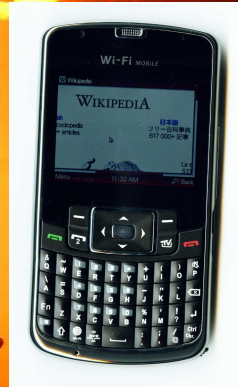


# 911



# Make The Right Call

All images from Wikimedia Commons and are are in the Public Domain    Update: 12/14/2013



# Important Information

- All of the information contained in this slide show is presented as an example of what may happen when you call 911. Emergencies are inherently dangerous and unstable situations. Nothing in this guide is meant as a guarantee of what will happen
- Remember that you are in the best position to make decisions concerning your safety and should do what is safest and in your and everyone's best interest at all times

# Unknowns

- Remember that Emergency Services Personnel will try to make the best out of a bad situation but many things can happen when an Emergency strikes. It is impossible to guarantee what will happen. There can be no guarantee of the response time for Responders and no guarantee that Responders will arrive because of the myriad of unknowns that occur every day

# Purpose

- This slide show is meant to answer questions people may have about 911 and inform people before an Emergency strikes of what may happen when they call 911
- It is essential for Callers to be as calm and cooperative as possible when calling 911 so that Responders can be dispatched more quickly and with the information that often makes the difference between a good outcome or a bad outcome



# What Is A 911 Center?

- The 911 Communications Center is the Nerve Center of the Emergency Services
- The 911 Center not only takes 911 calls, but essentially connects Callers to Responders, determines which Responders are dispatched, coordinates the response, and networks Responders together

# What Is A 911 Center?

- The 911 Communication Center also often provides information for Responders (Drivers License, Haz Mat, and Fire Pre-Plan data)
- 911 Centers are often part of Emergency Management, The Police Department, The Sheriff's Department, or the Fire Department

# Who Works At A 911 Center?

- Telecommunicators staff 911 Centers. These members of the Emergency Services are highly trained people who are not just phone operators, but are trained to gather vital information from, and provide instructions to, Callers when possible. Telecommunicators manage the information flow between Callers and Responders



# What Happens At A 911 Center?

- 911 Communications Centers are extremely busy places. At these centers, Telecommunicators (including 911 Call-Takers, Non-Emergency Call-Takers, Dispatchers, and Data Entry and Processing Personnel) handle the following tasks in a normal day:



- 911 Calls are answered
- Non-Emergency phone calls are answered
- Responders are dispatched to Emergency and Non-Emergency incidents
- Responders' requests are handled (for example, Telecommunicators may attempt to find Business Owners to ask them to re-secure Their Buildings after a fire or break-in)
- Various stolen items may be entered into a national database
- Vehicle tag and registration information is checked for Law Enforcement Officers
- Directions are given to Responders
- Often when possible, 911 Callers are given instructions on what to do during an Emergency



# Dispatching Help

- Often the stress of an Emergency prevents people who call 911 from providing vital information or following instructions from Telecommunicators
- Providing information and following the Telecommunicators instructions will not keep Responders from being dispatched and is not meant to waste time

# The Fastest Help Possible

- Telecommunicators try to provide as much help as possible while dispatching Responders to Emergencies
- Telecommunicators can move information between Callers and Responders much faster than Responders can drive to Emergencies



# 911 Chain Of Survival

The 911 Chain Of Survival is the vital link that connects People experiencing Emergencies, Concerned 911 Callers, Trained 911 Telecommunicators, and Trained Responders

Emergency



911 Caller



Telecommunicator



Responder



# Emergency



- An Emergency is a situation that poses an immediate risk to life, health, property, or the environment

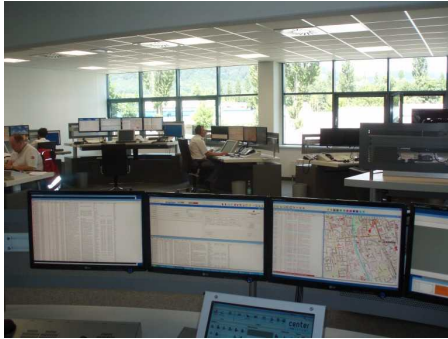


# 911 Caller

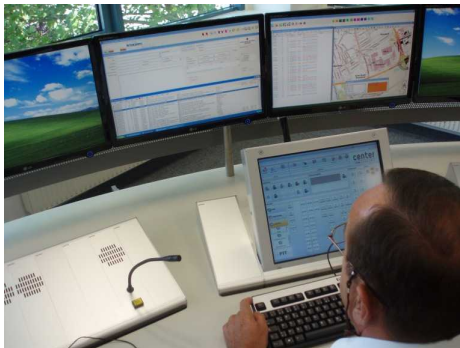


- A 911 Caller can often provide the crucial information that Responders and Telecommunicators must have to resolve Emergencies as safely as possible
- An Informed 911 Caller is an Effective 911 Caller, and being an Effective 911 Caller can save lives

# Telecommunicator



- A Telecommunicator is a highly trained person who attempts to determine the location of an Emergency and dispatch the correct Responders
- Telecommunicators may also gather information for Responders and may provide instructions to Callers





# Responder

- A Responder is a highly trained person who goes to Emergencies in the effort to save lives, stabilize injuries, and to protect property and the environment
- These people include Law Enforcement, Fire, Rescue, and Emergency Medical Personnel



# How 911 Is Designed To Work



- You call 911
- A Phone Company sends Your Call to the 911 Communications Center (also known as a Public Safety Answering Point) in your area, often staffed by Sheriff's Department, Police Department, Emergency Medical, and or Fire Department Personnel
- A Telecommunicator begins gathering information about the Emergency
- Often while one Telecommunicator is gathering information about the Emergency, another Telecommunicator dispatches Responders
- A Telecommunicator continues to gather information from Callers
- Telecommunicators update Responders with information from Callers after Responders have been dispatched



# Who Should You Call?

## 911

- Something is on Fire
- Someone is having any type of Medical Problem
- There is a Crime that just happened and or is in progress and or the Suspect is still there
- Emergencies

## Non-Emergency Number

- You want to report barking dogs or loud music
- You want to report a Crime that happened over 1 hour ago if the suspect is not still anywhere nearby
- Non-Emergencies

# Designate One 911 Caller

- Whenever possible, one person should be designated to call 911 when there is an Emergency
- This ensures that 911 is called
- This also ensures that only one 911 call is placed per emergency. Having several people call about the same Emergency can clog 911 lines and delay a response



# Is It An Emergency?

- 911 should be called for Emergencies only
  - Is it an Emergency? consider:
    - Is a Life or Someone's Health in Danger?
    - Is Property in Danger?
    - Is Public Health and or The Environment in Danger?
    - Is it vital that units respond right now?
  - If the answer to any of these questions is yes, call 911; otherwise, do not



# Why Not Just Call 911?

- Calls to 911 for any purpose other than reporting an Emergency reduce the number of 911 Call-Takers and 911 phone lines available to those needing help during Emergencies
- If you need to contact an agency but it is not an Emergency, use the agencies Non-Emergency phone number to keep 911 available for those who may need Life Saving Assistance



# Why Not Just Call 911?

- When People call 911, there can be a delay before Their Call is answered if all 911 lines or all 911 Call-Takers are busy
  - Sometimes these delays are caused by large numbers of Emergency calls

However

- Most often this is due to 911 Call-Takers, and 911 lines being used for Non-Emergencies

# Emergencies And 911

- Telecommunicators will attempt to answer 911 Calls before Calls that come in on a Non-Emergency Line. If you have an Emergency, you should call 911 if it is available in your area
- If you are doubt if what is going on is an Emergency, call 911 if it is available



# What If I Called 911 By Mistake?

- DO NOT HANG UP
- If you hang up, a Telecommunicator may need to call you back to ask if there is an Emergency
- If you call 911 by mistake, stay on the line and explain to the Telecommunicator what has happened

# Location, Location, Location

- When you call 911, the first and most important piece of information the Telecommunicator needs is, ... Where!
- The Telecommunicator must know where the Emergency is in order to send help
- Even though **sometimes** phone companies provide 911 Communication Centers with the callers location, this must be verified as the location of the Emergency



# Know Your Address

- Make sure you and everyone in your household knows your assigned 911 address including: numeric, street direction (north, east, etc.), street name, street type (street, road, circle, etc.), apartment number, city, state, and zip code
- For example: 10 N Main St. Apt. B200  
Hendersonville, N.C. 28792-1234

# Always Know Your Location

- When you are traveling, make sure you pay attention to what road you are on, your direction of travel, and landmarks you pass. That way if you experience an Emergency, you will be able to quickly tell a Telecommunicator where you are
- Example: I 26 West Bound near Mile Marker 46 just past the Weigh Scales in Henderson County, N.C.

# More Than Where You Are

- The 911 Communications Center not only needs to know where you are, but has to select the correct Responders to dispatch. Depending on where and what the Emergency is, Sheriff's Deputies, Police Officers, one or more Fire Departments from one or more stations each, Rescue Squads, different types of Medical Personnel, and or other units may be dispatched



# Example Fire Response Areas



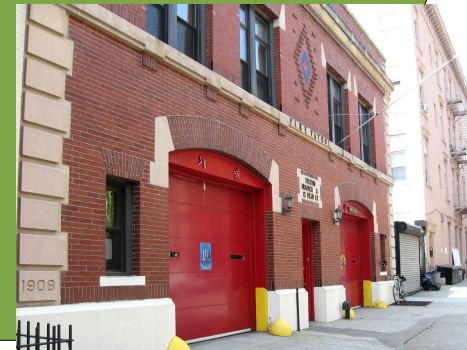
Fire District 1



Fire District 4



Fire District 3



Fire District 2

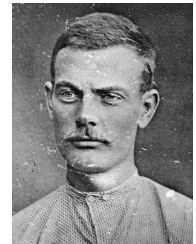
# Got My Number?

- The second most important piece of information the Telecommunicator needs is the phone number you are calling from
- If the call is disconnected, the Telecommunicator may need a phone number to call you back and may continue to provide assistance by giving instructions and gathering information before and or after Responders have been dispatched



# Information Please

- Giving information to the Telecommunicator does not prevent Responders from being dispatched
- If you are robbed and can provide a description of the suspect and or the vehicle they are in to the Telecommunicator, Law Enforcement can be given this description even before a report could be filed





# Who Will Be Dispatched

- 911 Call Centers have predefined rules or protocols about who to dispatch to what type of incident. You do not have take the time to tell the Telecommunicator who to dispatch because this has already been planed for. Depending on where you live, different agencies may be dispatched to different Emergencies



# Lights And Sirens

- When you call 911, you do not have to take the time to ask the Responders to use or not use emergency lights and sirens. For every type of incident, Responders have predefined rules or protocols that determine if emergency lights and sirens are used. Some of the information Telecommunicators gather may help Responders determine whether emergency lights and sirens are necessary

# Why So Many Questions

- Information the Telecommunicator gathers often helps the 911 Communications Center determine who to dispatch and or is vital for Responders to know
- Gathering information about what has happened often helps to keep everyone involved in the Emergency safer
- Provide as much information as possible unless doing so would put you in danger



# Here To Help

- Often Highly Trained Telecommunicators:
  - Gather essential information for Responders whenever possible
  - Give Callers instructions on how to help during an Emergency whenever possible
- Telecommunicators do not ask for information or give instructions to try to prevent Responders from being dispatched, rather they do this to provide as much help as quickly as possible

# A Goal

- A goal of Emergency Services Personnel is to give People the best possible outcome after an Emergency strikes
- To support this goal, the right Responders not only need to be dispatched, but when possible, Telecommunicators may gather vital information for Responders and Callers may be instructed on how to help those involved in the Emergency

# More Than Just Fast

- Attempting to get Responders to the scene of an Emergency as fast and as safe as possible is always a priority
- Often a better outcome can be achieved in an Emergency if in addition to Responders being dispatched quickly, Responders are dispatched to the right location with the right information to do their jobs as effectively as possible



# Multitasking

- The person who answers your call at the 911 Center may also be dispatching other Emergencies using several radio channels. It is not uncommon for the Telecommunicator not to talk on the phone at times during your call as they answer the radio



# Calm And Caring

- Like all members of the Emergency Services team, Telecommunicators are trained to attempt to remain calm no matter what the situation is
- Even though the Telecommunicator is calm, it does not necessarily mean they do not understand how serious the situation is or that they are not concerned for the people involved in the Emergency

# The Courage To Be Calm

- Emergency Services Personnel are trained to understand that they must control their emotions in order to provide the best help to those in need
- Attempting to control your emotions and attempting to remain calm provides more help to those experiencing Emergencies then allowing emotions to overcome your judgment



# Post Your Address

- Posting your assigned 911 address on your house and at the end of your driveway will greatly assist Emergency Services Personnel when looking for your house



# Emergency Flow Chart

Emergency



911 Communications



Fire Personnel

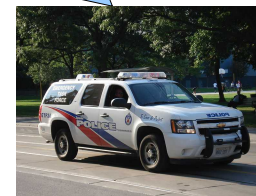


Emergency Medical Personnel

Citizen Caller



Rescue Personnel



Law Enforcement Officers



# Example

- The next 10 slides show how a 911 Call for a person choking is typically handled
- Remember, like all of the information contained in this slide show, this example is in no way meant to guarantee what will happen during any Emergency, this is only presented as an example of how things might happen



# Important Information

- All of the information contained in this slide show is presented as an example of what may happen when you call 911. Emergencies are inherently dangerous and unstable situations. Nothing in this guide is meant as a guarantee of what will happen
- Remember that you are in the best position to make decisions concerning your safety and should do what is safest and in your and everyone's best interest at all times

# Unknowns

- Remember that Emergency Services Personnel will try to make the best out of a bad situation but many things can happen when an Emergency strikes. It is impossible to guarantee what will happen. There can be no guarantee of the response time for Responders and no guarantee that Responders will arrive because of the myriad of unknowns that occur every day

# Overview

- Someone is Choking
- You call 911
- Responders are dispatched
- Once Responders have been dispatched, Telecommunicators may give instructions to Callers
- Responders are often updated after they have been dispatched



# Someone Is Choking



# You Call 911

- Call 911
- State the address of the Emergency
- State your phone number
- Explain the Emergency, providing all the information you can to the Telecommunicator
- As long as it is safe to do so, stay on the line!





# Responders Are Dispatched

Communications Center



Emergency Medical Technicians



Paramedics





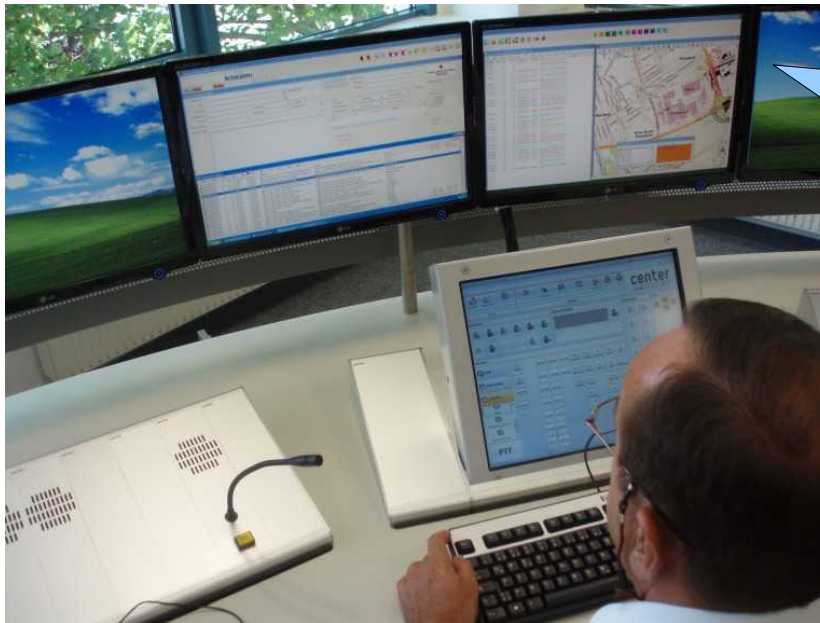
# Once Responders Have Been Dispatched



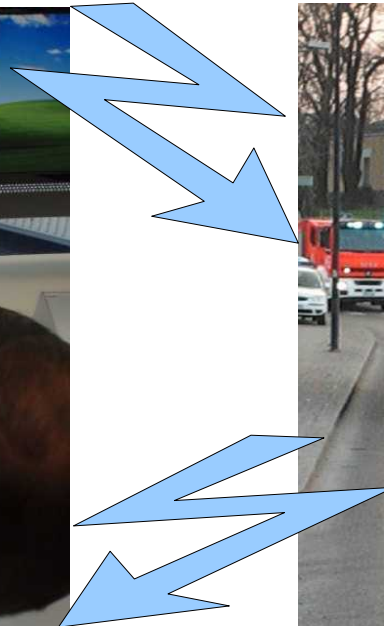
- The Telecommunicator may give you instructions on how to help the person
- This may include performing Abdominal Thrusts, or turning on outside lights even during the day to help Responders when looking for your house

# Responders May Be Updated After They Are Dispatched

Telecommunicator



Responders





# This Was Only An Example

- 911 Telecommunications, EMS, Fire, Rescue, and Law Enforcement Personnel always strive to help everyone with an Emergency in the safest and most efficient manner possible, but remember no one can guarantee what will happen during any Emergency
- Depending on staffing, volume of calls, weather, and your area, things may happen differently when you call 911



# This Was Only An Example

- Remember that you should do what you think is the safest and best action for all those involved
- Nothing in this slide show will train or certify you on CPR, First Aid, and or Abdominal Thrusts
- Again, there can be no guarantee that Responders will be able to get to the Emergency or of their response times

# Important Points For Review

- Call 911 for Emergencies only
- State the address of the Emergency, your phone number, your name, and explain what is going on
- You can often help after Responders are dispatched – **As long as it is safe for you to do so, Stay on the line**
- And remember, to save lives. . .



# Everyone Has To Work Together

Citizen Callers



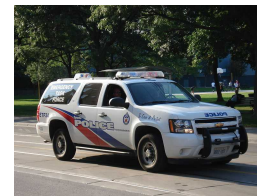
Rescue Personnel



Fire Personnel



Law Enforcement Officers



Telecommunicators



Emergency Medical Personnel





# For More Information

- Check your local Fire Rescue, EMS, Law Enforcement, Emergency Management, and 911 Communications websites
- Also Check the websites of the: National Fire Protection Association, National Emergency Number Association, US Fire Administration, Federal Emergency Management Agency