

Michigan ‘Young Hero’ utilizes PFN’s NG 911 network to save mother’s life



Mitchell Boatman

The Holland Sentinel

November 7, 2021

WEST OLIVE — An Ottawa County resident was recently awarded the “Young Hero” award from the Michigan chapters of the National Emergency Number Association and the Association of Public Safety Communications Officials.

The award annually recognizes a young person, age 12 or younger, who dialed 911 to save a life, protect property or report a crime.



From left: Chris Karish, Ottawa County Central Dispatch supervisor and Young Hero Committee member; Christine Collom, Clinton County Dispatch director and Young Hero committee chair; Michigan NENA Young Hero Cayden Bessinger; Crystal Bakker, Ottawa County Dispatch communications specialist; and Pete McWatters, Ottawa County Central Dispatch Authority executive director. *Contributed/Ottawa County Central Dispatch.*

Georgetown Township’s Cayden Bessinger was named the 2021 Michigan NENA Young Hero during an annual state conference at the end of October.

Ottawa County Central Dispatch Communications Specialist Crystal Bakker was also recognized for a “call, compassionate and professional performance” during Bessinger’s emergency call.

Bessinger was recognized for an emergency call made on Dec. 18, 2019. He was home with his mother and three younger siblings when his mother experienced a life-threatening medical emergency, according to an Ottawa County Central Dispatch press release.



Left Photo: Michigan NENA 2021 Young Hero award winner, Cayden Bessinger. *Contributed/Ottawa County Central Dispatch.*

Right Photo: From right, Ottawa County Dispatch communications specialist, Crystal Bakker and Michigan NENA 2021 Young Hero award winner, Cayden Bessinger. *Contributed/Ottawa County Central Dispatch.*

Bessinger “calmly and efficiently” described the situation to Bakker while helping to keep his siblings calm. Bakker provided first aid instructions and dispatched emergency medical services to the home. Bessinger’s mother was taken to an area hospital where she was treated and made a full recovery.

In a release, OCCD states it is “extremely proud” of both Bessinger and Bakker, adding that a family discussion about when to call 911 “likely helped lead to this positive outcome.”

You can now **TEXT** your emergency to 9-1-1 with
Peninsula Fiber Network’s (PFN) Next Generation 911 system.

Contact us today!

Peninsula Fiber Network, LLC
1901 West Ridge Street, suite 2
Marquette, MI 49855
(906) 226-2010

