

VCC Video Project

Teaching Points

Notes for Teaching Points:

- Introducing 911 to the community
- We are the true first responders
- Who we are – Putting a face to 911
 - We are not the Police or Fire Department responding to their emergency.
- What we are doing during an actual emergency
 - From call creation
 - Dispatching of the call.
 - What are the officers or fire/ems personnel doing when they are waiting for a call. (They are not sitting at the station)
 - What happens while emergency personnel are enroute to the call?
- Why we ask the questions that we do.
 - Why do we want to talk to the patient directly.
 - Where is this occurring at – Location.
 - Cell Phones /not able to trace or get an exact location
 - Time delay – When did this happen?
 - Is this is progress vs Cold Call
 - What is going on? (determines Police/Fire/Medical)
 - Weapons? (we we sending enough and the right kind of help)
 - Injuries?
- What can you do to help?
 - Why it's important to know your location.
 - Suspect information lic plate.
 - Knowing when it's an appropriate time to call 911.

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- When to dial the 7-digit non emergency
- When to use E-police

Information obtained during a 911 call:

Initial Entry	<ul style="list-style-type: none">✓ Location✓ Time delay✓ Brief synopsis of what is happening✓ Weapons✓ Injuries
1st Supplement	<ul style="list-style-type: none">✓ Where is the weapon?✓ What type of weapon? (if applicable)✓ Vehicle description(s) and DOT (Direction of Travel)✓ Suspect description(s) and DOT
Final Supplement	<ul style="list-style-type: none">✓ RP information✓ How the RP relates to the call<ul style="list-style-type: none">• RP relationship should be entered as soon as possible in the call without compromising a timely call entry• This provides the dispatcher and responding units important perspective to the circumstances of the incident and reliability of the information being provided by the RP✓ Contact<ul style="list-style-type: none">✓ Other non-critical pertinent info