



PRESS RELEASE

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FOR IMMEDIATE RELEASE

Date: Tuesday, September 30, 2008
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Dispatchers talk callers through crises

Riverside, CA – On Sunday, September 28, two Riverside Public Safety Dispatchers coached separate 911 callers seeking medical aid, through CPR (cardio-pulmonary resuscitation) procedures to assist their victim until emergency medical responders arrived.

Riverside's 30 Public Safety Dispatchers are specially trained to handle 911 Police, Fire or Emergency Medical Dispatch calls for service. For calls requesting any emergency service, dispatchers will keep callers on the line for important updates and changes to unfolding situations, and relay new information by radio to emergency responders en route. Police, Fire and/or medical responders come to the door with as much information as possible, making maximum use of the necessary travel time to an incident location. In the case of a medical aid call, Dispatchers advise callers of preliminary steps that the caller can take to render immediate help to their victim until help arrives.

"It's not uncommon for our dispatchers to talk the reporting callers through initial procedures to help their victim in medical distress before responders arrive, but it is unusual to have two CPR calls in a single day," said Riverside Police Sgt. Lisa Williams, manager of the City of Riverside 911 Communications Center.

At approximately 10:40 a.m., dispatcher Angie Soria handled a call of a baby not breathing at a residence in the 10000-block of Wells Ave. She coached the caller through immediate CPR procedures until Riverside Fire Department medics arrived five minutes later. The eight-week-old boy survived and was transported to Loma Linda Medical Center for continuing treatment.

A few hours later, at about 4:50 p.m., dispatcher Crystal Macek received a call of a 50-year-old male suffering a heart attack on Stonewood Drive. She was able to direct the caller to begin CPR. Responders arrived to help within five minutes.

"Even in cases where the victim does not survive, as in the later case, family and friends have the comfort and assurance that Dispatchers can guide lifesaving action right away, and make every minute count," Williams said.

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