

**Dedicated to providing lifesaving education, equipment and technology to first responders.**

**From the Desk of  
FIRE CHIEF  
DENNIS M. JENKERSON**

“The EMS Dispatchers are the first point of contact for the citizens of the City of St Louis who are dealing with a life threatening emergency. The STLFDD Dispatchers provide a calming, reassuring, and professional voice which is the foundation for all emergency responses by the members of the St Louis Fire / EMS Department.”

*Chief Dennis Jenkerson*  
Fire Chief, City of St. Louis

***What's Your Emergency?***

- State the nature of your emergency in order to be directed to **EMS or Fire**;
- Give the EXACT address of where the ambulance should respond;
- Give the nature of the problem;
- Stay on the line until help arrives. We are rooting for you!



**St. Louis Fire Department EMS DISPATCH  
Bill Heinemann, Lisa Buttry, Fire Chief Jenkerson,  
Karen Guice, Nicholas Kuehner**

Calls to SLFD EMS Dispatch are screened by the protocols of the National Academy of Emergency Medicine Dispatch to assist in the evaluation of the call to send appropriate response and proper equipment. The crews work 12 hour shifts with call volumes that are relentless. As one can imagine, there are good days and bad days at the 9-1-1-console. Bad ones like the day in April when yet another SLPD Officer was slain, Officer Daryl Hall, the day last month when a Federal Agent was killed, the day an eight-year-old called crying because her Mommy wouldn't wake up, or the day a child was shot in the face with a BB gun. These calls set the tone for any given day at SLFD EMS Dispatch and many are the days when the calls are relentless with tragedy packed upon tragedy. Many are haunted by these heartbreaking misfortunes which remain **everyday** aspects of the job. "It takes a very special person to work Dispatch" says Deborah Berg-Gash, EMS Supervisor.

**Did You Know?**

In 2010 SLFD Bureau of EMS made 58,949 runs to the scene in response to 911 calls?

The heaviest call volumes for EMS dispatch occur on Friday nights, summertime and during full moons?

All 12 SLFD ambulances are equipped with new 12-Lead Defibrillators provided by the *Lifesaving Foundation's* 12-Lead Capital Campaign?

Phase 2 of the Capital Campaign will outfit the SLFD's 30 fire trucks with the new equipment?

**May 15-21 is National EMS Week?**



**From the Desk of the Executive Director**

SLFD EMS Dispatch follows a strict medically approved protocol in which the dispatchers must make rapid over-the-phone assessments to determine which resources to send or not to send. These are the moments when a split second decision can change a life forever.

The pros behind the headsets are a diverse group in terms of training, personality traits, and responsibility. They are the consummate multi-taskers, tirelessly unflappable, providing leadership and empathy when people are in the midst of a crisis. They never interact face-to-face with callers, yet good interpersonal skills are crucial. Dispatching is a virtual juggling act. Some have years of experience as EMTs or paramedics, while others are strictly EMD trained. They are responsible for the overall flux of what is happening in the system and are in charge of every scene until the Medic Unit arrives with a new commander. Thank you to the unseen heroes of our everyday lives who have heard it all and seen none of it.

*Becky* Rebecca Davis, Executive Director



**SLFD EMS DISPATCH Leslie Butts,  
Tim Schmitz, Loretta Anderson,  
Stephanie Johnson**

Good days now include what the national press has dubbed, the Missouri miracle, the Good Friday tornado which incurred no loss of life. These are rewards personal and difficult to describe...the paychecks of the heart.

**DENNIS M. JENKERSON  
FIRE CHIEF  
CITY OF ST. LOUIS  
&**

*The Lifesaving Foundation*

Cordially invites you to  
The St. Louis Fire Departments'  
*Lifesaving Awards Ceremony*

The Ceremony will be held on  
TUESDAY, MAY 17, 2011  
1:00 P.M.

**AT**  
St. Louis Community College, Forest  
Park Campus  
Mildred E. Bastian  
Performing Arts Center Theatre  
5600 Oakland  
Corner of Highland and Oakland

