

# 911 call procedures

## 1. Find a device to call from.

- a. For medical emergencies – ***Use a desk phone closest to the point of emergency, whenever possible.*** 911 operators need to be able to triage the emergency at the point of crisis.

**Do not ask the front desk or another person to call for you!**

- i. By calling from a desk phone, this also alerts the designated (staff) first responders at your site and some administrators from the Service Center that a 911 call was made.

- b. For fires - call from a cell phone outside the building.

## 2. Dial 911

- a. ***If you call from a desk phone, it may take up to 5 seconds before the phone starts ringing. Do not hang up if you do not connect immediately!!***

## 3. Stay calm and follow the operator's instructions.

## 4. Verify the address and location in building you are calling from.

- a. The number you are calling from may not match what the operator sees, this is not an error or problem on our end, this is the way the system works.
- b. If you get disconnected from the operator or if the operator needs to call you back, the number they have will automatically connect them to the phone you called from.

## 5. State the nature of your emergency

- a. Be as specific as possible (Medical, vehicle collision, law enforcement needed, hazardous material, etc.)
- b. Number of people affected and their condition and what is currently happening
  - i. Examples
    - 1. 2 students fell on playground, one is unconscious
    - 2. CPR/First Aid/AED being administered
    - 3. Intruder on grounds. Immediate Outside Threat has been called with staff and students sheltered in classrooms.

## 6. Do not hang up until the dispatcher does.

- a. Have someone ready to greet Police/Fire/EMS once they arrive on site (as long as it isn't a lockdown)

## 7. In-house first responders are automatically notified.

- a. Your building's administrators, secretaries, and emergency responders will automatically be notified via a phone call and/or e-mail when any 911 call is made. The information they receive via email will include the extension that called, the name listed on the phone, and the building called from.

### Other things to note:

If you do accidentally call 911, ***do not hang up***. Stay on the line and let the operator know that it was an accidental call, give them your name, and address. Operators must stay on the line and return calls that have been hung up on. If they can't confirm that the call was accidental, they **will** dispatch emergency services which will incur a charge.

Only in the event of power or internet outage is a cell phone preferred. If a cell phone is not an option, there is a backup phone line that can be used to make outbound calls from the front office main line, provided the backup battery is still providing power to the phone.

### For non-emergency situations:

Portage Police	269-329-4567
Kalamazoo Police	269-337-8120
Three Rivers Police	269-278-1235
Kalamazoo County Sheriff	269-383-8821
Kalamazoo Township Police	269-343-0551