

Charleston County News Release

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See photos: <http://www.charlestoncounty.org/NewsImages/TelecommAward.htm>

Charleston County EMS 911 Operator Wins Statewide Award

Jennifer Thomas wins Telecommunicator of the Year Award for 2007.

Jennifer Thomas, a Charleston County Emergency Medical Services (EMS) 911 Operator, was presented with the 2007 Telecommunicator of the Year Award on Saturday, April 21.

The award is given to the individual who has contributed most effectively to the dispatch operation of an EMS provider.

Thomas was presented with a plaque during the Annual Awards Banquet at the 2007 South Carolina Emergency Care Symposium in Myrtle Beach. She was nominated by the EMS department, and was selected by an awards committee.

"I am extremely proud that Jennifer is being honored," said Don Lundy, Charleston County EMS Director. "I've always known that we have some of the most talented, professional dispatchers in the state."

Thomas worked for Charleston County EMS from 1991-1995, and returned again in 2002. Thomas was recently promoted to the position of Senior Dispatcher.

"As one of the 911 Call Center's Communications Training Officers, Jennifer's greatest strengths are her patience and her calm demeanor," said Pauli Spurgeon, Charleston County EMS Communications Training Officer, who helped nominate Thomas for the award. "Whether she is taking a call for an emergency or training a new employee, her manner is easy going. She truly listens to what callers are saying and has the unusual ability to make a personal connection while still following protocol. With this rare trust felt for a stranger over the phone, Jennifer is able to help people remain calm during an emergency, enabling lives to be saved."

Charleston County EMS has had the honor of receiving this award previously, when another telecommunicator, Suzy Callender, was selected for it in 2001. Callender has worked for Charleston County EMS for over 11 years, and has been promoted to Senior Dispatcher.

"It just shows the level of excellence we have in the work that our operators perform," Lundy said. "Suzy Callender and Jennifer Thomas are two members of a very special team, who all deserve recognition for the hard work they do on a daily basis."

For more information on the 2007 South Carolina Emergency Care Symposium, visit <http://www.scemsnetwork.org>.

Visit the Charleston County Web site at www.charlestoncounty.org for more information on Charleston County EMS, and for news, services and up-to-date information relating to Charleston County Government.

- Written by Jennie Davis -