

9-1-1 for Children

In an emergency every second counts. Teaching your child how to use 9-1-1 is a valuable lesson that could not only save your life and the lives of others but also get help quickly during a fire, medical emergency or crime.

Things to teach your child on dialing 9-1-1:

- Tell your child to always call from a safe place. If the house is on fire, tell them to get out and dial 9-1-1 from a neighbor's house.
- Refer to 9-1-1 as nine-one-one. Many times people will refer to it as nine-eleven which confuses children and causes them to look for the eleven button on the telephone.
- Teach your child their name, home address and telephone number. Always make sure to keep all this information near the telephone. (This will also come in handy when you may have a babysitter at your house who may need this information in an emergency.)
- Keep a telephone within a child's reach, and make sure your child knows how to use each telephone. Dialing on a cell phone is different than dialing on a home phone! Also remind them that calling from a payphone is free, and they do not need money. Let them know that the phone company will provide the name and address for the pay phone they are calling from, and not to worry about now knowing that information.
- Tell your child that the 9-1-1 dispatcher is their friend and can be trusted. Also tell them to remain calm, speak loudly, answer all the dispatcher's questions and not hang up until told by the dispatcher.
- Teach your child not to call 9-1-1 as a joke or prank. Calling 9-1-1 could not only get them in trouble, but could also delay help in a real emergency. Tell them that if they accidentally dial 9-1-1 to let the dispatcher know they made a mistake.

Encourage your child to use 9-1-1, even if they are in doubt.

When not to call:

9-1-1 has been designated as the national emergency number. Unfortunately, delays in answering true emergency calls are often caused by people calling 9-1-1 for less than compelling reasons. If you have any doubt as to whether someone's life or property is in peril, we urge you to call. However, listed below are some of the many reasons why people improperly call 9-1-1:

Do *NOT* call 9-1-1:

- For weather, traffic, or highway condition information.
- For school or office closure information.
- For directions.
- For legal advice.
- To report or check on a power failure.
- To find the number for another government office.
- To "test" your telephone.
- To check the time.
- To report potholes or minor road conditions.
- To report parking or other minor violations.

By reserving 9-1-1 for emergency use only, you can help make sure that persons needing immediate assistance can get through and get the help they need.



Important Contact Numbers:

Duke Energy (to report power outages)
1-800-769-3766
Energy United (to report power outages) 632-8144
Poison Control Center 1-800-222-1222
Sheriff Non-Emergency 632-4658
Jail/Detention Center 632-0304
Alexander County Clerk of Court 632-2215
Alexander County Magistrate's Office 632-4689

ALEXANDER COUNTY EMERGENCY 911 COMMUNICATIONS CENTER

FACTS ABOUT 9-1-1



Emergency 911 Communications

Imagine receiving a telephone call for help about every 2 1/2 minutes, 24 hours a day, 7 days a week.....

Alexander County Sheriff's Office Emergency 911 Communications Center

Director's Message

Thank you for your interest in the Alexander County Sheriff's Office Emergency 911 Communications Center. While I hope that you will never need our services, chances are that sometime in your life, you or a loved one will have to dial 9-1-1. That's why it's important for you to teach all of your family members, including young children, the importance of knowing how – and when – to call.

Your call will be answered by one of our trained Telecommunicators. These individuals undergo an extensive screening and educational process that includes nationally recognized certifications as well as detailed information on local policies and procedures.

In 2009 our agency has processed more than 186,319 requests for assistance from our citizens, and consistently exceeded our goal of answering more than 90% of our 9-1-1 calls in three rings or less. *Were they all handled as well as we'd like?* Of course not, because the bulk of our business involves dealing with people in crisis. However, through our intensive quality assurance programs we proactively attempt to correct problems before they happen. If we don't, we'd like to hear from you on how we can make our services even better. Drop us a note with your questions, comments or concerns at: 911comments@alexandercountync.gov. Your feedback is always welcome.

Greg Foster
Communications Director

**OFFICE OF THE SHERIFF
ALEXANDER COUNTY
SHERIFF CHRIS BOWMAN**

About the 911 Center

Alexander County Sheriff's Office Emergency 911 Communications Center handles calls for:

- Alexander County Sheriff's Office
- Taylorsville Police Department
- NC State Highway Patrol
- Alexander County Animal Control
- Alexander County "Are You Okay" Program
- Alexander County Emergency Medical Services
- Alexander County Emergency Management
- Alexander County Fire Marshal's Office
- North Carolina Forestry Service, County Ranger
- North Carolina Wildlife, County Officer
- Alexander Rescue Squad and EMS
- Bethlehem Fire Department
- Ellendale Fire Department
- Hiddenite Fire Department
- Stony Point Fire Department
- Sugar Loaf Fire Department
- Taylorsville Fire Department
- Vashti Fire Department
- Wittenburg Fire Department

After hours calls for:

- Alexander County Department of Social Services
- Alexander County Home Health Services
- Alexander County Hospice
- Town of Taylorsville Dept. of Public Works
- Alexander County Magistrates Office
- American Red Cross - Alexander County Chapter

Telecommunicators with the Alexander County 911 Center are available 24 hours a day, 7 days a week, on nights, weekends and holidays, helping you whenever you need them.

What to expect when you dial 9-1-1:

When you call 9-1-1 the dispatcher will ask you a series of questions to help assess the situation and get you the best help possible. Dispatchers will ask you the exact location where help is needed, your telephone number in case you get disconnected and they need to call you back, the exact problem – is someone hurt, is something on fire, etc.,

After the dispatcher asks you these 3 main questions, they will then ask you specific questions relevant to your emergency.

If someone is hurt the dispatcher will want to know how many? Age of the patient(s), Is the patient male or female? Is the person breathing or conscious? Your answers to these questions will ensure that they send the correct number of responders to you, and responders with the correct equipment. If the patient is not breathing or conscious, through EMD (Emergency Medical Dispatch) the dispatcher can walk you through CPR or mouth-to-mouth to assist the caller until help arrives.

If someone calls for a fire truck, the dispatcher will want to know why they need a fire truck. Is something on fire? What type of fire is it? Is it a house, a car or woods? Are power lines down? Are people in the house? Is a fire alarm going off, but you are not sure why? They will also want to know if there are any injuries or hazardous circumstances.

If someone calls for a police officer, the dispatcher will want to know who needs help. What is happening? How many people are involved? When did the incident occur? Are there any weapons involved? Your answers to all these questions will help emergency units prepare to respond to your emergency, quickly and efficiently.

Remember to always listen to the dispatcher and try to remain calm and speak clearly. Also remember that while the dispatcher is asking you questions, help is on the way.

29 West Main Avenue * Taylorsville NC 28681 * 828-632-2911