

Dispatcher Recognition for an Outstanding Job

On October 7, 2010 while in the performance of his duties Tyler Poso received an emergency call for assistance from 1670 Ottinger Road at 16:35 hours. The caller informed him her 12 year old son was lying on the floor possibly having a seizure. The mother further added that his eyes were very dilated, his lips and fingertips were blue and he was not breathing. As a trained professional he recognized the imminent danger and began medical interrogation while instructing a fellow Dispatcher Michael Riehle to dispatch emergency medical services to the location. Mr. Poso then calmed the mother and began providing CPR instructions over the telephone. During the course of this instruction he empathized with the frantic Mother by providing further assistance when you counted the number of CPR Compressions (30) with her. Your immediate actions provided vital assistance to the patient and dispatched emergency medical services to the location in an impressive 32 seconds after receiving the call for assistance. Keller Fire Division Chief Steve Palmer stated, "Your actions on this date were a vital component in a cooperative effort that spared the life of one of our Keller Citizens." Chief Palmer additionally added the child continued to receive CPR while enroute to the hospital and was subsequently stabilized. The immediate intervention by Dispatcher Tyler Poso and his facilitation of a swift medical response was directly responsible for saving the life of the patient.

Submitted by: Joseph M. Pope
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Serving the Communities of Keller, Southlake, Colleyville and Westlake