

BUREAU OF EMERGENCY COMMUNICATIONS



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NEWS RELEASE

Two Portland 9-1-1 Dispatchers meet the children they helped save

On Thursday, October 3, 2002, at 6:00 p.m., Shannon Duffy frantically called 9-1-1. Her eleven-month-old baby had fallen while in the bathtub and she found him face down in the water. She reported that he was unconscious and not breathing. 9-1-1 Dispatcher, Teri Lyn Vik created an incident for dispatch within nineteen seconds for fire and medical crews to respond.

Vik, a nine-year veteran of the Bureau of Emergency Communications (BOEC) was able to calm the frantic mother down and keep her focused on helping her baby. Vik relayed CPR instructions through the mother to the father of the baby. Together, they provided mouth-to-mouth resuscitation and chest compressions. When AMR paramedics walked in the door, the baby had already opened his eyes, regained his color and was breathing on his own again.

On Tuesday, October 29, 2002, at 4:56 p.m., a panicked Hope Thompson called 9-1-1 to report her 5-year-old daughter choking on a marble. 9-1-1 Dispatcher, Amanda Schroeder created an incident for dispatch within fourteen seconds for fire and medical crews to respond.

Schroeder, a one-year veteran of the Bureau of Emergency Communications (BOEC) acted like a true veteran. Forty seconds after reaching 9-1-1, the child stopped breathing. Schroeder quickly provided instructions for the mother to perform abdominal thrusts. Schroeder was persistent with the mother, having her continue giving abdominal thrusts, even when it did not appear to be working. Within one minute, the marble popped out.

Please join us **Thursday, November 14, 2002 at 3:00 p.m. at the Bureau of Emergency Communications** (BOEC) as both Portland 9-1-1 dispatchers meet the children they helped save. American Medical Response (AMR) will present Teri Lyn Vik with a special award of recognition. In addition, on behalf of the Oregon Association of Public-Safety Communications Officials (APCO), BOEC will present both 9-1-1 Dispatchers with Oregon APCO Life Saver Awards.

RSVP: Copies of the 9-1-1 telephone calls will be available on CD at the press conference. Please notify us if you plan to attend so we can make room for your camera/radio crew and have enough copies of the CD's available.

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