey County to serve the Yancey County Sheriff's Office and the county's Volunteer Fire Departments.

Johnny spends at least one day a week visiting personnel on duty and taking part in ride alongs. Because of the relationships that he has established, Johnny has already become a trusted resource for all First Responder agencies in Yancey County.

Last month, he was able to minister to three officers who were involved in a domestic situation where they were forced to shoot and kill a man who was attempting to murder his own wife. Johnny took part in the Critical Incident Debriefing for those involved in the shooting and was also able to meet with the wife of the deceased man when she came to the Sheriff's Office to thank the officers for saving her life.

Please pray for Chaplain Johnny and the work that he is doing in Yancey County. Pray for him to be able to recruit new chaplains to serve with him as he ministers to the First Responders and the citizens in Yancey County, working to turn those in crisis toward Christ.



Johnny Hewett

BE A PART OF THE MISSION!

Will you consider supporting the ministry of Emergency Chaplains with a monthly gift? You can set up a secure monthly bank draft by going to our website or by using the enclosed card. A small gift of \$30 each month for a year would pay a full day of Emergency Chaplains' expenses. That's less than a dollar a day....about the cost of a daily newspaper...to keep our chaplains and counselors helping people in need.