



# in touch



OCTOBER 2007  
VOLUME 2, EDITION 3

## current events at the Houston Emergency Center

### HEC TID BITS

#### Pumpkin Carving Contest

Carve a pumpkin to your delight and have a shot at winning a \$50 gift certificate to Pappasito's.

Basic rules include pumpkins must be carved (real or manufactured); ornamentation is allowed and no flame as a source of light.

The Awards Committee will judge the entries on Halloween (October 31) so don't delay and submit your artwork to Roz Bulman or Liz Padilla.

#### Ahoy there, matey!

This year's Halloween theme will be Pirates of HEC.

So dig up your eye patches, wooden leg, and if you have a parrot, bring it along too.

Aaarrgh, shiver me timbers...

#### Breast Cancer Awareness

For a donation of \$10, employees can wear either a white or pink Breast Cancer Awareness T-shirt or a solid pink shirt, preferably with a collar, every Thursday in October.

All funds collected will be donated to the Susan G. Komen Foundation, a very worthy cause, and may be submitted to Elizabeth Padilla or Flo Carmouche.

## Bob-B-Que

Brisket, sausage, dirty rice, fruit salad...hmmm....sounds like the perfect fixings for a Labor Day "Bob-B-Que" shebang.

Outfitted in "Bob" themed tee shirts, managers and supervisors worked hard to prepare and serve great meals to everyone interested in sharing a great time.



Serving and grazing "Bobs"

Side by side, personnel from varying agencies assigned to HEC, took turns at the helm of kitchen duty and helped serve the mass of "Bobs" who made the trek to fulfill their pilgrimage for a BIG, healthy serving of lunch. Pretty sure a lot of folks skipped out on dinner that evening.



"Big Bob" and the "Boys in Blue"



L-R: Raymond Richardson, Roderick Jackson, Jennifer Walden (BG: Jerline Mason)

Regina Robertson, Senior Police Telecommunicator, commented that "it was fun to get together in an enjoyable atmosphere where we all shared great food and music. Mr. Cutler and all of his management staff have made the holidays very festive. We are always looking forward to the next get together because we never know what to expect. These types of events are nice surprises and continue to make the center's camaraderie strong."



L-R: Jennifer Walden, Rosemarie Reyes, Lisa Rodriguez



L-R: Robert Taylor, Lupe Torres



Late and uninvited "Bobs"

### Special Recognition

In the past, 9-1-1 PSAP Supervisor Lettie Preston had stated the job duty of being a first, first responder provided many rewarding opportunities to save a life. For Donna Paul, 9-1-1 Senior Telecommunicator, those words recently rang true.

On May 30, 2007, approximately 9:00 PM, Donna Paul received a call of a possible heart attack and the victim, Joseph Lorino, showed no signs of respiration.

Donna advised the caller to get Mr. Lorino on the floor and start CPR. Donna followed call handling procedures and alerted first responders of CPR being performed with an event supplement. Her quick actions helped save Mr. Lorino's life.

On July 19, 2007, Donna Paul met with Mr. Lorino and his family, Dr. Chris Souders, and the first responders on the scene.

Donna was commended for being a key link in the Chain of Survival, and giving Joseph Lorino the opportunity to live. Donna was presented a plaque with a group picture honoring another life saved.

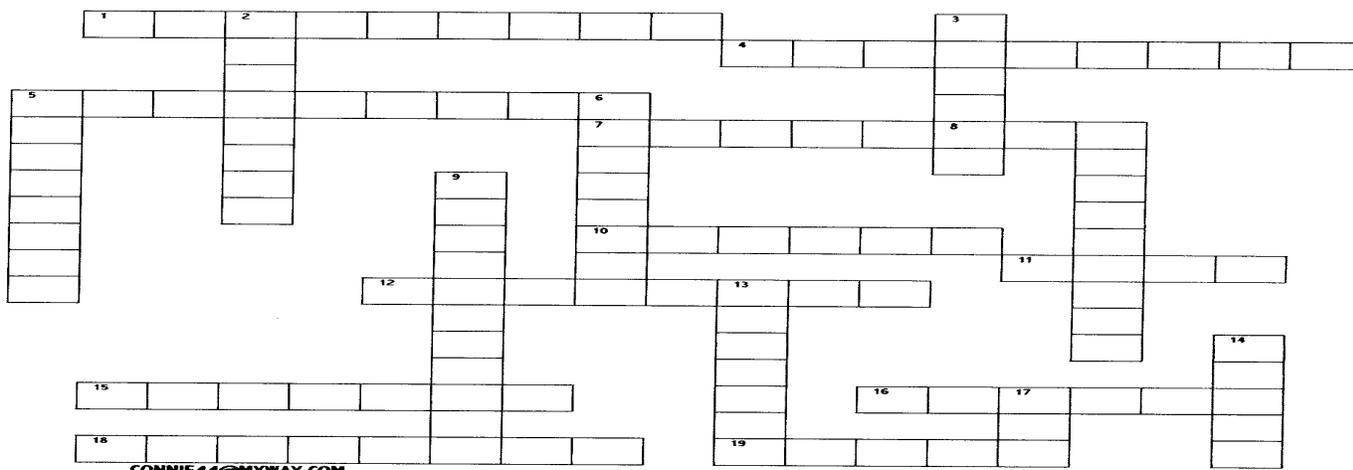


Donna Paul (far L)

Keep away from people who try to belittle your ambitions, small people always do that; but the really great make you feel that you too can be great.---Mark Twain

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## THE REASON WHY SOMEONE WOULD CALL 9-1-1



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### ACROSS

- 1** 911 Do you need fire, police or \_\_\_?
- 4** Stomach
- 5** On the 4<sup>th</sup> of July people call about\_?
- 7** Pains felt in the forehead, eyes, jaws
- 10** Laceration
- 11** EMS code for a person down.
- 12** Forcible entries to a vehicle.
- 15** Hung by the neck is called a \_\_\_\_\_.
- 16** When he/she fainted; has been in/out, etc.
- 18** A collision involving automobiles, trucks (All sizes), and buses.
- 19** Someone calls in report my car was stolen.

### DOWN

- 2** When a person is vomiting blood it is coded as \_\_\_\_\_
- 3** When reporting discharging of firearms goes to what department?
- 5** Any break in a bone is called a \_\_\_\_\_.
- 6** He/she has been shot; shot with a gun, etc. This is called a \_\_\_\_\_.
- 8** Houston Fire & Ambulance what is your \_\_\_\_\_?
- 9** 2 or more people arguing.
- 13** Beaten, attacked, and sodomized.
- 14** Pains, pressure or tightness or heartburn indicates \_\_\_\_\_ pains.
- 17** physically, emotionally, unstable person is called a \_\_\_\_\_.

(Solution on last page of newsletter)



## Employee Discipline Committee (EDC)

Interviews are currently underway for employee candidates interested in serving for the Employee Discipline Committee (EDC).

The EDC was created to achieve a more balanced disciplinary process to review all sustained complaints against HEC employees (this includes supervisors, manager, etc.).

*EDC will meet on a bi-weekly or monthly basis to review complaints and provide their input regarding the discipline (if any) to be issued by the Director.*

*Committee members must be willing to serve a 2-years term if selected.*

Selection for service on the EDC will be based on:

- Attendance
- Teamwork
- Discipline history
- Value the employee can add to the Committee
- Work relationship with potential Committee members

Employee Discipline Committee (EDC) interviewers in action



L-R: Robert Taylor, Pat Brown, Jerline Mason, Cheryl Murrell, Blanca Medina

## Lucky charms



Good samaritan aunt, Police Telecommunicator, Catherine Hamell

Last February, a nephew of Catherine Hamell, Police Telecommunicator, was the subject of a KPRC, Local 2 news story.

Brandon Compton and a friend helped drag a woman out of her burning car when her vehicle stalled along the Gulf Freeway and was rear ended by an on coming car. The pair then rescued the person whose car struck the stalled car.

"I don't consider myself as a hero. I'm proud of myself, but I mean, I'm more of an example of how people should be," Compton stated.

Seems like helping people in times of crisis run in this family.

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## Announcements

The Operation Division of Houston Emergency Center is growing and facing new challenges every day. To meet these challenges, the following opportunities and changes have been made:

- Gwendolyn Miller – new Operation Shift Manager for 911/police call taker on Night shift.
- Operation Manager, Lynne Horn has assumed responsibility of managing the 911/police call taker for Evening shift.
- Adele Gottlieb – continued her role as Operation Manager for 911/Police call taker on Day Shift.

- Fire/EMS Crew would like to welcome back Operation Manager of Fire/EMS Cheryl Murrell. During her absence, Roderick Jackson served as acting Operations Shift Manager to continue a successful operation of the Fire/EMS call taker function.

Good job Roderick!

- Congratulation to our new Sr. Office Assistants:  
Rosa Murrell – Police/911 Day Shift, Grace Santantonio – Police/911 Night Shift, Charissa Barnett – Fire/EMS, and Janie Lozano – Custodian of Records Area.

- 4/28/07 was the last day for 9-1-1 Opr Monica Jones who recently graduated from U of H (Downtown). She will be working as an Accountant and is anxious to start her career. Monica said it was a pleasure working and meeting everyone. You all will be greatly missed. Best of luck in the future. God Bless!

- Students are getting ready to graduate and a new round of students will be training soon.

\* Cindy Arzola graduated 3rd highest in her class.

- Justin Bernard Moutra graduated from Lamar High School 5/27/07. Justin is the son of Fire/EMS Supervisor, La Tonia Warfield Moutra.

- Joshua James Anderson, grandson of Euradell Butler graduated from Hightower Senior High School, Missouri City, Texas, 5/26. He plans to attend University of Houston.

- Jabbar Graham – Faison, son of 9-1-1 C/T Carolyn Graham, graduated from Alief Hastings High School, 5/26.

- Kathleen Yzaguirre was selected as the winner to receive the floral raffle event.

- T. Holmes recently engaged on Valentine's Day, 2/14/07.



### Remember this guy?

Karlos Castillo has lost about 25-lbs. since we last touched base with him in January! At that time, Karlos weighed 380-lbs.

Due to a back injury, the year started off slow for Karlos but he built his endurance to one hour on a stationary bike at full resistance which is equal to 29-miles and burning off over 1900-calories. In addition, he spends about three 3-minute rounds sparring on the heavy bag.

Keep up the good work Karlos and go for the knockout!

## **E** CRP revisited

For those unfamiliar, the Employee Concerns Review Program (ECRP) is an informal process for employees to address and resolve concerns that do not allege discrimination and are not defined as a grievable issue.

Committee members are comprised of representatives from varying HEC departments to discuss and evaluate concerns submitted by fellow employees.

Employees with concerns, which may be addressed through ECRP, are expected to first discuss their issues with their immediate supervisor or manager in an effort to find a resolve.

"We are fortunate that we have an avenue where our concerns can help improve our work environment for the betterment of the facility and its employees," stated Jerline Mason, Senior Telecommunicator. "It is a wonderful feeling to know that we have a voice that can be heard."

Please consult with your supervisor to ensure proper procedures are followed when submitting an ECRP concern.

*Editor's note: Standards of confidentiality are maintained regarding ECRP concerns and communications between an employee with a complaint and the ECRP Committee do not take place outside of a review meeting.*

ECRP Committee members review and evaluate concerns submitted by fellow employees

Goblins below are not ECRP members and do not attend regular meetings



### Thank you for your MS 150 contributions

From the editor:

A special thanks for those of you who contributed to my fundraising efforts to bike ride from Houston to Austin.

Over \$200 was received from my fellow employees.

Even though the ride takes its toll on my body; 180+ miles of bike sours doesn't equal to what MS sufferers live with on a daily basis.

Thank you again!

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## Birthdays

Leslie Montante 5/1  
 Amber Walker 5/3  
 Sedonia Murray 5/3  
 Monica Jones 5/4  
 Roy Sanchez 5/5  
 Sherri Stamper 5/6  
 Tonica Weathers 5/6  
 Jennifer Walden 5/9  
 Angela Williams 5/10  
 Grayson Wagner 5/15  
 Salvador Gujardo 5/16  
 Erma Allen 5/17  
 Glenn Johnson 5/17  
 Darwin Johnson 5/17  
 Michelle Pak 5/18  
 Dyanne Marks 5/19  
 Patricia Rosignon 5/19  
 Latisha Baker 5/19  
 Julia Young 5/22  
 Tina Tran 5/24  
 Michelle Allen 5/25  
 Angelina Beccera 5/25

Clay Lorance 5/27  
 David Folkers 5/28  
 Anna Hernandez 5/29  
 Johnnie Warner 5/29  
 Derek Rice 5/29  
 Mamie Bonner 5/30  
 David Killebrew 5/30  
 Edward Loomis 5/31  
 Fatima Torres 5/31  
 Patricia Curtis 6/2  
 Lettie Preston 6/6  
 Charlotte Caston 6/7  
 Mamie Moore 6/12  
 Joe Laud 6/14  
 Michelle Harris 6/16  
 Zulton Henderson 6/19  
 Darryl Freeman 6/19  
 Joslyn Williams 6/20  
 April Williams 6/21  
 David Losoya 6/22  
 Andrea Goodman 6/23  
 Janie Lozano 6/24

Dawn Hatch 6/26  
 Christina Martinez 6/27  
 Andres Pradia 6/27  
 Cassandra Jackson 6/27  
 Crystal Weems 6/28  
 Yokisia Johnson 7/1  
 Dwaysala Anderson 7/1  
 Dianna Johnson 7/4  
 Martha Rosas 7/4  
 Elizabeth Lerma 7/4  
 Ronda McAfee (Harris) 7/5  
 Verona Coles 7/6  
 Yolanda Mohamoud 7/6  
 Anna Leal 7/7  
 Donna Adams Berkley 7/7  
 Daniel Hernandez 7/10  
 John Sifuentes 7/12  
 Amy Shockley-Hughes 7/13  
 Patsy Bush 7/13  
 Rosalind Bulman 7/14  
 Enrique Martinez 7/15  
 Enrique Martinez 7/15

Virginia Wisniske 7/15  
 Donna Williams 7/16  
 Joe Slover 7/18  
 Krizia Cordova 7/19  
 Gabriel Vergara 7/19  
 Laura Black 7/21  
 Thelma Neal 7/22  
 Briana Zweek 7/23  
 Barbara Brooks 7/23  
 John Lacy III 7/24  
 Kenneth Myers 7/26  
 Shirley Rawls 7/27  
 Dirk Bogaard 7/27  
 Lizzie Criswell 7/29  
 Zina Clay 7/31  
 Annie Williams 7/31

## New Births

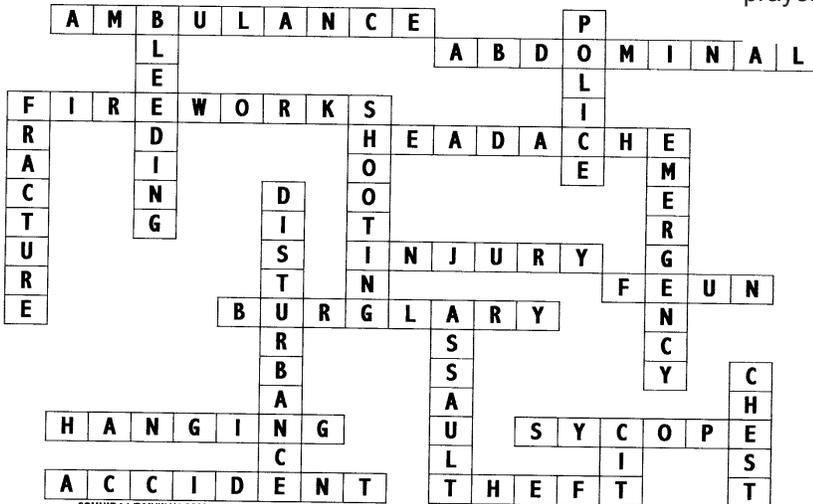
- Aidan Alexander Butler, grandchild of Euradell Butler, June 20.
- Congratulations to the following new parents:
  - \* Shirley Yanez
  - \* Amanda Cinco
  - \* Estella Rostro
  - \* Ruben Loreto

## Condolences

- Senior Police Telecommunicator Michelle Z. Stephens, assigned to E.C.D., passed away on Wednesday, April 25, 2007. Michelle had been with the department since November 1, 1993.
- Priscilla Destin's mother passed away
- Fred Cagle's father passed away
- Gloria Garcia's father passed away
- LaTonia Warfield Moutra's son passed away

### THE REASON WHY SOMEONE WOULD CALL 9-1-1

SOLUTION:



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Let's continue to keep them and their families in our prayers.



Bill White, Mayor  
 David Cutler, HEC Director  
 Barbara Evans, 9-1-1 HEC Asst. Dir.  
 Matt Hyde, IT HEC Asst. Dir.  
 Joe Laud, PIO / Editor  
 Connie Ethridge, Sr. 9-1-1 TC / Asst. Editor

Employee Awards Committee/  
 Editorial Board:  
 Felicia Buckner, 9-1-1 TC  
 Ronda McAfee, HPD Dispatcher  
 Elizabeth Padilla, PSAP Supv.  
 Grace Santantonio, Police TC  
 Robert L. Taylor, Employee Relations Mgr.  
 Tonyel Tibbs, 9-1-1 TC  
 Cynthia Wall, Administrative Coordinator  
 Kathleen Yzaguirre, HPD Dispatcher