



5th June 2019

JESCC Call Handler Helps Deliver Baby over the Phone

Marie Le Masurier was nine days overdue with her second child when at 3.15am on 24th February at home, the baby decided it didn't want to wait any longer, and she went into birth.

A friend who was staying at the house called 999, where Joint Emergency Services Control Centre Operator Ali Brown answered. Marie's husband, Aaron Le Masurier, took the phone, and Ali began talking him through the birthing process. Other JESCC staff dispatched an ambulance.

The baby was safely born, and St John's Ambulance arrived moments later. Mother and baby – Fleur Le Masurier – were taken to the hospital, but were back at home within 12 hours.

Marie and Aaron recently visited JESCC to meet Ali and say thank you in person.

Mrs Brown said: "When answering emergency calls you never know what the call will entail: you could be helping somebody on the worst day of their lives or in this case one of the happiest. Aaron did a fantastic job in following all the instructions I gave to him in what was obviously a very stressful time for him and Marie.

"Things progressed very fast and the baby was born in a matter of minutes – the moment I heard the first cry from the baby was very special indeed, and a relief that all was well. Although it was my call, it's a team effort, while I'm talking my caller through what to do, the rest of the team are busy dispatching the relevant emergency services and also dealing with other emergency and non-emergency calls at the same time.

Mrs Le Masurier said: "The one thing at the top of our birth plan was that we didn't want a home birth but it was such a positive and empowering experience thanks to Ali who guided us through it."

JESCC Inspector Tony Jones said: "This is a great example of the fantastic work JESCC call handlers perform each and every day, largely in the background of island life. They are an integral part of Guernsey's emergency services, and it is fantastic to recognise Ali for the work she did that day."

The call recording was sent to the International Academy of Emergency Dispatch used by JESCC for review, and they were happy to award membership of the "Stork Club" – when a call operator delivers a baby – to her, sending a congratulatory mug.

This is only the third time instructions on how to give birth have needed to be given over the phone since JESCC was opened.

To listen to the call, follow this link: <https://youtu.be/yjTRCEjDKrc>



L/R JESCC operator Ali Brown, Marie Le Masurier, Fleur Le Masurier and Aaron Le Masurier when they visited to say thank you to Ali.