



LONG VIEW

Fire Department

2404 1st Ave SW Long View, NC 28602



GETTING EMERGENCY ASSISTANCE



Knowing what to do before an emergency situation occurs in your home or business can have a significant impact on the outcome. Panic and chaos are common but it is critical that you remain calm when telephoning for help. If you are shouting or breathing heavily into the telephone microphone, the dispatcher may have to ask you to repeat answers to his or her questions, adding to our response time.

Unfortunately, the 9-1-1 system is often used inappropriately. Many times, the caller simply doesn't realize that he or she is abusing the system. Remember, 9-1-1 is for true emergencies only. True emergencies are those in which a person's safety, life or property are in immediate danger. The system should not be used for obtaining driving directions or checking road conditions in times of bad weather. Use 9-1-1 to report illegal burning (such as trash or other refuse) only if the fire appears to be out of control or immediately threatening personal property (such as buildings or vehicles). Otherwise, call the fire department at (828) 322-1311.

Be prepared to answer numerous questions when you call for help. And, as hard as it may be, remain calm and be patient. The questions you are being asked by the tele-communicator are all essential to ensure you receive the services necessary to handle your particular emergency. You will first be asked to indicate which emergency service you are needing; police, fire or medical. In addition to your name, the dispatcher will ask you to give the address from which you are calling as well as the address of the actual incident. This may seem a bit redundant but many calls are received from "third party" callers, or people who are not at the location of the emergency. The dispatcher will then ask you several questions about your particular emergency. The county's tele-communicators are Emergency Medical Dispatcher (EMD) certified which means if your call is medical in nature and immediately life threatening, you may receive instructions by telephone while EMS units are being dispatched. In any event, do not hang up until you have been instructed to do so. The dispatcher will remain on the line until you hang up. If the situation changes between the time you hang up and help arrives, do not hesitate to call back and provide the dispatcher with additional information.