



WAYNESBORO FIRE DEPARTMENT
FIRE PREVENTION and LIFE SAFETY EDUCATION
E-BULLETIN

March/ April 2010

Please remember ... dial 9-1-1 only for emergency situations. Emergency calls are those where there is a potential threat to life, such as a serious medical problem (chest pain, seizure, bleeding), any type of fire (business, car, house), or any other life-threatening situation (automobile accidents, fights, person with weapons, etc.). You are also asked to call 9-1-1 to report crimes in progress, whether or not a life is threatened.

Sometimes people dial 9-1-1 when they have a basic question or need to report a non-emergency situation. This misuse of the 9-1-1 system can tie up phone lines that are for emergencies only, and could put lives in danger. Examples of non-emergency incidents include break-in to a vehicle when suspect is gone, theft of property (when suspect is gone), vandalism (when suspect is gone), intoxicated persons who are not disorderly, or cars blocking the street or alleys. In these types of non-life threatening situations, or for general questions, you should call the Police or Fire non-emergency phone numbers.

What to do when you call 9-1-1:

Example, "I'm reporting an auto fire," or "I'm reporting an unconscious person," or "I'm reporting a car accident." If you need assistance, the dispatcher will ask you questions. They have been trained to ask questions that will help prioritize the incident, locate it and speed an appropriate response. Your answers should be brief and responsive. Remain calm and speak clearly. Be patient. While you are answering the dispatcher's questions, he/she is entering or writing down the information. If you are reporting an emergency, most likely a response is being made while you are still on the line with the dispatcher.

Be prepared to describe your location and the location of the emergency so public safety units can respond. Be aware of your current city or town, address, highway and direction, nearby cross-streets or interchanges, or other geographic points of reference. Be prepared to describe if you are inside or outside, in what room or on what floor, etc.

Be prepared to describe the condition of any persons involved in any incident. If you are able and have training, apply first aid to any patients who need it. Give the victim reassurance that help is on the way.

Listen to the dispatcher's instructions for assistance if you are in danger yourself. The dispatcher may tell you to leave the building, secure yourself in a room or take other action to protect yourself.

Follow any instructions the dispatcher gives you, such as meeting the first responders at the door, or flagging down the firefighters at the curb.

Secure any dogs or other pets that may interfere with the emergency response. Gather any medications the patient is taking and which the medical crew will need to take with the patient.

Do not hang up until the dispatcher tells you to. In some cases, the dispatcher will keep you on the line while the emergency units are responding to ask additional questions or to obtain on-going information.

Other 9-1-1 and Emergency Communication Tips:

If you or a family member dialed 9-1-1 in error, do not hang up the telephone. Even if you hang up prior to us answering the phone, the call will go through and register as a 9-1-1 call. Instead, stay on the line and explain to the dispatcher that you dialed by mistake and that you do not have an emergency. If you hang up, a dispatcher will call back to confirm that there is no emergency. If you don't answer, a police officer or deputy must be dispatched to confirm that you are OK. This will needlessly take resources away from genuine emergencies.

Do not program 9-1-1 into your auto-dial telephone. You won't forget the number, and programming the number invites accidental dialing of the number.

Do not dial 9-1-1 to "test" your phone or the system. This needlessly burdens the dispatchers and system with non-emergency calls.



March 14, 2010 Daylight savings time begins. So if you change your clocks before you go to bed or at 2 am, remember this, change your clocks, change your batteries. Put new batteries in your smoke detector(s). The Waynesboro Fire Department encourages everyone to have a working smoke detector on every level of their home. For more information contact (540) 942-6730 or email at waynesboro.va.us and click on fire department. Waynesboro Fire Department installs smoke detectors free to the residents of the City of Waynesboro.



Virginia Spring Wildfire Season- February 15- April 30, 2010. No burning before 4 pm. For further information visit the Virginia Department of Forestry at www.dof.virginia.gov.

No burning is allowed inside Waynesboro city limits at anytime

DIAL 9-1-1 TO REPORT AN **EMERGENCY**

FIRE/ POLICE/ AMBULANCE

