



COMMONWEALTH of VIRGINIA
Department of Health

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Dear Public Safety Telecommunicator,

National Public Safety Telecommunicators Week is observed from April 13-19, 2025, and I want to take this opportunity to express my appreciation for your work as part of the Commonwealth of Virginia emergency system. You are the voice that helps bring calm in times of crisis – the voice that people hear at their most vulnerable and frightening moments. Your ability to maintain your composure and think clearly while providing life-saving assistance over the phone is nothing less than remarkable. Your actions to coordinate emergency responses help to restore order, ensure safety and provide hope to those on the other end of the phone or radio.

Although your work occurs behind the scenes, the impact of what you do is front and center for every responder in the field. As a former field paramedic, I always felt comforted when hearing the familiar voices of my telecommunicators and knowing they had constant watch over my crew's safety. As a vital part of our emergency response system, your hard work, professionalism and compassion to serve others is felt across the Commonwealth every single day, on every single call.

I appreciate the demands your position places on you and your family, but I also know how important being a telecommunicator is to the overall emergency system. You embody the meaning of service, strength and selflessness. We are fortunate to have you on the front lines of public safety, and we wouldn't be successful without you!

My staff at the Virginia Office of EMS and I thank you for your courage, compassion and unwavering commitment to the people you serve.

With heartfelt appreciation,

Maria Beermann-Foat, PhD, NRP
Director
Virginia Office of EMS