

EMS

WHAT WE NEED TO KNOW:

1. **Exact location** where help is needed.
2. Call back **telephone number**
3. **Exact problem** (Tell me what happened)
4. **How many** people are hurt
5. **Age** of the patient
6. Is the patient **conscious**
7. Is the patient **breathing**
8. Is the patient **male or female**

Depending on the "Chief Complaint" (exact problem), **additional information** will be asked; typically ranging from one (1) to ten (10) questions.

This is to aid in determining the most appropriate and efficient response to help the patient.

Once the appropriate response has been dispatched, instructions will be given by phone to assist the caller in helping the patient until emergency units arrive.

FIRE

WHAT WE NEED TO KNOW:

1. **Exact location** where help is needed
2. Call back **telephone number**
3. **Name** of caller
4. What **type of call** is it (Tell me what happened)
 - a. Fire (house, brush, woods, trash, vehicle, etc.)
 - b. Service call
 - c. Trees, Power Lines Down
 - d. Box Alarm
5. Is there any threat of **personal injury**
6. If injury, what **type of injury**
7. Any **hazardous** circumstances
8. Any **unusual circumstances** present

Any **additional information** as each type call mandates

Fire Department personnel are members of the "first responder" program. That means that they will respond to your medical emergency while waiting for EMS to arrive, they can help you and stabilize the situation.

LAW ENFORCEMENT

WHAT WE NEED TO KNOW:

1. **Where:**
 - help is needed
 - did / is the incident occurring
 - Who:**
 - needs help
 - is calling (address and phone number)
 - is involved (how many people and a description)
3. **What: Exact Problem**
 - tell me what happened
4. **When:**
 - did the incident occur
5. **Weapons:**
 - any weapons involved
 - who is armed
 - what type of weapons
6. **Alcohol:**
 - is anyone intoxicated
 - anyone under the influence of illegal substances

Additional information as each type call mandates.

NON-EMERGENCY NUMBERS

24 hour non-emergency telephone numbers

252-459-4121

252-459-7131

For additional information or if you would like to schedule a tour of our 911 Center or arrange 911 Presentation for your club, civic organization etc. please call 252-459-9805 Monday thru Friday 8:00 a.m. to 5:00 p.m.

Published by
Nash County Emergency Services
Emergency Communications Division

NASH COUNTY

EMERGENCY COMMUNICATIONS

911



YOUR FIRST POINT OF CONTACT IN AN EMERGENCY

OVERVIEW OF 9-1-1

Nash County Emergency Communications Center has an enhanced 9-1-1 Phone System. It provides the 911 Center with information such as the resident's or business name, address, phone number and any other information entered into the database. While this information is provided on the screen, it is not always correct; therefore, the call taker **must** confirm and verify the information with the caller.

What if you call from a cell phone?

The 9-1-1 Center receiving your call may only see information on the screen about your cellular service provider, including your cell phone number. In some cases it is possible that the telecommunicator may be able to determine exactly where you are calling from when dialing 911 from your cell phone. However you should be ready to provide the dispatcher with this information. This way you'll get the help you need without delay.

What happens when you dial 9-1-1?

When requesting any type of Emergency Service, it is important to remain calm and listen to the questions being asked by the telecommunicator in order to obtain the most quick and efficient response from emergency units. While a highly trained operator is talking with you, another operator is dispatching law enforcement, fire or emergency medical services. This system works well, and we're able to help you very quickly and efficiently.

Sometimes, if a caller is slow in dialing an area code of 919 or 910 or phone number containing the digits 911, there is a chance the telephone company's computers interpret it as being an emergency call and routes it to the local 9-1-1 center. If this occurs, it is important for the caller to remain on the line and advise the telecommunicator the call was in error. Nash County 911 attempts to call back 9-1-1 calls that are hang ups. If the phone is busy, an answering machine picks up or there is no answer, law enforcement will be dispatched to the location to verify that everything is okay.

When to dial 9-1-1:

You should dial 9-1-1 when:

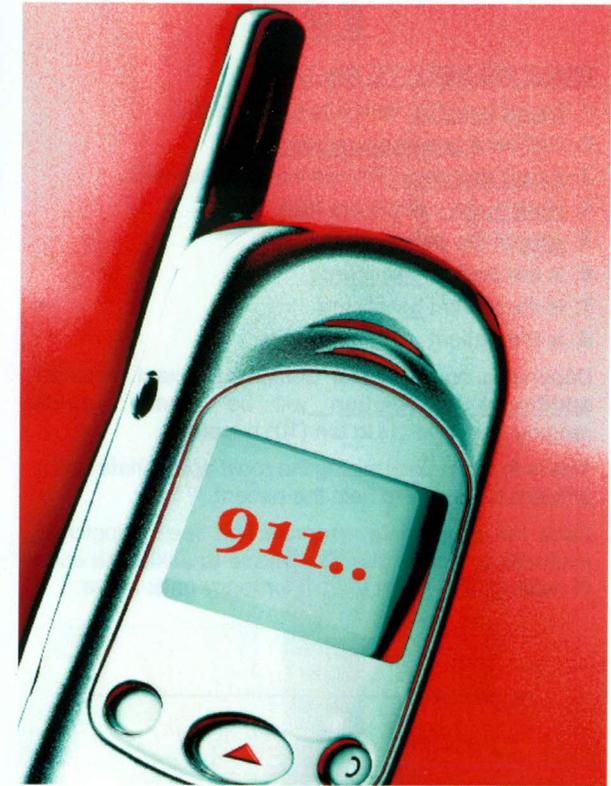
- You need police, fire or medical response
- You see fire or smoke.
- Life or property is in danger.
- A crime is being committed.

When NOT to dial 9-1-1:

Please do not dial 9-1-1:

- To get road or weather conditions.
- To report area power outages.
- To ask for directions or the current time.

These types of calls tie up the telephone lines and prevent someone with an emergency from getting help quickly. When calling for general information or to report an incident that has already occurred, dial the non-emergency telephone numbers, which can be found in your telephone directory, or dial 4-1-1 for directory assistance.



A Final Note From 9-1-1

Children should not be allowed to "play" on the telephone by dialing 9-1-1 or any other numbers. However, children should be taught how to dial 9-1-1 any time they need help.

Parents or caregivers should teach children their address and phone number. Many children have helped to save lives through the use of 9-1-1.

The Nash County 9-1-1 Center feels that by explaining how we operate you can help us give you the best service available today.