



Date and Time: Wednesday, April 17, 2019 12:34:00 PM PDT

Job Number: 87216880

Document (1)

1. [911 call by a suicidal man in Stillwater offers insight into stress dispatchers endure](#)

Client/Matter: -None-

Search Terms: "William John Dominguez"

Search Type: Natural Language

Narrowed by:

Content Type
News

Narrowed by
-None-

911 call by a suicidal man in Stillwater offers insight into stress dispatchers endure

The Daily Oklahoman (Oklahoma City, OK)

April 2, 2018 Monday

Copyright 2018 The Daily Oklahoman, All Rights Reserved

Section: NEWS

Length: 692 words

Byline: By Josh Wallace Staff Writer , jwallace@oklahoman.com

Body

STILLWATER - It's the kind of call that takes a toll on 911 operators. Just after sunset Wednesday, a 31-year-old man dialed the emergency number in Stillwater. Over the next nine minutes, the man and an unidentified dispatcher would engage in a life-or-death struggle, him wanting to take his life, the dispatcher wanting to save it. "It could be a helpless feeling, to be real honest with you, because there's really nothing you can do for them other than talk to them," said Josh Miller, training analyst for Oklahoma City police dispatch. "Your voice is all you have." Dispatchers are trained to deal with suicidal people, to quickly collect information to pass on to law enforcement, such as whether a person is armed and if they truly seem likely to harm themselves or others. In the moment, they follow procedure, pushing aside emotion to gather facts. Even afterward, the flood of emergency calls might leave them little time to reflect. It's often later that the gravity of the situation settles in. "It can kind of weigh on you a little bit," Miller said.

"Unfortunately, one of the hardest things to deal with, you take that call and it takes a second to kind of sink in and then you've got to move on to the next call." "Don't do it" The call came in at 8:12 p.m. The man told the dispatcher he had a knife, a gun and was suicidal. "Can you tell me why you're wanting to do this?" the dispatcher asked. "Cause there's nothing here for me to live for," the man replied. The dispatcher asked the man his name, if he'd stay on the line with her and where he was headed. "Hell," **William John Dominguez** replied. The dispatcher asked Dominguez where he lived and whether something had happened that day to make him want to kill himself. He told her he had multiple personality disorder and suffered from post traumatic stress. He told her he was thinking about walking into traffic. The call, at this point, was a little more than four minutes old. The dispatcher asked about weapons, and whether Dominguez was carrying anything in his hands, standard procedure to determine what responding officers might encounter. "I have a beer in one hand and a phone in the other," Dominguez told her. She asked if he was on medication, had a counselor? The medicine wasn't working, he said. He had an appointment with his doctor within the next week. He'd been on psychiatric medication since he was five. He had no family. "I'm ready to run out in front of traffic," he warned again. "No, don't do that, OK?" the dispatcher implored. The conversation would last just a few more sentences. About that time, two Stillwater police officers arrived. A dash-mounted police camera caught the sound of the officers' brief interaction with Dominguez. "Hey buddy, come here. No, don't, don't do it," an officer can be heard saying, followed a moment later by a volley of gunfire. Dominguez, 31, lay dead. Takes a toll Stillwater police officials were unavailable for comment on the shooting Friday. The Oklahoma State Bureau of Investigation is handling the investigation into the man's death. Both officers, whose names have not been released, have been placed on paid administrative leave pending the investigation, Stillwater police said. While many dispatchers can develop healthy coping mechanisms, others can fall into a situation that might endanger their physical or mental health, said Adam Griffith, Oklahoma City 911 assistant communications manager. "It can be everything from eating, to not sleeping, it can lead to all kinds of issues," Griffith said. Resources to help dispatchers are better than ever, including an anonymous and confidential counseling program. Dealing with a person bent on suicide can leave

911 call by a suicidal man in Stillwater offers insight into stress dispatchers endure

lasting effects on emergency responders who engage with them, police say. "There's all kinds of tragic calls, obviously, that these call-takers take," Griffith said. While it may be rare for a dispatcher to say they left the job due to the calls they dealt with, Miller said he believes it happens. "There's kind of a stigma around it, maybe someone won't say that, they'll have another reason that they leave," he said. "I think everybody copes with it in their own different way."

Classification

Language: ENGLISH

Publication-Type: Newspaper

Subject: SUICIDE (88%); MENTAL ILLNESS (88%); EMERGENCY SERVICES (78%); POLICE FORCES (75%); PSYCHOLOGICAL STRESS (74%); LAW ENFORCEMENT (70%); POST TRAUMATIC STRESS DISORDER (60%)

Geographic: OKLAHOMA CITY, OK, USA (79%)

Load-Date: April 9, 2018

End of Document