

## SAFETY NOTES

April, 2015



### LOCATION.. LOCATION

Location is not only a key factor for selling real estate or ice cream cones but it is also critical to making a successful 9-1-1 call and requesting a timely emergency response.

April, now recognized as **9-1-1 Education Month**, provides your staff and families an opportunity to appreciate the life-saving

importance of 9-1-1 by viewing this [“Know Your Location”](#) video.

When 9-1-1 was adopted as the national emergency number for the U.S. in 1968, there were many rural areas that were not initially included. An estimated 96% of the U.S. population is now covered by 9-1-1. Should you travel outside the U.S. or Canada, first check out the emergency numbers used by country or region.



Scan this QR code with your smartphone to view the video

Many people assume the 9-1-1 Operator automatically identifies their home address on the dispatch computer screen. Since this is not necessarily the case, the operator will **always** ask the caller to verify their address at the beginning and at the end of the call. Residential landline phones usually show the dispatcher the correct address and telephone number where the call originated. However there are still landline phones in some business locations, hospitals or college campuses that will show the organization’s main address rather than the address where the specific emergency is actually occurring. Whenever the caller does not know the exact location of their emergency, response time is delayed.

There is a further complication when callers use cell phones since the computer systems used by central dispatch only show the approximate location of wireless calls 50% of the time. Locally, 78% of all 9-1-1 calls are now made from cell phones.

Spokane’s Combined Communications Center is working on an upgrade to their system to accommodate text messaging. However, this capacity is not projected to be in place until later this year.

So it is important for employees, tenants, caregivers and babysitters to understand the need to know their **exact** address at work, at home and in-between. Quick access to a business card or address label can assist someone making an emergency call. You may want to make a simple card for landline locations that includes the following:

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## 9-1-1 Emergency Calls:

I am located at \_\_\_\_\_. The closest cross street is \_\_\_\_\_.

- Know the exact **location**.
  - Remain **calm**.
  - Speak **clearly** so the dispatcher can hear you.
  - **Listen** carefully to the dispatcher's questions and answer completely.
  - **Stay on the line** until the dispatcher tells you to hang up (if it is safe to do so).
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## SNAP: Living Green

Spokane Neighborhood Action Program, better known as SNAP, has a long history of helping lower-income individuals obtain and maintain housing. They also sponsor Living Green, a conservation education program that “empowers people to live in a safe, comfortable and healthy environment.”



Living Green's current message includes the importance of knowing where the main shut-off valves are located for water, electrical or gas emergencies as well as tips on reducing food and yard waste. Spokane County disposes an average of 800 tons of garbage per day.

You and your tenants can sign up for the Living Green bi-monthly electronic newsletter by contacting program coordinator Kim Kreber at [Kreber@snapwa.org](mailto:Kreber@snapwa.org) or calling her at 509.744.3370 x410.

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You can sign up for this monthly newsletter, ask a fire-related question or suggest a specific safety topic by contacting Jan Doherty at [jdoherty@spokanefire.org](mailto:jdoherty@spokanefire.org) or by calling 509.625.7058.



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