

Dispatch of ALL Emergency Service Agencies in Lackawanna County is done by the Lackawanna County Communications Center's Professional Telecommunications Staff via Tone Alert/Voice/Paging over the appropriate radio frequencies. After you call 9-1-1, Firefighters, Police or Paramedics/EMT's are dispatched and know within moments your location and the nature of your emergency and within a very short time are on the way to assist you.

So, You called 9-1-1, Now what do you do?

What you may not know is that the average adult will call 9-1-1 twice in their lifetime. Remember, 9-1-1 is for **LIFE THREATENING EMERGENCIES** and those which **REQUIRE AN IMMEDIATE RESPONSE** from emergency personnel.

Do not call 911 for information, parking complaints, barking dogs etc. Although these situations require some type of response they are not life threatening.

For NON-EMERGENCY situations that may require a Police or other type agency response call 570-489-4767 or 570-342-9111. DO NOT CALL these numbers in an emergency. DO NOT use this website to report an emergency.

Most people, who call 9-1-1, tell us that aside from the actual emergency they were reporting it was the most terrifying thing they have had to do.

But, rest assured that the processing of emergency calls is not done in a haphazard manner or by accident.

The individual you will talk to when you call 9-1-1 is a highly trained professional telecommunicator using sophisticated equipment and protocols to evaluate each emergency call they receive.

Each situation whether it is a fire, an EMS call or a police call is evaluated according to the information you provide. The questions you will be asked will assist the telecommunicator at the 9-1-1 Center in deciding not only what to send, or what to do for a patient, but also give the responding personnel much needed information so that they may "size up" the situation and mentally prepare for it while enroute.

Don't despair, while you are answering questions being asked by one telecommunicator another is dispatching units to your emergency. Please try to answer the minimal questions as completely as possible.

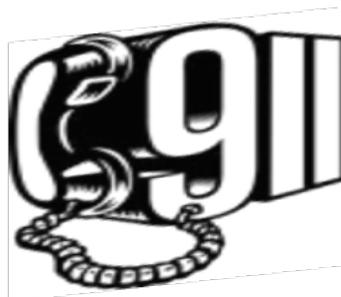
Here are some questions you should be prepared to answer when calling 9-1-1. Try to remain calm while speaking to the Telecommunicator.

- *The exact address or location of the emergency or directions if not at a specific address*
- *The phone number you are calling from and your name. The Telecommunicator may have to call you back for more information or directions if you are in a location that is difficult to find.*
- *The nature of the emergency..... be specific*
- *If anyone is injured the nature of their injuries and how many people are injured*
- *The approximate age of the injured person(s)*
- *Are they breathing?*
- *Are they conscious?*
- *Follow the Telecommunicator's instructions exactly, but do not place yourself in danger to assist anyone.*

All professional Telecommunicators in Lackawanna County have received extensive training through APCO (Association of Public Safety Communications Officials) and are certified by PEMA, (Pennsylvania Emergency Management Agency) in Fire, Police, EMS, and EMA dispatch and also as Emergency Medical Dispatchers who can provide you with valuable life saving instructions via the telephone while you are waiting for help to arrive. These would include, Airway maintenance, CPR if necessary, bleeding control and a huge list of other interventions to assist the patient.

REMEMBER !!!!

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Call us FIRST !!!!