



Hernando County Sheriff's Office

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Media Release

From: Denise M. Moloney
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Re: Call from Care Line Clerk Saves Client

Date: May 17, 2018

On Tuesday, 05-15-18, one of our elderly Care Line clients did not call in (to the Care Line office) at his designated time. As per protocol, Care Line clerk Pamela Johnson tried to reach the client by calling his home. Ms. Johnson was unable to get through to the client as the line was busy upon making several attempts.

Ms. Johnson then called the client's first listed emergency contact, who fortunately, lived directly across the street.

When Ms. Johnson made telephone contact with an individual at the emergency contact's number, the contact immediately put the phone down and went across the street to check on the client. Within minutes, she returned to the phone, stating the client was lying on his bed, holding his chest.

Ms. Johnson relayed this information to the other Care Line clerk on duty, Allison Phillips, who immediately contacted the Communications Center to activate Fire Rescue.

Ms. Johnson requested the female go back to the client's home and remain with him until Fire Rescue arrived, which she graciously did.

Hernando County Fire Rescue arrived on scene quickly and determined that the client was having a stroke.

The patient was transported to St. Joseph's Hospital for advanced care. He was initially placed in ICU but has since improved and been moved to a regular hospital room.

The client is an 88-year-old male. He has been enrolled in the Care Line program since June of 2017.

Sheriff Al Nienhuis said, “This program is not only a comfort to the participants and their families, it often allows first responders to address health emergencies while there is still time to make a difference. Care Line allows us to prevent both tragedies and additional workload that comes with an unattended death of a citizen.”

Care Line is a FREE program, offered to Hernando County residents who live alone and would like daily contact with someone who cares.

If you or someone you know would like to learn more about or enroll in the Care Line program, please visit the link below.

<http://www.hernadosheriff.org/Programs/Careline/Default.htm>

The Office of Sheriff:

The Office of the Sheriff is established by the Florida Constitution. As a constitutional officer, the Sheriff has the exclusive authority to administer his or her agency and is responsible for preserving the peace throughout the entire county, carrying out the laws of the state, the orders of Florida courts, and the ordinances of the Board of County Commissioners. The Sheriff is the chief law enforcement and correctional officer of the county.

Sheriff Al Nienhuis was initially appointed as the Sheriff of Hernando County by the Governor in January of 2011. He was then elected by the people of Hernando County in 2012, and remains accountable to them.