

## 9-1-1 DOs

- ✔ 9-1-1 is for emergencies only, and a call to 9-1-1 should be a call for help.
- ✔ Stay calm and speak slowly.
- ✔ Stay on the line until you are told to hang up.
- ✔ Some examples of 9-1-1 situations include:
  - Fire
  - Crime in progress
  - Life-threatening situations
  - When someone needs an ambulance
  - Situations where personal injury has occurred, or may occur.
- ✔ If you accidentally call 9-1-1, please stay on the line and explain to the Call Taker that you misdialed. Make sure you stay to answer any questions asked by the Call Taker. He/she will be trying to determine if a real emergency exists or if you are being forced to hang up because of a crime in progress.

## 9-1-1 DON'Ts

- ✘ Never call 9-1-1 as a joke.
- ✘ Never call 9-1-1 for prank calls.
- ✘ Never call 9-1-1 just to see if it works. Let us know if you are testing your equipment and we will accommodate you.
- ✘ Never call 9-1-1 for routine questions or to ask information (like road conditions).  
9-1-1 is for emergencies only.

### What is an emergency?

An emergency is a situation that puts life or property in jeopardy and is either occurring presently or has just occurred.



Mesilla Valley Regional Dispatch Authority

911 Lake Tahoe Ct.  
Las Cruces, NM 88007  
575-647-6800

## WHAT YOU NEED TO KNOW ABOUT

# Reporting Retail Store Emergencies



911 for Doña Ana County

## POLICE Emergencies

 The caller reporting the police emergency needs to be aware of the type of emergency, i.e.: disturbance, robbery, retail theft in progress, accident, medical emergency or fire. The type of the call is very important to provide so the police officer can decide while enroute, the course of action that will be necessary.

 The call taker will ask numerous questions during the course of the incident reporting, all of which are necessary. Exact location, description of actors, description of vehicles and direction of travel or items taken and the length of time since the incident occurred are topics that will be covered.

 Don't become frustrated when the call taker is asking these questions. All of this information is necessary for your safety and the safety of responding officers.

 The call taker will attempt to keep callers on the phone until the police arrive during calls where an incident is in-progress. The call taker will continually update information provided by the caller to the responding units. It is for your protection and the officer's safety that you remain on the phone to provide any additional information. Pertinent information is good information.

## FIRE Emergencies

 If there is a fire-related call, the caller should know what is on fire and where the fire is located. The call taker needs to know if the fire is near any structures. and callback number.

## MEDICAL Emergencies

 The caller needs to know what type of medical emergency is occurring when calling. The location of the victim also needs to be relayed.

 It is best to have the caller near the victim for pre-arrival instructions.

## SAFETY Measures

 Don't be a hero. Do not put your life in jeopardy. We don't need additional victims.

 Do NOT touch anything that is potentially part of a crime scene.

 Keep your emergency contacts listing updated with your police department.

 Phone numbers to the store provided to police should be a number not connected to a voice mail or central answering system.

 If a police dispatcher calls you back to obtain additional information, do NOT put them on hold.

 Sometimes the noises or conversations that dispatchers can hear in the background will provide clues as to the circumstances within the store. If it is necessary to leave the phone, lay it down so that we can listen.

## Guidelines

 Instruct your employees to call 9-1-1 first for police, fire or medical emergencies.

 Familiarize your employees with the cross streets near your business.

 If your store has an alarm system, post the name and phone number of the alarm company near the phone. Familiarize your employees with the operation of the alarm system.

 When a call to 9-1-1 is made, the call taker will ask many questions. These questions are asked to assist the police, fire and medical crews responding.

 The call taker will ask many questions, including the location and nature of the emergency. Those questions are asked in order to send the proper assistance.