What do I need to know if I have to call 9-1-1?

Why should we be calling 9-1-1?

What information does the 9-1-1 dispatcher need to know?

What are we thinking when you call..

Questions that you may have
Introduction

- What do I need to know if I have to call 9-1-1?
- Why should we be calling 9-1-1?
- What information does the 9-1-1 dispatcher need to know?
- Dispatcher mentality, what they are thinking when they receive a call?
- Police officer mentality, what they are thinking when they receive a call?
- Some questions that you may have as a parent or care provider?

Who am I?
The reason why I am here?

- My start in law enforcement.
- My start as a husband and a father.
- My introduction into Autism.
- My first time calling the police.
- My message:
  - (You are not the only one......:-)
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We have an emergency?

- Police are needed
- Medical emergency
- Fire Emergency
- Other reasons (Elopement from the residence)
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What information does the 9-1-1 dispatcher need to know?
The most important question that they will ask is:

- "9-1-1 Where is your emergency?"
- They are going to ask you what is the emergency. (what is going on?)
- We need to know that they are dealing with someone who has intellectual disabilities (learning and or cognitive impairments).
- We always say Autistic with a side of ? (seizures, diabetes, behavior issues, physiological, and anything else)
Some tips:

- If you are going out to a crowded event:
  - Take a picture of your child...
  - If lost how will they react if approached by police/fire/EMS?
  - Who can we call if something happens to you?
  - Keep that list on your refrigerator or in the glove compartment..
  - WE NEED TO ABLE TO FIND IT......
The most important question that they will ask is:

- "9-1-1 Where is your emergency?"
- They are going to ask you what is the emergency. (what is going on?)
- We need to know that they are dealing with someone who has intellectual disabilities (learning and or cognitive impairments).
- We always say Autistic with a side of? (seizures, diabetes, behavior issues, physiological, and anything else)
What information does the 9-1-1 dispatcher need to know?
They are going to ask the questions.

Be prepared to answer
- Where are you..
- What is happening.
- Phone number..
- What is the disability.
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Questions that you may have
What are we thinking when the call comes in...
Dispatcher mentality, what they are thinking when they receive a call?

- They want to know the location very first thing
- The urgency of the call, (are bad things happening right now).
- Keeping officers/first aid/fire personnel safe
- Is there going to be a communication problem with the subject that emergency personnel will be dealing with.
What are we thinking when the call comes in...
Police officer mentality, what they are thinking when they receive a call?

- What I am going to be faced with when I walk into or onto the scene?
- Do they have weapons that can hurt someone or me?
- Am I going to be able to talk or communicate with the subject?
- How can this be resolved?
- What help, services are available that we can refer the family to?
What are we thinking when the call comes in...
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- What are we thinking when you call..
- Questions that you may have
Common Questions

Will they be placed in handcuffs or restrained?
Will they be arrested?
What happens if they are arrested?
Are there services available to help without getting the police involved?
What can we do as parents care providers to help the police?
I don’t want Protective Services coming to investigate me as a bad care provider.
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