



On September 25th 2014 a 9-1-1 wireless call was received at the Ashland County Combined Dispatch Center from a caller in Wayne County. The caller had advised that he had his arm stuck in a round bailer up past his elbow and could not move it. Communications Officer Brooke Massie determined his location and call back number and attempted to transfer the call to Wayne County which failed.

At that point she contacted Wayne County directly while keeping the caller on the line and gathering information. After the call was completed with Wayne County she continued to stay on the call keeping the victim calm as he had mentioned that he might pass out.

Brooke was able to keep the victim calm and keep his thoughts away from his situation as she continued to get information as to exactly where his location was and if there was anyone that we could contact in the meantime.

Brooke took the call to a personal level telling him what her first name was and calling him by either his first name or dear and honey and letting him know that the two of them would be able to work through this which seemed to sooth the 27 year old caller. The victim's brother arrived on the scene which seemed to excite the victim and he was going into heavy labored breathing. Brooke had the brother

move his truck to the field entrance so that EMS would be able to locate them, During that time Brooke was able to calm the victim back down, slowing his breathing therefore reducing his possible bleeding, pain and keeping him from passing out. It was obvious in the call that Brooke had a soothing effect on the caller. She was also continuing EMD instructions as the caller was possibly losing blood. The caller had advised that he knew his arm was broken as he could feel the bone outside of the skin. At one point Brooke had stopped talking to him for about 3 seconds and you could hear the panic in his voice as he asked if she was still there. From that point on Brooke never stopped talking with him and kept him calm until the squad arrived. The call lasted over 11 minutes before help arrived. The victim had called Brooke's supervisor, Captain Hamilton a couple of weeks after the accident and was commending her for keeping him calm and keeping him alert and possibly even saving his life. The victim advised that he did lose his arm in the accident but was very grateful for her professional job.