



TOWN OF PARADISE VALLEY POLICE DEPARTMENT Information Release

04/13/2020

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National Public Safety Telecommunicators Week

National Public Safety Telecommunicators Week is celebrated between April 12th-18th, 2020. In honor of our Emergency Dispatchers, the Paradise Valley Police Department will release a highlight video to unveil the depth of care and realities confronted by our professionals on Monday, April 13th, 2020. [View here.](#)

When an Emergency Dispatcher terminates their contact, at times it's the last contact they will have with that person. It can be tough thought to handle when all that can be assured is that help is on its way.



Communications Manager, Shauna Henrie says, "Emergency Dispatchers are essential workers who are showing up for work every day to make sure that the services we need are accessible. Their commitment to service is never more evident than in a crisis and their commitment is shining brightly today!"

National Public Safety
Telecommunicators Week highlights the

very first responders for each call for service our department receives, our Emergency Dispatchers. Every hour of every day hundreds of these dedicated individuals across the country answer 911 calls, dispatch police, fire, and medical services, and talk citizens through some of the worst days of their lives. But, who are they and what other skills must they have to do their job?

Emergency Dispatchers are a wonderful group of caring people who work to find solutions. They are each part of a family and represent diverse families within our community. They train for hundreds of hours to operate multiple computer systems, radios, complex phones, and other

equipment. They learn about law and crime, human interactions, how to communicate effectively in challenging circumstances and with people who may be frightened, hurt, confused or angry. They learn to actively listen and to gain control of a situation with only their voice over phone or radio. They care about others and have a desire to make a difference in our world.

The Emergency Dispatchers in Paradise Valley operate 24/7. Emergency Dispatchers do far more than just answer phones. They not only send help where it's needed, but they are there to direct citizens who are looking for local resources. They assist Officers by looking for critical information to help locate someone in crisis or to find an address, phone number or name. Your Emergency Dispatchers ensure that critical information is shared with other agencies who all work as a team to keep our citizens safe. They maintain order in chaos and keep detailed records of every action while relaying critical details to all responders. There's a way you too can help with vital information in an emergency!

Create a Safety Profile at our Alert PV portal for your entire family at www.paradisevalleyaz.gov/AlertPV



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“Individuals will receive notifications that will improve safety in our Town and help inform residents of potentially life-saving actions they may need to take in an emergency,” said Peter Wingert, Chief of Police. “The information in Smart911 Safety Profiles and the emergency notifications allows both residents and first responders to be better informed in an emergency situation.”



When you need to call us, we will be there to answer. If we ask a lot of questions, know that it's necessary to get the right help to the right place in the shortest amount of time. During this current situation, we may ask a few extra questions because one of the duties of an Emergency Dispatcher is to help protect our Police and Fire professionals. This is accomplished by working with each caller through basic information to share with our first responders assisting you.

If you have a chance, please thank an Emergency Dispatcher by sharing our highlight reel and leaving a comment when it's released for us to share with our department personnel. The job they do is critical, challenging and important for all of us to hear. While they are often a voice on the other end of a phone line, they are caring and committed professionals who have dedicated their careers to providing help where it's needed. We serve our community with great honor.

For the latest information on what's happening in Paradise Valley, follow us on:

Facebook: <https://www.facebook.com/PVPolice>

Twitter: <https://twitter.com/PVPolice>

Website: www.ParadiseValleyPD.com

Join Alert PV: Text "AlertPV" to 78015 to get started.

Join Neighbors app: Text "PVPD" to 555888 to get started.