

9-1-1 Emergency Checklist

Used when Net Control is required to call 9-1-1 to pass emergency traffic.

How 9-1-1 Works

In the Greater Vancouver Area, 9-1-1 is centralized at [E-Comm](#). All GVRD emergency calls are routed through this center. This is a civilian operated corporation, the shareholders of which are the GVRD municipalities. Do not expect to speak to a police officer or firefighter if calling 9-1-1. Every 9-1-1 conversation is recorded.

The Communications Operator (CommOp) answering your call will ask: “What is your emergency, Police, Ambulance or Fire” – Indicate your requirement.

Although the CommOp will most likely have your location and number called from via ANI-ALI (Automatic Number Indicator – Automatic Location Indicator), he/she may request what city you are calling from. The call is then down-streamed to the police or fire Call-Taker (CT) for that municipality. All ambulance calls are transferred to a central ambulance dispatch call centre in Vancouver.

Checklist for all 9-1-1 calls

Please ensure the following information is available before calling 9-1-1. These will be the questions you will be asked. Generally the format is referred to as ‘5W’s and an H’ who, what, where, when, why and how.

- Explain you are an Amateur Radio Operator relaying a message from a two-way radio user. Most E-Comm employees will recognize the name VECTOR, some may not.
- What is the nature of the call? Be brief to begin with.
- Is anyone injured, and if so, how seriously?
- Where did this happen? Where is the reportee calling from?

Checklist for Police Calls

Police have three call priority levels (just like Amateur Radio) they are referred to as Priority 1, 2 and 3 with Priority One being the most urgent. Generally an incident has to be in progress or involve danger to life for a call to be broadcast Priority One. Police will respond Code-3, lights and siren. Expect the Chief Dispatcher (CD) to come on the line with the CT and you so that the CD can dispatch the information as it is obtained. Priority Two calls are not in progress and there is no danger to life. An example may be a Breaking and Entering that occurred an hour ago. Priority Three is everything else.

- When did this happen? Is it in-progress? Time delay?
- Were any weapons involved, if so, what was it?
- Is there a vehicle? Provide a make model and colour if possible and of course a license number if one is available.
- Direction of travel, try to use N-E-W-S and the street name. For example: 'East on Broadway'.
- In a call where a suspect is seen, expect to be asked for a description. Try to be as accurate as possible.

Descriptions are preferred in a specific order to speed completion of the screen the CT is filling out:

1. Race
 2. Sex
 3. Age
 4. Height
 5. Weight
 6. Build
 7. Hair colour
 8. Hair length
 9. Hair style (curly, straight, afro, etc)
 10. Clean-shaven, moustache or beard?
 11. Eye Colour
 12. Marks, Scars, Tattoos or visible deformities
 13. Clothing Description (start at the top and work down)
- Your information. As the reportee, you will be asked for your contact information. In the case of Net Control, provide the contact information for the station on whose behalf you are calling as well.
 - Any additional information, witnesses etc.
 - Obtain the incident number for your Net log

Checklist for Fire Calls

- What is the location?
- Nature of the incident (fire, rescue, hazardous materials spill)
- Do you see smoke? Flames?
- Is anyone injured, and if so, how seriously?
- Obtain the incident number for your Net log

Checklist for Ambulance Calls

- What is the location?
- Nature of the incident (Motor Vehicle Accident, Fall, Heart Attack, other)
- Is the person conscious? Breathing? Responsive to your questions?
- Is there a known medical problem? (Asthma, Seizures stc)
- Is the person wearing a medic alert bracelet? If so, what does it say?
- Number of patients
- Age of the patient(s)
- Obtain the incident number for your Net log