

### Communications Officer II Shawanna Freeman

COII Shawanna Freeman has been selected as October Communications Officer of the month for her exceptional contributions and dedication to the Department. COII Freeman began her career with the Department of Emergency Communications in 2016. She has consistently shown her dedication to the Department through presentations and professionalism which was demonstrated during the month of October.

COII Freeman used some time away from the center to improve the overall mental health of her coworkers. COII Freeman put together a two-hour presentation “Dispatcher Stress” about the stress of working in a communications center. It was quickly recognized by COII Freeman that this presentation would not only benefit her fellow CO’s at the DEC but CO’s statewide. She submitted a request, and was accepted by Virginia APCO to present at the Virginia APCO conference in Roanoke. During her presentation COII Freeman was able to break down items that cause and continue stress in communications centers across the country. COII Freeman presented in front



of a crowd of her peers and was able to engage, educate and potentially improve their daily lifestyle. This was the second time COII Freeman has represented the Richmond Department of Emergency Communications as a presenter on this type of level at an APCO conference and she represented the Department with outstanding professionalism as always.

Within her two years with the Department, COII Freeman has earned the respect of her fellow peers and supervisors as she is always quick to assist the department in any way she can, while maintaining the utmost professionalism. Whether assisting with National Night Out or as a member of the Incident Dispatch Team, her dedication and commitment to the Department and citizens of Richmond is unparalleled.

**Honorable mention for October goes to CO Tabitha Roane**