Ministry of Home Affairs Celebrates Telecommunicators Week with Heartfelt Appreciation

Grand Cayman, Cayman Islands – May 12, 2025

Last month, the **Ministry of Home Affairs (MHA)** proudly joined the global observance of **Telecommunicators Week**, paying tribute to the dedicated professionals of the **Department of Public Safety Communications (DPSC)** — the critical first link in the chain of emergency response across the Cayman Islands.

On Tuesday, April 8, a delegation from the Ministry, including **Chief Officer (Actg.) Michael Ebanks** and **Deputy Chief Officer (Actg.) Lisa Malice**, visited DPSC to engage with staff, tour the wellness stations organized in their honour, and personally express the Ministry's gratitude for their service.

Telecommunicators are often the unsung heroes of public safety. They remain calm during moments of crisis, gathering life-saving details and dispatching the appropriate response — all while offering assurance to callers in their most vulnerable moments. Their voices guide, their decisions protect, and their presence, though unseen, is deeply felt in every emergency response.

Deputy Chief Officer Lisa Malice shared a heartfelt message during the visit:
"Our telecommunicators are true heroes — always heard but rarely seen. They carry the emotional weight of every emergency while remaining calm and collected for the people on the other end of the line. It was an honour to thank the outstanding team in person and witness the strength, resilience, and heart they bring to this work. On behalf of the Ministry, we truly thank our telecommunicators for their service, and we celebrate them not just this week — but every day."

The Ministry recognizes the incredible mental and emotional demands that come with this role and commends DPSC leadership and staff for fostering a culture of care and professionalism. The wellness activities held this week — designed to give back to those who give so much — reflect the Ministry's ongoing commitment to staff wellbeing, morale, and support.

To the team at DPSC: We thank you for the work you do, the sacrifices you make, and the lives you help protect each and every day.

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