

# ENGAGING POLICE/EMS

(Revised April 2025)

If the caller needs immediate medical or police assistance, please use the following guidelines for engaging Police/EMS.

Attempt to get the PERSON'S NAME, PHONE NUMBER, LOCATION AND SITUATION whenever possible. You may need to assist Police/EMS with this information.

## **CALLER IS ABLE TO HANG UP AND DIAL 9-1-1**

If the caller needs immediate medical or police assistance, and they are able to call 9-1-1 safely, this is the best course of action to recommend. 2-1-1 does not have the ability to trace calls and cannot assist the caller with the same functionality as 9-1-1. However, if there is any doubt about the caller's ability or willingness to follow through with calling 9-1-1, you must engage Police/EMS on their behalf.

## **CALLER IS NOT ABLE TO DIAL 9-1-1 ON THEIR OWN**

If the caller cannot dial 9-1-1, you must contact the municipal police department on their behalf. **IMPORTANT:** You cannot dial 9-1-1 from within inContact. Do not transfer the caller to the supervisor line (this will cause unnecessary delays). Use the taxonomy "Municipal Police" to find the local police department where the caller is located. If the caller is outside of our 211 Service Area, use [www.usacops.com](http://www.usacops.com) to find the police department in their area. (This is also found using the taxonomy "Municipal Police.")

Write down the phone number from the Caller ID. Get as much information as you can from the caller about where they are (full address, if possible) as well as any important information the dispatcher will need to know immediately. Explain to the caller you will have to put them on a very brief hold while you get the dispatcher on the line. Tell them if for any reason the call drops, you will call them right back. Once the dispatcher is on the line explain that you are calling from 2-1-1 on behalf of a caller who is in crisis and that you are going to connect them. Add the caller into the conference call and with them on the line, explain to the dispatcher your concern and provide any details you can. Wait until the dispatcher tells you it is okay to exit the call before you complete the transfer. If the dispatcher needs a phone number that they can call you back on, provide (216) 436-2000.