

CITY OF CORAL GABLES

- MEMORANDUM -

TO: MAJOR JOHN BAUBLITZ
ACS CHAIRPERSON

DATE: APRIL 7, 2024

FROM: AMARILYS C. DIAZ
COMMUNICATIONS MANAGER

SUBJECT:
NOMINATION - OPERATOR OF
THE 1ST QUARTER 2024

ACTION/RECOMMENDATION

Award of Operator of the 1st Quarter to Operator Lawanda Isaac.

BACKGROUND

On Monday, April 7, 2024, at approximately 13:52:55 hours, Operator Lawanda Isaac while assigned to call taking position 1 (CT1) received an E9-1-1 call from a female caller requesting medical assistance at 40 Calabria Av. Apartment 101. The female caller told Operator Isaac that she was home alone with her 4-year-old daughter, and she felt an epileptic seizure coming on. The caller makes every attempt to remain calm, while at the same time explaining to Operator Isaac everything she's done, she doubled her medication, she's called her daughter's father, but she needs help, she's scared because of her 4-year-old daughter. The caller continues to plead with Operator Isaac as Operator Isaac reassures her "help is on the way". Operator Isaac makes every effort possible to keep the caller calm, while at the same time continuing to provide instructions to the caller so that when FRS arrives, they can gain access to the home easily, she repeats to the caller to make sure her front door is open. At one point Operator Isaac instructs the caller to sit down to avoid falling and hurting herself.

After approximately three and a half minutes of conversation with the female, the female caller lays down on the floor and her 4-year-old daughter takes over the conversation with Operator Isaac. This 4-year-old is able to communicate clearly with Operator Isaac, keeping her informed of her mommy's condition. Operator Isaac asked her if her mommy was awake, to which she replied "no, she's laying on the floor". Operator Isaac continues to reassure the 4-year-old that help is on the way, within seconds the child tells Operator Isaac "there here, can you hear them" referring to the sirens, seconds later the child is heard talking to the fire fighters telling them about her mommy.

Operator Lawanda Isaac's performance was beyond commendable, she managed to assist the caller during this highly stressful situation calm, reassuring her "help is on the way", minutes later the situation changed and now Operator Isaac had to engage, communicate, guide and reassure a 4-year-old child that help was on the way, while trying to keep her calm. Throughout

this whole process Operator Isaac was focused, empathetic, and able to maintain her composure to ensure a successful outcome.

It is for the explicit professionalism, passion and evident commitment to her job throughout this call that I recommend Operator Lawanda Isaac for Communications Operator of the 1st Quarter.

APPROVAL

DATE


DISAPPROVAL



Javier Bruzos, Lieutenant
Technical Services Division

4-10-24

Javier Bruzos, Lieutenant
Technical Services Division



Major David Lemon
Technical Services Division

04-10-24

Major David Lemon
Technical Services Division



John Baublitz, Major
Award Selection Committee

04/12/2024

John Baublitz, Major
Award Selection Committee

ACD/acd