

ECO Wadiya Pearson

ECO Wadiya Pearson is the recipient of the QA Spotlight of the Month for August. On August 17, 2022, at 18:14 hours, ECO Pearson received a call from a male that spoke minimal English and could not provide a location. The male was able to explain that his car was smoking, smelled like gasoline, and was about to explode. The male stated he didn't know where he was but could explain he was in a church parking lot. During this intense exchange of the male trying to get his family out of the vehicle, he was speaking Spanish to his family members, while trying to articulate where he was for a fire emergency response to ECO Pearson. As a tenured emergency communications officer, ECO Pearson could sense the male was beginning to panic, and she was able to use the tactic of asking for his name to bring his attention back to her, so that she could gather additional information. ECO Pearson began to refer to the male by his



first name, which implies a personal relationship and is advantageous for a call-taker who is trying to relay pertinent information to first responders. ECO Pearson's words became more personal to the caller and possibly interpreted by the caller as someone who was caring and empathetic.

ECO Pearson was able to obtain a valid location and have Richmond Fire Department respond to handle the emergency without incident. ECO Pearson only had seconds to build this bond with her caller, and she achieved this very gracefully. ECO Pearson's career as an emergency communications officer began almost six years ago, and it is evident that she recognizes the skills needed to be the bridge between the public and emergency services.