



## Grand Junction Regional Communication Center

### WHAT TO EXPECT WHEN YOU CALL **911**

**1. Initially you will be asked: Where is your emergency?** Please give an address, intersection, mile marker or, in the case of a wilderness area or park area, your location such as a trail or landmark.

In Mesa County, a growing number of people are choosing to use a cell phone instead of a traditional phone line at home. Citizens are still under the assumption that we know where they are calling from when using a cell phone. **This is not the case.** You need to be aware of where you are so that you can properly identify your location to emergency services.

**2. Next, we need to know what type of emergency you are having.** Will it require a law, medical or fire response?

**3. If your emergency requires a law response,** you may be asked questions such as;

- a. Is anyone intoxicated or under the influence of drugs?
- b. Can you provide description of suspects and/or a vehicle involved?
- c. Does anyone have any weapons? If so, what are they and where are they?

**4. If your emergency requires a medical response,** you will be asked;

- a. What's the problem? Tell me exactly what happened. The answer to this question will determine what type of medical problem is happening.
- b. The age of the person having the problem and their status (i.e., conscious and breathing).
- c. Then, depending on the problem, we will ask questions that provide additional information for the responding ambulance personnel.

All 9-1-1 Telecommunication personnel at the Grand Junction Regional Communication Center have been trained to give instructions during child birth, CPR, Heimlich Maneuver and other instructions that may aid in saving someone's life.

**5. If the emergency requires a fire department response,** you may be asked;

- a. Are smoke or flames showing?
- b. If there are flames, are any structures threatened?
- c. If the fire is in a field, how large is it? Is it attended?
- d. If there are flames, smoke or odors within a structure, has it been evacuated?
- e. Do you know the source?
- f. If it is a business or a garage, what type of chemicals are in the building?

Often times the situations in which a citizen is calling requesting help, their emotional state is elevated. It is important that the caller maintain the calmest demeanor possible when trying to relay information to the 911 Telecommunicator.