

ECO Vincentia Isaacs

ECO Vincentia Isaacs is the recipient of the QA Spotlight of the Month for March. On March 20, 2022, at 17:40 hours, ECO Isaacs received a call from a female citizen (reference CAD 202203200454) calling for assistance as she was being physically attacked by her own son. Initially the call was an open line, and a violent struggle could be heard. Immediately, a winded female began to speak with ECO Isaacs to describe the events that occurred prior to the emergency call being placed. Two minutes into the call, they began to physically fight again, and the female began screaming and yelling expletives. ECO Isaacs remained on the line and displayed an enormous amount of patience and was very specific with her questions in order to obtain a physical description of the subject. The attack was so violent that the female requested to have EMS to respond for injuries that she had obtained. The caller experienced a wide range of emotions during this five (5) minute call, and ECO Isaacs was able to



adjust her tone throughout the call in order to appeal to her needs. ECO Isaacs knew when to have a firm tone in order to keep the caller focused on answering the questions, and also a very soft tone when the female began to cry hysterically. These adjustments are made often during call

taking in order to make that emotional appeal to the citizen's needs. ECO Isaacs began to show empathy because she was able to change her tone without warning. Most dispatchers have this unlearned skill of conformability. ECO Isaacs' career as an emergency communications officer began less than a year ago. ECO Isaacs is making very notable adjustments in order to perfect her skill set and is headed in the direction of success.