

# **SEECOM Telecommunicator receives Commendation**

**Submitted by Mike Markison**

On August 26, 2010, at 1203 hours Telecommunicator Jacqueline Weir received an emergency 911 call from a frantic caller stating that the police were needed at a business location next door. The caller had no idea of the seriousness of the incident she had become involved in, but only knew that an employee of the Dental Office located at 1293 South Main Street had entered her store and indicated she needed immediate help.

Telecommunicator Weir took the initiative to determine the business address and establish telephone contact with the initial complainant, Dental Assistant Dawn, who stated that all was well at the Dental Office and no assistance was required at that time. Through skillful interview techniques, Telecommunicator Weir was able to ascertain that Dawn's employer was standing next to her while the telephone exchange was taking place and that accurate information was being intentionally withheld for fear of retribution, and also that the employer was in possession of a firearm and had placed the pistol to his head and stated his intent to commit suicide.

Telecommunicator Weir stayed in continuous telephone contact with Dawn for nearly 14 minutes assuring her that all was being done to assist her and that the Algonquin Police were on the way to her location. Once the officers arrived and secured the area, Dawn was instructed by Telecommunicator Weir to come out of the Dental Office and meet with the police. Once Dawn was safely in police protection the employer was instructed to exit the business with hands on his head. The employer complied and was taken into protective custody without further incident. Later it was determined that no less than five (5) weapons were recovered and seized by the Algonquin Officers.

Incidents such as these are the cornerstone of service to the community and indicative of the skill, training, and dedication exhausted in that endeavor. Telecommunicator Weir obviously displays the attributes of professionalism in her perseverance of service to this citizen in need of assistance and is certainly worthy of this Commendation.

Job Very Well Done!

Lou Vernagallo  
Deputy Director  
SEECOM