



# The Scotland Standard

VOLUME 1, ISSUE 1

OCTOBER 2019

Send the **right equipment**,  
With the **right responders**,  
To the **right place**,  
At the **right time**,  
And provide the  
**right instructions** until the  
responders arrive.

## Call Clip



This month's call clip comes from Bill Edge. On September 20, 2019, Bill received a call regarding a patient who was unconscious. Bill talked the caller through medical instructions during a phone call that lasted over 12 minutes. What Bill did not realize is that the caller was actually administering CPR to the patient, as there were times during the call the patient was breathing ineffectively or had

stopped breathing all together. By the time the paramedics arrived on scene, the patient had begun breathing again and was taken to Scotland Memorial Hospital for evaluation. Who was the caller? It was our very own Jeremiah McLeod!

I am incredibly proud of the both of you as you worked together to save a life—one by phone and one on scene.

Jeremiah explained that he now has a better understanding of the Gap Theory and why gaps (silence or pauses) during a call can be crucial to the callers patience and confidence.

**GREAT JOB GUYS!**

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## EMPLOYEE SPOTLIGHT



Jeremiah McLeod

← Length of Employment: 2 years →

**Favorite Part of the Job:** He couldn't decide (go figure). He truly loves the job, his team, his officers, and even Sam.

**Hobbies:** Jeremiah loves to sing, spend time with friends and family, and VIBE.

Total percentage of 911 calls answered within 10 seconds:

# 98%

## HAPPY BIRTHDAY!

Everyone be sure to give warm birthday wishes to the October baby!

Katie Blackmon—October 19



*"Happy 24 hours of constant Facebook notifications day!"*



**THE FIRST, FIRST RESPONDERS**

**OCTOBER 2019**

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6*	7*	8*	9*	10* Staff Meeting	11*	12*
13*	14*	15*	16*	17* Console Install	18*	19*
20	21	22	23	24	25	26
27	28 SS Conference	29 SS Conference	30 SS Conference	31 SS Conference		

**TRAINING:**

October 6-19, 2019  
 Continuing Education  
 Richmond Community College  
 EMD Protocol 26: Sick Person (All)  
 Building Confidence in Your Trainee (CTO Only)

**MEETINGS:**

October 10, 2019  
 6pm—Quarterly Staff Meeting (Potluck Dinner)

October 28-31, 2019  
 Southern Software Conference (Mike, Sam, & Shane)

**UPCOMING EVENTS:**

October 17, 2019  
 Russ Bassett will be installing our 4 new consoles and removing the center islands. Each half of the room will be done at the time.

**Live the D.R.E.A.M.**

**Dedication. Responsibility. Education. Attitude. Motivation.**