



Charlottesville-UVA-Albemarle County Emergency Communications Center



Making a Telephone Call to 911

- ❖ Call 911 when you need the presence of a police officer, firefighter or rescue squad.
- ❖ When calling for the **police** we will ask:
 - The exact location of the problem
 - What is happening
 - If the suspects are still in the area/descriptive information
 - Direction of travel of suspects
 - Verification of your location and telephone number
 - Who we should send the officer to meet with and where
- We may keep you on the phone to update information or to give instructions if an incident is in progress or if you request we stay on the phone.
- ❖ When calling for a **rescue squad** we will ask:
 - The exact location of the patient
 - What has happened & questions related to their present condition
 - Applicable medical history (if known)
 - Age/sex/level of consciousness of the patient
 - Verification of your location and telephone number
- We may keep you on the phone to give pre-arrival instructions with such incidents as cardiac/respiratory arrest, child birth and uncontrolled bleeding or if you request we stay on the phone.
- ❖ When calling for **firefighters** we will ask:
 - The exaction location of the fire/smoke or odor
 - What is on fire
 - How big is the fire
 - Questions related to what is on fire i.e. anyone in the house? Anyone hurt?
 - Any exposure problems
 - Verification of your location and telephone number
- ❖ We will dispatch **police, fire or rescue to assist with the emergency.**
- ❖ **IF EVER IN DOUBT ABOUT WHETHER OR NOT TO DIAL 911, PLEASE DIAL 911 AND WE WILL HELP YOU DECIDE WHAT LEVEL OF HELP YOU NEED. Our administrative/non-emergency number is 977-9041**