

### ECO Shakila Saunders

ECO Shakila Saunders is the recipient of the QA Spotlight of the Month for June. On June 13, 2022, at 20:39 hours, ECO Saunders received a call from a male citizen (reference CAD 202206130603) who was possibly experiencing a “real-life nightmare.” The call began with a male being extremely frantic, out of breath, and experiencing emotional distress. The male was barely unable to speak between breathes in order to provide his address as he pleaded for police to respond immediately. The male stated that someone kicked in his door and kidnapped his daughter. ECO Saunders began to ask questions to gather additional information about the daughter, only to discover he referred to his dog as his daughter. ECO Saunders maintained a high level of professionalism and continued to ask questions about the incident because something traumatic had happened to the citizen. ECO Saunders’ calm demeanor and patience allowed her to get the full story from the citizen, as he began to



calm down and explain that he had an altercation with his roommate. ECO Saunders was able to get a full description of the events by being persistent and using calming techniques. During this eight-minute call, ECO Saunders finally discovered that the caller’s roommate had kicked him and the dog during a heated exchange. As dispatchers, we can never be fully be prepared for what we are going to hear on the other line of a phone call, however, we have been conditioned and trained to respond accordingly. ECO Saunders’ career as an emergency communications officer began only four months ago. ECO Saunders is definitely on the right path to becoming an observant listener, as she is develops several other important attributes.