Notes for Teaching Points:

• Introducing 911 to the community

• We are the true first responders

• Who we are – Putting a face to 911
  o We are not the Police or Fire Department responding to their emergency.

• What we are doing during an actual emergency
  o From call creation
  o 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)
  o What happens while emergency personnel are enroute to the call?

• Why we ask the questions that we do.
  o Why do we want to talk to the patient directly.
  o Where is this occurring at – Location.
    ▪ Cell Phones /not able to trace or get an exact location
  o Time delay – When did this happen?
    ▪ Is this is progress vs Cold Call
  o What is going on? (determines Police/Fire/Medical)
  o Weapons? (we we sending enough and the right kind of help)
  o Injuries?

• What can you do to help?
  o Why it’s important to know your location.
  o Suspect information lic plate.
  o Knowing when it’s an appropriate time to call 911.
### VCC Video Project

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

Information obtained during a 911 call:

| Initial Entry | ✓ Location  
|               | ✓ Time delay  
|               | ✓ Brief synopsis of what is happening  
|               | ✓ Weapons  
|               | ✓ Injuries  
| 1st Supplement | ✓ 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 | ✓ RP information  
|                 | ✓ How the RP relates to the call  
|                 |   • 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  
|                 |   ✓ Other non-critical pertinent info |