

## **Operation C.A.L.M.**

**(Call and Leave Message)**

In September 1979, Mr. Aubrey "Mac" McDonald began operation C.A.L.M. (Call and Leave Message) calling several people that had no one to check on them each day. The program was sponsored by the Duncanville Police Department and Mr. McDonald was the monitor who called the citizens on the call list. The program was Mr. McDonald's idea. He contacted Sgt. Bill Bushman with the Duncanville Police Department's Crime Prevention Division, with the idea and they met with then Police Chief Michael Courville and the program became part of the Crime Prevention Divisions Programs.

Five years later in September 1984 Mr. McDonald received the Police Departments highest award issued to a citizen, the "Citizens Certificate of Merit" for his work. By this time he had recorded over 20,000 phone calls and had logged over 3,700 volunteer hours with Operation C.A.L.M.

Through the years Mr. McDonald directed the program from his home and the Police Department paid for his phone service for the program. Once during Mr. McDonald's service police and fire personnel were dispatched and saved a lady who had suffered a stroke. The main service was that special call every day just to say hello and letting someone know they mattered and someone cares about them.

In the 1990's the Citizens Police Academy was established and the C.A.L.M. program became part of this organization. Some time after this Richard (Dick) Trego took over the program and called faithfully until 2000 when Sharon Keltner began calling approximately 12 people that had no one to call on them each morning.

In 2005 Scottie Brewster began helping Sharon call as the number of participants grew. There will always be room for one more person for the volunteers to call. We encourage anyone who is interested to take advantage of this program. They must live within Duncanville city limits.

Each morning between 7:30am and 8:00am the ladies or gentlemen are given a call to confirm they are awake and able to get up. This might take 3 minutes or it might take 30 minutes. At this time everyone is on their way to do their daily tasks. At least three times during the inception of this program the participants have attributed it to saving their lives. On one occasion a lady had fallen, was able to answer the phone but definitely injured. The paramedics transported her to Charlton where a broken hip was diagnosed.

Another time a lady did not answer, her contact number could not be reached, so the police were sent and found she too fell and was wedged between the bath tub and toilet. With some efforts she was freed. Some times the people we call just need to hear a friendly voice first thing in the morning, what day of the week and the temperature outside is.

For the last 27 plus years this service has helped hundreds of citizens and with the help of great volunteers like Mr. McDonald, Mr. Trego, Mrs. Brewster, and Mrs. Keltner it will continue to serve and be as asset to our community. People helping people, that's what it's all about and it helps make a difference.

Should you feel you are eligible or know someone of interest in the program that lives within Duncanville city limits, please call the Duncanville Police Department Crime Prevention Division and speak with Officer Doug Sisk at (972) 780 – 5027 or email at [dsisk@ci.duncanville.tx.us](mailto:dsisk@ci.duncanville.tx.us).