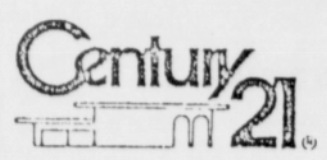


It's impossible to tell if a downed powerline is hot, or not. If you see one, don't touch. But do call 911 and ask for assistance.

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9-1-1 Keep Calm

"Nine-one-one. What is your emergency?"
"I need help! Send Help!"
That fairly typical response on emergency phone hotlines actually creates frustration and delays in sending the help that's needed. An emergency call taker can't tell what kind of help you need, or where to send it.
People calling 9-1-1, however, often don't state any real information, and they may resent the call taker asking for it.

Although 9-1-1 systems vary considerably in various parts of Oregon and the United States, any emergency call is a social action. When you call, you are asking for help. It's like a request or an invitation. It requires an answer.

If you call 9-1-1, expect to answer "what," "where" and probably more. The call taker will be entering your information in a computer even as you speak. Often, help will be dispatched before your conversation is over.

Know your basic information—what is happening and where—before you call 9-1-1. It's not a bad idea to post a note on your phone with your address and phone number.

Hysterical people often can't remember their address, or they may misspell a street name, or say they live on McKenzie Drive when they live on McKenzie Boulevard. And they will verify incorrect information because they think they'll get help faster. What seems like a minor difference—such as "Drive" or "Boulevard"—can cost minutes in help arriving.

Trust that a call taker's questions are necessary. You may be asked, for example, what color your house is or what is parked in the driveway. It's not chitchat, but information to locate your house when the house number may not be visible. And remember, the call taker will dispatch help or refer your call just as soon as he or she has enough information, but may continue asking additional questions that will assist responders when they arrive.

Call takers have to take control of the call. They are trained to know what to ask because there is no time to listen and sift random information.

If you call 9-1-1, the most important thing you can do is stay calm. You can't help anyone if you're hysterical.

Don't be surprised if a fire engine or even a police car shows up to help you in a medical emergency. In emergencies, speed is of the essence. Emergency medical response basically is an emergency room on wheels. In a cardiac arrest, they have four minutes to get there. The processing of information has to be fast.

Working in any 9-1-1 center is very high stress. you have to be prepared for anything. A fair amount of time is waiting and that's stressful, too, because you can't relax, even for a second. *The life expectancy of a career dispatcher is only in the 50s.*

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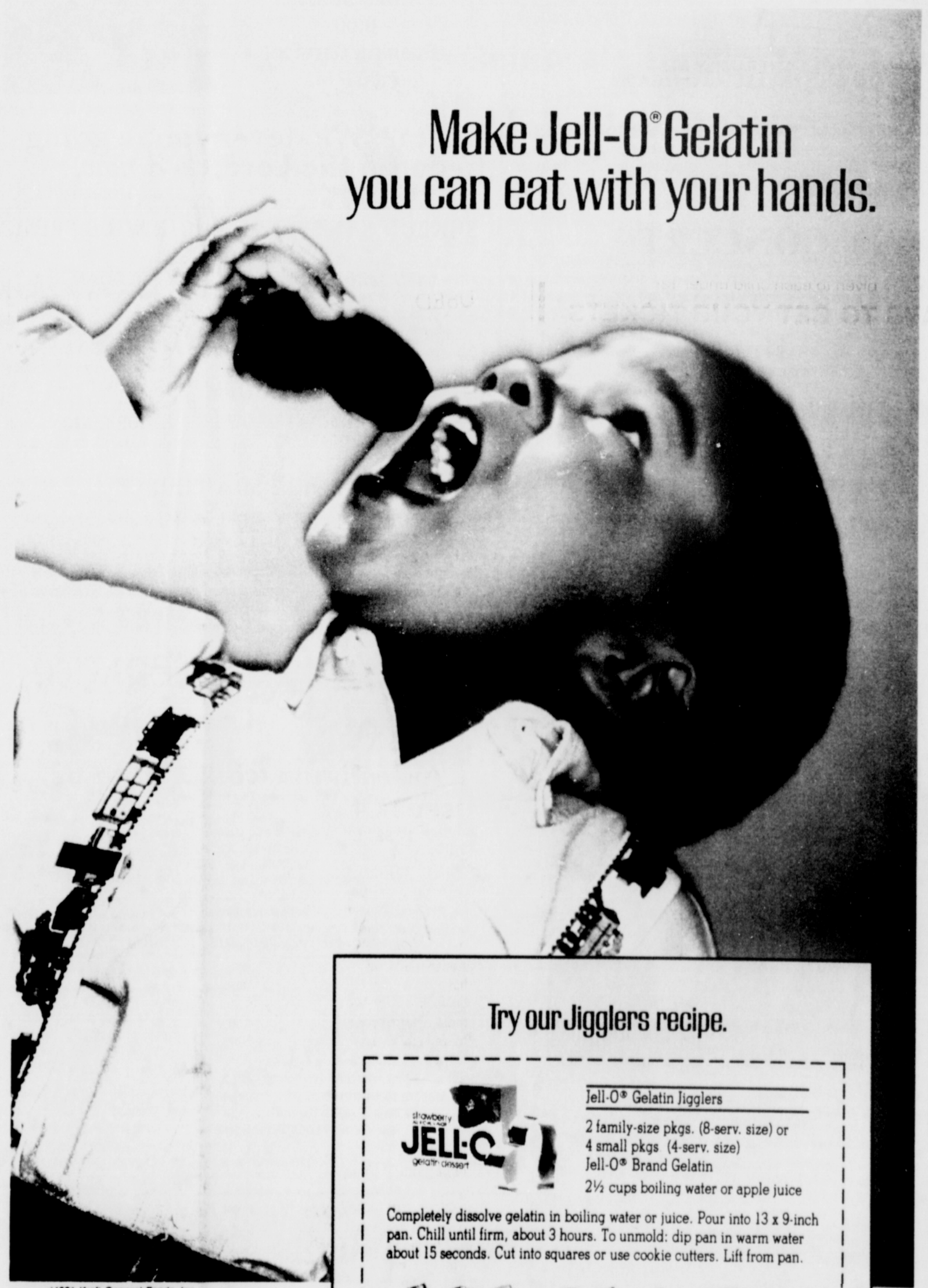
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