

# Hamden Police Department General Orders

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**Policy Number:** 017-002

**Effective Date:** August 01, 2005

**Section:** Communications

**Rescinds:**

**Title:** 911 Calls

**Approved By:**

**Approval Date:**

## PURPOSE

To set down a set of guidelines for dispatch personnel to follow in handling 911 emergency calls.

## POLICY

911 calls received by communications are probably the most important calls for service received. Because the nature of these calls can be so different it is imperative that they are handled-in a careful yet expeditious manner.

## Procedures

### A. Telephone procedure for 911 calls.

1. When a 911 calls is received it will be answered by the first available dispatcher.
2. The call will be answered as follows "Hamden 911, What is the address of your emergency".
3. All other operators will also pick up if they are not busy.
4. Follow EMD Procedures and Protocols.
  - a. Once a call has been determined to be either police or fire, that operator will give out the initial dispatch.
5. Other operators will remain on the line with the caller and try to obtain additional information.
6. If needed keep the caller on the line as long as possible to obtain the most information.
  - a. Refer to call guides for assistance.

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7. As additional information is received relay it immediately to the proper dispatcher.
  8. If for emergency reasons, i.e. gas leak, fire etc., a caller is instructed to leave the house, instruct the caller not to hang up the phone but place it down to keep an open line.
    - a. If additional information is needed or may be of value, have the caller contact C.C.S. via 911 from an outside phone.
- B. Transfer numbers for 911.
1. If a 911 call is received for an out of town emergency DO NOT tell the caller to call that agency.
  2. The operator taking the call will make the appropriate transfer of the call.
    - a. Tell the caller to hold and inform them that you are transferring them to the proper agency.
    - b. If the agency requested is one of the one button transfers handle it in the normal manner.
    - c. If the number is not a one button transfer refer to the list of agency numbers in the front of the 911 manual.
  3. Those that are highlighted are the numbers that DO NOT require a one being dialed before the seven digit number.
- C. Senior Dispatcher Responsibility.
1. As has been the policy in the past, when a supervisor is not working it will be the responsibility of the senior dispatcher on duty to see that this and other policies of the department are carried out.