

Ventura County Community College District

911 GUIDELINES

In a serious medical emergency:

If dialing from an internal phone - be sure you get an outside number and then press 911.

If dialing from a cell phone - dial 911 directly

When calling 911, be ready to give:

- Exact address, including cross streets and inside location (i.e., Room Number)
- Nature of the emergency (fire, heart attack)
- Other information requested by the dispatcher
- Follow the dispatcher's instructions carefully.
- Ask for clarification if you aren't sure what to do.
- DON'T hang up until the dispatcher is finished. The dispatcher is the only person who should end a 911 call
- Have a bystander use a separate phone to alert Campus Security or the Campus Emergency Coordinator
- If possible, post someone near the phone from which the 911 call was placed. If the dispatcher needs more information, someone will be at the phone to answer.

NOTE: If the 911 lines are busy, **DO NOT HANG UP**. Calls are answered in the order in which they are received.

In an emergency, quick action is critical. However, sometimes it is difficult to decide what is an emergency and what is not. The following guidelines should help you decide when it is necessary to call 911 for emergency response.

<p><i>When to call 911 for a MEDICAL EMERGENCY</i></p>	<p>Use common sense and the following symptom/situation guidelines to determine is a true medical emergency:</p> <ul style="list-style-type: none"> Persistent or sudden chest pain Breathing difficulty Uncontrollable bleeding Drug overdose or poison ingestion Vomiting blood Seizure Electrocution Shooting, stabbing or campus violence Someone who will not awaken after gentle shaking Severe allergic reaction Physical entrapment Severe traumatic injuries, such as: <ul style="list-style-type: none"> Traffic accident casualties Injuries from falling from an elevated height Severe head injuries Broken/dislocated bones
<p><i>When to call 911 for OTHER EMERGENCIES</i></p>	<ul style="list-style-type: none"> See or smell heavy smoke Receive telephone bomb threat Observe criminal activity
<p><i>When to call 911</i></p>	<p><i>NOTE: The guidelines listed above are only some potential life-threatening emergencies. Remember, notify the 911 Dispatcher first in these emergency situations. If you have a situation of which you are unsure, do not hesitate to call 911.</i></p>