

ECO Leslie Brown

ECO Leslie Brown is the recipient of the QA Spotlight of the Month for November. On November 16, 2021, at 11:02 hours, ECO Brown received a call from a male citizen (reference CAD 202111160179) calling about receiving some assistance for his sister that was possibly experiencing mental issues. The male began to describe the events surrounding his call as he was concerned for his sister's well-being. The male began to express his frustration with no one wanting to assist his sister in receiving the necessary mental health treatment options available. We encounter these calls frequently and this particular event, ECO Brown felt the need to go above and beyond the call of duty by sharing knowledge with the citizen that would possibly get him the help he needed for his family member. ECO Brown detected that this citizen had experienced some discouragement in the past and decided to offer support to promote a safe and supportive community. ECO Brown began to explain the services offered



through Richmond Behavioral Health Authority (RBHA), to be more specific a crisis response and possibly having them obtain an Emergency Custody Order (ECO). While ECO Brown explained the process of contacting Crisis Intervention, she also provided him with the phone number. Immediately you could hear the citizen exhale, as he may have begun to feel hopeful about receiving the much needed help for his sister. ECO Brown listened to the citizen and responded in a reliable and compassionate manner. ECO Brown's career as an emergency communications officer began over (20) twenty years ago and she approaches call-taking with integrity and accountability. She is a role-model to us all and we appreciate what she puts forward as she represents this department.