

We are "Here to Serve You..."

Remember the following:

- Never hesitate to call 911.
- Stay calm!
- Be sure that you are calling 911 from a safe location, if possible to do so!
- Be prepared to answer a series of questions or to take instruction from our staff. (This may include live-saving instructions such as CPR.

Our team of trained, professional and highly dedicated staff are here to help you 24 hours a day!

Medical Calls:

Hanover Emergency Communications uses an Emergency Medical Dispatch Program. This program is designed to allocate our resources effectively and be sure the appropriate level of care is sent to the patient in need. Some questions you may be asked in a situation requiring an ambulance may include; but not limited to:

- Are you with him/her now?
- How old is the patient?
- Is the patient conscious? (Able to talk to you?)
- Is the patient breathing?
- Is the patient breathing normally?

The type of complaint you have made depends upon the types of questions you will be asked. Remember the 911 staff want to get help to you as soon as they can so cooperation is a must. We are here to help!



**HANOVER COUNTY
EMERGENCY COMMUNICATIONS**

**PO Box 470
Hanover, Virginia 23069**

**Phone: 804-365-6140
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**HANOVER COUNTY
EMERGENCY COMMUNICATIONS**

**Public
Service
Information**

We're on the Way!



For Emergencies Dial 911

When Calling 911:

It is important when calling 911 that you remain calm. The 911 call-takers and dispatchers are there to help. In order to send help we have to ask questions to elicit primary information. In order to send the appropriate type of help we have to ask questions that elicit the appropriate secondary information based on the responding agency. This brochure should provide insight on primary and some important secondary information required for police, fire, and emergency medical calls for service.



Primary Information:

- What is the address of your emergency?
- What is the phone number you are calling from?
- What is the problem, tell me exactly what happened?

Police Incidents:

- Are there weapons involved?
- Are drugs or alcohol involved?
- What is the description of the suspect or suspects? (Head to Toe)
- What is the description of the vehicle or vehicles involved? (Color, Year, Make, Body Style, License Plate, License State, and any additional identifiers)
- The call-taker may ask additional questions as their procedures dictate...



Fire Incidents:

- What is on fire?
- How large is the fire?
- Is anyone injured?
- Is anyone trapped?
- The call-taker may ask additional information depending upon the picture you have painted...



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