

GET TO KNOW YOUR IBERVILLE PARISH COUNCIL 911 SYSTEM

WHEN SHOULD YOU DIAL 911?

You Should Dial 911 to Request:

Police
Fire
Ambulance

What to know when calling 911

The most important thing to remember when calling 911 for help is to **LISTEN** and follow the dispatcher's instructions. After the necessary key information has been exchanged (usually in less than 30 seconds), the call taker will ask you to stay on the line and assist in handling the emergency situation.

Remember, trained dispatchers never ask questions that are unnecessary. Your job is to clearly answer the questions. If the dispatcher asks you to leave the phone to get information, **DO NOT HANG UP**. If you hang up, you could break your only link with the help you need.

FIVE KEY QUESTIONS

Appropriate response depends on you relaying the following minimal information through your dispatcher:

- **Your address and phone number**
- **Patient problem or type of incident**
- **Approximate age**
- **Conscious: yes/no (or alert)**
- **Breathing: yes/no (or difficulty)**

Is the information given to 911 protected by "privacy rules"?

Answer: You can be assured that the information about you, your address, your phone number, the circumstances of your call, and what you said to the **911** call taker will be protected at your request. If you are in danger or see someone in danger, call **911**, and your conversation will remain private.

Is it possible to get help from 911 if a caller is unable to speak or hear ?

Answer: Yes. Our Emergency Communications System has a feature called ALI (Automatic Location Identifier) and a TDD (Telecommunication Device for the Deaf) unit.

ALI displays the address of each incoming call on the Public Safety Answering Point (PSAP) dispatcher's computer screen within seconds. Even if a caller cannot communicate verbally because of injury, panic, age or language barrier, he or she will get help. Persons who can not hear or speak will get help. ALI also saves critical minutes.