



INTER-OFFICE MEMO

TO: Halls 1, 2, 4, 5, 6, 8, 9, 10, 11, 12, 13, 14, 15, 17, 18, Admin, D/Chiefs, A/Chiefs, B/Chiefs, Training, Mechs, Fire Prev, Dispatch

FROM: Shannon Harris

DATE: April 8, 2019 FILE: 0630-02

RE: Emergency Service Dispatchers' and 9-1-1 Awareness Week: April 7 - 13, 2019

April 7 – 13, 2019 is Emergency Service Dispatchers' and 9-1-1 Awareness Week across North America. Last year Surrey Fire Dispatchers initiated approximately 75,000 incidents to 41 Fire departments, public works and Bylaw agencies across British Columbia.

This week is a time to acknowledge the continued dedication and commitment of our Dispatchers to the citizens of our communities and support to the Firefighters we work alongside. Our Dispatchers are the “first” first responders, the calming voice on the other end of the phone and the lifeline for people in distress. They are a team of professionals who specialize in quickly and accurately determining the location, response type and providing incident support to our fire crews. The level of dedication and professionalism they provide, while meeting and exceeding the NFPA performance standards, is recognized as a benchmark in emergency services dispatching.

We would like to take the opportunity to honour all our Dispatch staff and thank them all for their continued service to the Surrey Fire Service and our client jurisdictions.



Shannon Harris
Communications Manager

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YL 4/8/19 11:40 AM



Canada
Province of British Columbia
A Proclamation

ELIZABETH THE SECOND, by the Grace of God, of the United Kingdom,
 Canada and Her other Realms and Territories, Queen, Head of the
 Commonwealth, Defender of the Faith

To all to whom these presents shall come – Greeting

WHEREAS 9-1-1 service is a lifeline that people depend on in emergencies, and

WHEREAS emergency service dispatchers and call-takers are the first contact with citizens who use the 9-1-1 emergency number, and

WHEREAS emergency service dispatchers and call-takers have the responsibility to question citizens who are often under duress and in danger in order to obtain necessary information and determine the severity of the emergency, and

WHEREAS emergency service dispatchers and all call-takers have the responsibility to initiate a response of fire, police and ambulance to assist citizens in an emergency, and

WHEREAS emergency service dispatchers and call-takers are critical to the safety of firefighters, police officers and paramedics, and

WHEREAS emergency service dispatchers and call-takers are supported by technology specialists and support staff who work behind the scenes to ensure citizens are provided with the needed assistance, and

WHEREAS emergency service dispatchers, call-takers, technology specialists and support staff have the greatest concern for all citizens and for the safety of firefighters, police officers and paramedics who serve;

NOW KNOW YE THAT, We do by these presents proclaim and declare that April 7 to 13, 2019 shall be known as

“Emergency Service Dispatchers’ and 9-1-1 Awareness Week”

in the Province of British Columbia.

IN TESTIMONY WHEREOF, We have caused these Our Letters to be made Patent and the Great Seal of Our Province of British Columbia to be hereunto affixed.

WITNESS, The Honourable Janet Austin, Lieutenant Governor of Our Province of British Columbia, in Our City of Victoria, in Our Province, this fifth day of December, two thousand eighteen and in the sixty-seventh year of Our Reign.

BY COMMAND.


 Attorney General
 (counter signature for the Great Seal)


 Lieutenant Governor