



## SANDY SPRINGS FIRE AND RESCUE DEPARTMENT

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Jack K. McElfish, Fire Chief

Dennis S. Ham, Deputy Chief/Operations

TO: Joe Estey  
ChatComm

FROM: Deputy Chief Dennis Ham

DATE: February 9, 2010

SUBJECT: **Letter of Recognition**  
**RE: Call Taker Marilyn Childers**

I would like to take the opportunity to express my appreciation on behalf of the Chief and our Department to Call Taker Marilyn Childers for her incredible performance on January 9<sup>th</sup>, 2010 when our department and City experienced its first fire death. The incident was at 875 Marseilles Drive at approximately 1500 hours. Ms. Childers was the call taker of this incident and stayed on the telephone with the owners wife for an extended period of time and until we could arrive on the scene and gain control. I personally listened to the recordings of the incident and was very impressed with how Ms. Childers maintained a cool and calm focus and kept the caller engaged and talking. The caller was the wife of the owner and was extremely distraught and excited because there were people trapped in her home as it was burning. At one point, the caller's husband went back into the house in an attempt to rescue the victim; Ms. Childers kept the caller on the phone and remained calm while the homeowners were experiencing one of the most devastating occurrences in their life.

Please convey our sincere gratitude to Ms. Childers for her professionalism and the ability to go above and beyond in a time of crisis.

Cc: Chief Jack McElfish  
Assistant City Manager Noah Reiter