



PALM BEACH POLICE DEPARTMENT
EMPLOYEE OF THE MONTH
MAY 2019

Telecommunicator Carolina Tellez

Based on your calm demeanor, quick thinking, and investigative skillset that assisted in keeping the victim of domestic violence safe, you have been nominated and named by the Awards Committee and the Chief of Police as the Palm Beach Police Department's Employee of the Month for May 2019.

On April 21, 2019, you received a 911 call from a male who had just been physically assaulted by his roommate. The roommate could be heard still yelling in the background, and the caller was extremely upset, making it difficult for him to answer questions. Using your training and repetitive persistence, you calmed the caller down and were able to obtain vital information for the responding police officers.

Still in fear for his safety, the caller attempted to leave the apartment while on the phone with you, but was unable. You continued to keep the caller calm, and assisted in finding a way to create separation between himself and his attacker. Through further questioning, you were able to ascertain the suspect's name and an in-depth description, which was quickly relayed to the responding police officers. You seamlessly updated the call for service via the CAD system with all of the information provided by the caller, all while remaining on the phone and keeping the caller calm until officers arrived on the scene to assist.