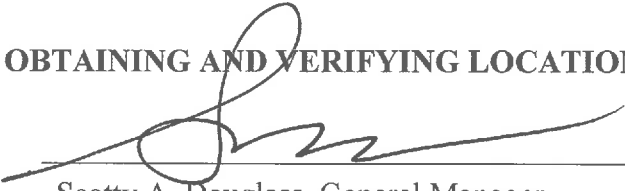




**COMMUNICATIONS MISCELLANEOUS
POLICY/PROCEDURE**

Policy No. 7401	Date Issued:	February 1, 2007
Section: 7400 – Telephone Procedures	Date Revised:	April 21, 2010
Accreditation Standards: None		
SUBJECT: OBTAINING AND VERIFYING LOCATION AND PHONE NUMBER		
APPROVED: 		
Scotty A. Douglass, General Manager		

1.0 Policy

It is vitally important for dispatchers to obtain the correct location as the first step in handling any request for emergency services. By doing so, dispatchers are able to send help to callers even if they are unable to complete the call taking process. Following this logic, it is also very important to obtain callers' phone numbers in case dispatchers need to re-contact them to finish the call taking process or obtain additional information for responding units.

2.0 Procedure

- 2.1 To ensure the correct location and phone number have been obtained, dispatchers will obtain and verify locations and phone numbers with callers.
- 2.2 Dispatchers' training and experience will help them choose the best method for obtaining and verifying information from callers. Some of the best methods are described below.
 - 2.2.1 When handling 9-1-1 calls with automatic location and number information (ALI/ANI), dispatchers can use the ANI/ALI to verify information.
 - 2.2.2 When handling non-9-1-1 calls dispatchers can utilize available Caller ID information and ask callers to repeat information for verification purposes.

2.2.3 Dispatchers should be aware that if they verify information by repeating it to callers, callers may agree with whatever information dispatchers provide.

2.3 Emergency Medical Dispatchers (EMD's) must obtain locations and phone numbers using the above techniques to be in compliance with the EMD protocols.

2.4 New dispatchers (with less than one year of experience) should always verify locations and phone numbers using the above techniques.