

Brooke - Saanich Fire Department

Brooke has been a 911 Fire Dispatcher for 15 years. She's dedicated, passionate about helping people and determined to make her own path.

In her own words, she provides some insights into her life as a 911 Fire Dispatcher.

Question #1: What interested you in this profession? Family legacy?

"I always wanted a job where I could help people. Friends in emergency services told me I would be a good dispatcher because of my calm personality. I checked it out and once I learned more about it, I was hooked. I really wanted the job, so I went for it!"

Question #2: Why do you think this profession is important?

"Being a Fire Dispatcher is incredibly important because you are the first contact, the first responder for people in emergency situations. You are not only the voice on the other end of the phone for the person in the emergency but also for firefighter firefighters and police dispatched to the emergency. You are the lifeline. Without dispatchers' people wouldn't necessarily get the help they need when they need it."

Question #3: What do you want people to know about this profession?

"Being a dispatcher is a career path that more people should pursue. If you have a passion for helping people and lots of determination, then this position is for you. Getting through all the different steps takes perseverance, determination, and resilience. You may not get through on your first try but don't give up. Listen to the feedback, adjust your approach, and try again. But, if you are going to pursue this as a career, you need to understand that this isn't a position to grow old in. The 14 hour night shifts are tough, schedules can be crazy, and the calls can be challenging."

Question #4: How does your family feel about you doing this profession?

"My family is proud. They worry. Especially at the start of the pandemic when no one knew what was really happening. As a first responder, I couldn't stay home, I had to go to work. It was scary so it's understandable they worried. But overall, they are proud, very proud of the work I do."

Question #5: What's the greatest thing about your profession?

"We are the true first responders. We are the calm in the storm, the heroes' guardians, and the helper of those we will never meet. Helping people in need is an incredible feeling. Additionally, the emergency responders in the field count on us to help and look out for them. I like being that person they turn to."