

# GREENE COUNTY

## How Does 911 Work?



### GREENE COUNTY EMERGENCY OPERATION DISPATCHERS DISPATCH:

**FIRE EMS POLICE**

**Also:  
HAZMAT  
FIRE INVESTIGATION  
PUBLIC HEALTH  
MENTAL HEALTH  
HIGHWAY  
BUILDINGS & GROUNDS  
SOCIAL SERVICES  
ANIMAL CONTROL OFFICERS  
AMD MANY OTHER AGENCIES**

### GREENE COUNTY DISPATCHERS ARE TRAINED AND CERTIFIED IN:

**EMD: EMERGENCY MEDICAL DISPATCH  
E-JUSTICE  
N.I.M.S.: NATIONAL INCIDENT MANAGEMENT SYSTEM  
APCO- PUBLIC SAFETY**

### 911 DISPATCHERS ARE TRAINED PROFESSIONALS

**FOR EMERGENCIES DIAL 911**

**NON-EMERGENCY NUMBERS**

**518-622-3548**

**WHEN YOU CALL 911 YOU WILL BE ASKED THE FOLLOWING QUESTIONS**

1. WHAT'S THE ADDRESS OF YOUR EMERGENCY?
2. WHAT'S THE PHONE NUMBER YOU ARE CALLING FROM?
3. WHAT'S THE PROBLEM?
4. MEDICAL CALLS
5. WHAT'S THE AGE OF THE PATIENT?
6. IS THE PATIENT CONSCIOUS?
7. IS HE/SHE BREATHING?
8. FIRE / ACCIDENT CALLS
9. WHAT TYPE OF FIRE / ACCIDENT?
10. IS ANYONE TRAPPED?
11. ANY OTHER VEHICLES /BUILDINGS INVOLVED?
12. HOW MANY VEHICLES?
13. WHAT TYPE OF BUILDING?

**DEPENDING ON YOUR INFORMATION THE DISPATCHER MAY ASK MORE QUESTIONS TO ASSURE YOU GET THE HELP YOU NEED!**

## **FAQ's**

**Q) DOES MY COMPUTER PHONE WORK FOR CALLING 911?**

**A) A LOT OF COMPUTER PHONES (VOIP) DO NOT GO DIRECTLY TO YOUR LOCAL 911 DISPATCH CENTER. MAKE SURE YOU CONTACT YOUR PHONE PROVIDER TO TEST YOUR SERVICE**

**Q) WHY DOES THE DISPATCHER ASK SO MANY QUESTIONS?**

**A) TO SEND YOU THE PROPER HELP AT THE PROPER RESPONSE LEVEL. THEY ALSO ASSURE THAT THEY HAVE GOOD DIRECTIONS AND LANDMARKS FOR YOUR LOCATION AND TO VERIFY THE INFORMATION THEY HAVE ON THE 911 SCREEN**

**Q) WHEN NOT TO CALL 911!**

**A) 911 IS FOR EMERGENCIES ONLY! DO NOT CALL 911 FOR TELEPHONE NUMBERS, TRAFFIC REPORTS, POWER OUTAGES, DIRECTIONS, and LOCAL EVENTS**

**Q) WHEN SHOULD I TEACH MY CHILD TO CALL 9-1-1?**

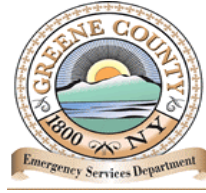
**A) ALTHOUGH CHILDREN HAVE BEEN TAUGHT TO CALL 9-1-1 AS EARLY AS TWO OR THREE YEARS OF AGE, FOUR TO FIVE YEARS IS USUALLY THE BEST AGE. AT FOUR OR FIVE, CHILDREN CAN UNDERSTAND WHAT TO DO UNDER CERTAIN CIRCUMSTANCES (E.G. HOUSE CATCHES ON FIRE, PARENT IS "ASLEEP AND WON'T WAKE UP", ETC.) USE THE CHILD'S TOY TELEPHONE TO PRACTICE NOT ONLY CALLING, BUT EXPLAINING THE CIRCUMSTANCES THAT MAY NECESSITATE CALLING FOR HELP. PARENTS SHOULD ENFORCE THE FACT THAT CHILDREN SHOULD ONLY CALL 9-1-1 FOR EMERGENCIES AND NOT TO PLAY OR JUST TO SEE IF IT WORKS.**

**Q) DOES 9-1-1 WORK FROM CELLULAR PHONES?**

**A) YES. WIRELESS CALLS ARE ROUTED TO THE 911 CENTER IN THE SAME WAY AS CALLS MADE FROM LANDLINE PHONES.**

# 911

## The number to call in an Emergency



**Police, Fire, or Medical Emergencies** require immediate help.

Do not hesitate to call **911** to protect life and property.

**911** Operators are trained professionals who will ask pertinent questions to get you the help needed in the shortest time possible.

### **CALL 911:**

- For all emergencies that require police, fire, or medical assistance to protect lives or property
- To report a crime in progress
- To report a fire
- If someone is injured or suddenly becomes ill
- To report a missing person, in particular a child or elderly person who might be in danger

### **Do Not Call 911:**

- To ask for phone numbers
- To ask for traffic reports or directions
- To report power outages
- To inquire about local events

**The Non-Emergency Numbers for Greene County are: 518-622-3548**