

# When Seconds Count



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ST. TAMMANY PARISH EMERGENCY OPERATIONS CENTER

# What is 9-1-1

- ❖ 9-1-1 Emergency System is your first source of help
- ❖ 9-1-1 Saves seconds
- ❖ 9-1-1 Saves lives
- ❖ 9-1-1 Is fast and easy

# What is an **EMERGENCY**

- ❖ Crime
- ❖ Fire
- ❖ Serious injury or illness

*If in doubt, let us send them out!*

# Who Responds When 9-1-1 is Called?

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**POLICE**

**FIRE**

**AMBULANCE**

# When Calling 9-1-1

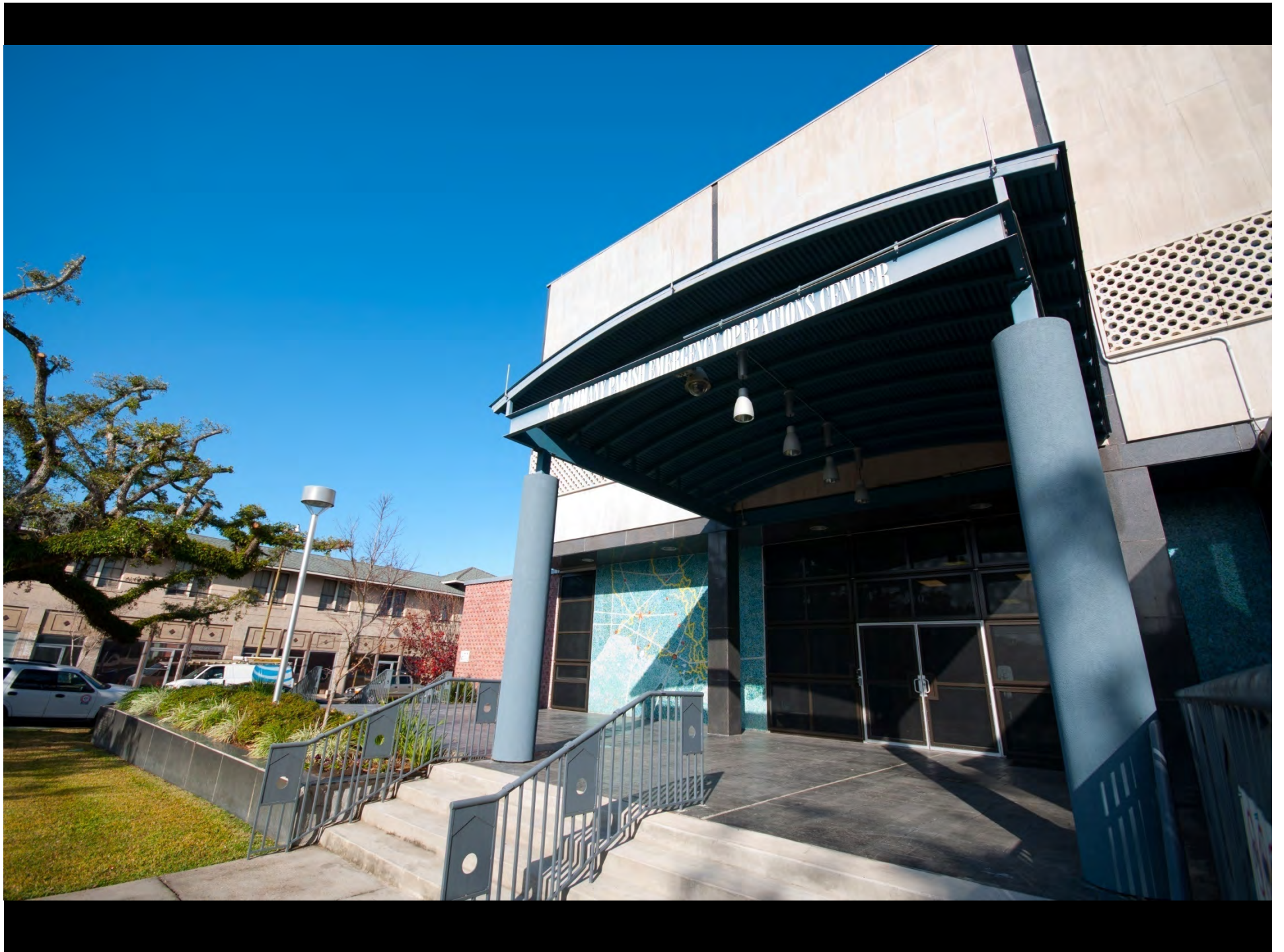


- ❖ Speak clearly and slowly
- ❖ Do exactly as the 9-1-1 operator tells you during the call
- ❖ Do not hang up! Stay on the line until the operator tells you to disconnect

# General Knowledge of 9-1-1

St Tammany Parish has seven (7) Public Safety Answering Points

- ❖ Covington Dispatch
- ❖ Mandeville Police
- ❖ Pearl River Police
- ❖ Slidell Fire Department
- ❖ Slidell Police Department
- ❖ Unifire Dispatch



# Enhanced 9-1-1

- ❖ St Tammany Parish call centers are equipped with enhanced 9-1-1.
  - ❖ This allows the call-taker to see the caller's phone number and address when calling from a landline
  - ❖ Wireless Phase I will only provide the caller's phone number
  - ❖ Wireless Phase II will provide the caller's phone number and approximate location



# Inactive Cell Phones

- ❖ A 9-1-1 call can be placed from an inactive cell phone ( a phone without a service plan).
  - ❖ The 9-1-1 center will not receive a phone number or location information
  - ❖ Give the call-taker your location immediately
  - ❖ If the call is disconnected call 9-1-1 back. An inactive cell phone can not receive incoming calls, including those from 9-1-1

# Emergency Medical Dispatch (EMD)

An Emergency Medical Dispatcher is a professional Telecommunicator that is able to determine a problem type and priority for the call, and use that information to:

- ❖ Provide Pre-Arrival Instructions
- ❖ Dispatch Life Support Units
- ❖ Provide other information to the caller
- ❖ Dispatch appropriate resources such as Police or Fire

# Calling **9-1-1** From Any Phone

**Be prepared to tell the 9-1-1 operator**

- ❖ **Name**
- ❖ **Address**
- ❖ **Phone Number**
- ❖ **Location of the emergency**
- ❖ **What kind of emergency**

## 9-1-1 Tips

- ❖ The 9-1-1 system allows the operator to know where you are calling from if you are calling from a landline.
- ❖ If an individual calls 911 and is unable to speak, continue to stay on the line and DO NOT hang-up.
- ❖ Keep posted to the refrigerator:
  - ❖ list of current medication
  - ❖ any drug allergies

## 9-1-1 Safety Tips

- ❖ Check smoke detectors
  - Make sure detectors are placed near bedrooms and away from air vents.
- ❖ Check all cords in the home
  - Arrange furniture so that outlets are available without the use of extension cords.
- ❖ Check all rugs, runners and mats
  - Remove rugs or mats that tend to slide