



Making a Difference...Why We Do What We Do

Monitored protection helps save Virginia family

By Bob Tucker, Chief Storyteller, ADT

Nancy DeGeorgis is grateful her Roanoke, VA home has a professionally-installed and monitored security system. A few months ago, she was dining out when a fire started in an upstairs bedroom of the house she shares with two of her five children. The blaze was sparked by a lit candle, left unattended by her 17-year-old son who is on the autism spectrum.

When Nancy’s alarm company called her after receiving a signal from one of the home’s many smoke detectors, she told the monitoring center dispatcher to call the fire department because her children were in the house.

As Nancy rushed home, she feared the worst. Relief came quick though, when she found out the kids were safe at a neighbor’s house. While the home experienced \$75,000 in damage, Nancy is appreciative no one was hurt or killed, including three pets.



“I may have lost some belongings, but I have my home and I have my family and that is what’s most important,” DeGeorgis said. “If we didn’t have the alarm system and the early warning, there could have been a tragic outcome.”

The National Fire Protection Association (NFPA) estimates that unattended lit candles cause 80 deaths, 770 injuries and nearly a quarter of a billion dollars in damage each year.

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“It’s terrible to have a fire, but this is the best positive outcome,” said Roanoke County Fire Chief Steve Simon. “Monitored smoke detectors really help save precious time given that a house fire can double in size every 90 seconds.”

A few weeks after the fire, the DeGeorgis family had an opportunity to meet Genise Quinton, the monitoring center dispatcher who drove several hundred miles to see them in person.

Emotions were running high as Nancy embraced Genise. She thanked her for reporting the fire to authorities and relaying important information in a calm and professional manner.

“I just followed my training and did my job,” said Genise. “Of the hundred calls or so I take from customers every day during my shift, I remember this call and was glad to hear everything worked out.”

Nancy and her family plan to return to their house this summer once repairs are made. They will always be thankful for the monitored alarm protection which made the difference between life and death. 