

# **Chapter 5**

# **Call Processing**

**5 hours**

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**Arkansas Basic Telecommunicator Course**

**References:**

**APCO Institute Public Safety Telecommunicator 1, Seventh Edition,  
2016  
National Emergency Number Association**

**Training Aids:**

Prezi Presentation  
Computer

**Coordination/Personnel:**

**Gary “Bud” Gray, North Little Rock Emergency Services  
Steve Harrison, Central EMS  
Carla Holcroft, Washington County Sheriff’s Office  
Shannon McCuin, University of Arkansas Police Department  
Nancy Van Winkle, White County 911  
Amy Barnette, White County 911**

## **Instructional Unit Summary:**

### Chapter 4 Call Processing

## **Lesson Purpose:**

The telecommunicator will receive an overview of basic call processing, gathering, and summarizing relevant information and properly handling different/difficult caller types.

## **Instructional Objectives:**

At the conclusion of this block, the student will be able to:

1. Identify call processing techniques
2. Demonstrate the ability to perform proper Interviewing, Interrogation and Control of the Call
3. Identify and manage different call types

## I. Introduction

### Call Processing

In any emergency or non-emergency situation the Telecommunicator is the primary link between the public and the emergency services they need. It is imperative that the calls are processed quickly and accurately. Whatever the situation, response to any emergency call must be made as soon as possible.

## II. Body

### A. Information Gathering (Call Processing)

One of the best method for all call takers to use when gathering information is the six(6) W's. It allows the dispatcher to obtain vital information that any first responder would need related to most types of calls for police, fire or medical.

1. **Where** is asked to determine the location of the call and the agency. Verify the location by having the caller repeat it. If the only question you have time to ask is where, it is the one that is most important. Where also helps you find out:
  - a. where did it happen?
  - b. where are you now?
  - c. where is the suspect?
  - d. where is the patient?
  - e. where can you be reached?
2. **When** did this happen will help the Telecommunicator determine if the call is "in-progress" or not. In progress calls are high priority calls and emergency responders

must be dispatched immediately. Always determine if the caller is safe and out of danger. This guide might help prioritize the call:

- a. In Progress – The incident is still occurring and the suspects are still at the scene.
  - b. Just occurred – The incident has occurred and suspects may still be in the area.
  - c. Not in progress – The incident occurred earlier and it is just now being reported.
3. **Weapons:** when weapons are involved the priority of the call will be classified as high. Questions about weapons should include:
- a. type of weapon – gun, handgun, rifle, shotgun or other.
  - b. if gun, is it loaded
  - c. description – revolver, semi – automatic, automatic, other information color, caliber, ammunition, how carried i.e. holstered or not – holstered.
  - d. cutting/sharp – edged instrument – knife, sword, machete, etc.
4. **What** determines the severity or potential severity of a situation by letting the Telecommunicator know what's going on and what is needed as far as a response. Questions to help the Telecommunicator envision the call:
- a. what is happening
  - b. what happened

- c. what is going on
  - d. what is the problem
  - e. what do you need
  - f. what was taken
  - g. What is the number of vehicles/persons involved
  - h. what is the extent of the injuries
5. **Who** is necessary to learn the caller's name and who they are in relation to the victim. Are they the victim or calling for the victim. The caller may be the best resource to get information about the incident. Some callers may ask to remain anonymous. Respect their wishes unless they are the victim. If you cannot get a name, try to at least get a phone number so that they can be called back.
6. **Why** takes care of the entire question:
- a. why did you wait to call
  - b. why is he/she threatening you.
  - d. why did they take your vehicle
  - e. why are they fighting
  - f. why did they take the pills
7. **Intoxicants/Drugs** can have different effects on the body and be directly responsible for what the first responder encounters when they get to the scene. It is paramount that this information be relayed.

8. **Direction and Method of Travel** is important if the suspect(s) or victim have left the scene. Be specific:
- a. An actual direction(north, south, east, or west)
  - b. Down the street/Up the road
  - c. Toward the front, back, side of the building
  - d. Across the street or field/ through the building

B. Interviewing, Interrogation and Controlling the Call

1. **Control the Caller:** In order to obtain information in an efficient manner the Telecommunicator must be able to interview callers in a professional way. At times the Telecommunicator may have to speak in a louder, firmer voice to gain the callers attention or a quieter tone that should cause the caller to stop. Controlling a hysterical caller or one that just wants to ramble on may not be easy but the Telecommunicator must develop skills to control the conversation. Controlling the conversation does not mean to interrupt or interfere with the caller. Be firm and consistent with the questions.
2. **Confirm the Information** by having the caller repeat essential information. Do not assume you understand what the caller is implying, ask explicit questions.
3. **Take Charge** The telecommunicator must take assertive control of the conversation in order to assure the necessary information is obtained. Controlling the conversation is not always easy. One way this can be done is by asking short, specific questions. At times the telecommunicator may have to speak in a louder, firmer voice to gain the caller's attention, or a quieter tone which causes

the caller to stop and listen in order to hear. These approaches will be adequate with most callers, however, some will not respond and the telecommunicator will have to try another method. Often obtaining the caller's name will accomplish this.

4. **Assure the Caller help will be sent:** Often giving the caller the assurance that appropriate assistance will be sent is enough to relieve their anxiety and allow the Telecommunicator to continue with their questions. At no time should a caller be assured that help is already on the way. This is a liability and the Telecommunicator might be open to court action if it is proven that help was not on the way, was diverted or delayed
5. **Ask Direct Questions:** Ask the question for which you want the answer. Ask for the address of the incident rather than "Where do you live?" In determining the location of the fire a Telecommunicator might ask "Where is the fire?" and receive the answer, "In the basement" instead of the address. Direct questions can be useful with the repeat caller or the caller that has a tendency to ramble. It is appropriate to interrupt and ask if they need police, fire, or ambulance
6. **"Read" The Caller** Learn to recognize the different types of callers and how to handle each on in a professional and efficient manner. Remember what information is necessary for the dispatch of the calls as well as officer and/or responder safety, and gather all the information that is pertinent. If the caller is uncooperative, or reluctant to remain on the line, various methods of soliciting their cooperation must be applied.
7. **Attempt To Get Firsthand Information** The Telecommunicator should determine whether



he/she is speaking to a person involved in the emergency or a passerby. If at all possible, the Telecommunicator should attempt to speak with an actual participant involved in the incident in order to get firsthand information. There are times that the victim is standing next to the caller and the caller is used as the relay between the victim and the Telecommunicator. Often a parent will be reporting an incident that occurred involving their child, and they attempted to protect their child, or the caller may feel the victim is too emotionally distraught. This is a very slow and poor interview technique, and attempts should be made to speak directly to the victim. Normally if the caller is asked to give the phone to the victim they will cooperate. If the information is second or third hand, the Telecommunicator must note that on the incident

8. **Be Aware of Changing Circumstances** Until units are able to arrive on the scene, you are the only one able to provide a picture of what is actually occurring. If the situation is one where things can change; **DO NOT TERMINATE THE CALL**. Stay on the line to monitor the situation and provide responding units with details. You may be preventing the callers from arguing and therefore de-escalating a situation.
  
9. **Visualize** Put yourself at the scene." If you think it", then ask it. If you take the time to make sure you understand you can accurately paint a picture for other Telecommunicators and responding units.

C. Managing High Risk Calls.

1. **High risk calls** are most often in-progressing calls that can be anything or anyone, and the Telecommunicator will know in a matter of seconds

who the person is and what can be done to help the caller. Those callers may be suicidal and/or homicidal, have hostages or be barricaded. Those callers may be making a final call for help or just notifying the authorities of their actions.

Telecommunicators handle calls of this nature every single day and do amazing things to handle stressful and difficult situations on a regular basis.

Talking and listening are what Telecommunicators do best. They are naturally curious and adept at researching background information.

Telecommunicators are experts in establishing rapport and gaining callers' trust. They are also well-trained and well-versed in handling callers in crisis and in being non-reactive to the different personalities and moods they encounter daily.

2. **Active Shooter** The definition of an Active Shooter is one or more subjects who participate in a random or systematic shooting spree, demonstrating their intent to continuously harm others. Their overriding objective appears to be mass murder, rather than other criminal conduct.

### **Active Shooters in Arkansas**

- a. Mitchell Johnson and Andrew Golden, Jonesboro AR
- b. Michael Nichols, Prairie Grove, AR
- c. James Kelly, University of Arkansas, Fayetteville, AR.
- d. Conway, AR.
- e. James Ray Palmer, Courthouse Van Buren, AR

## **Suggested Basic Instruction and Guidelines for an Active Shooter**

- a. How many shooters are there?
- b. Where is the shooter/s right now?
- c. Do you know the shooter/s?
- d. What do they look like?
- e. What do the guns look like?
- f. Was the shooter carrying anything else?
- g. Was he wearing a vest or military-style gear?  
Was he wearing anything on his head like a helmet or a mask?
- h. Did you hear any other noises besides gunshots?
- i. Can you run away?
- j. Can you barricade the room you are in?
- k. Are you hurt? Is anyone else hurt?
- l. Have you turned off the lights?
- m. Who is in the room with you?
- n. Is your cell phone on silent?
- o. What have you heard?
- p. What can you hear right now?

- q. Did the subject say anything? If so, what did they say?
- r. If you have to move, can you take the phone with you?
- s. If not, can you call us back after you move?
- t. Does the subject have hostages?
- u. Has anything changed?
- v. Did they arrive in a vehicle? Which one is it?
- w. Are they leaving? If so, how?
- x. Direction of travel?

3. **Hostage Calls** There are four (4) different types of hostage situations. An accurate assessment of the type of hostage situation will help in handling the situation more effectively.
- a. The first type of hostage situation is one in which hostages are seized during the commission of a crime. It's a crime in which the taking of hostages was a planned event.
  - b. The second type of hostage situation is when hostages are seized as a by-product of emotional stress or mental disturbance. A person with a mental imbalance may take hostages as a means of obtaining some demand.
  - c. The third type of hostage situation is when hostages are sized as part of an institutional uprising. Inmates in a Detention or Prison facility would be a good example of this type of situation.

- d. The fourth type of situation is referred to as the escalated situation. These are situations in which the taking of hostages was not a planned event. Example, police response to bank robberies is much quicker than it was in the past. With silent bank alarms, it is possible for nearby patrol officers to arrive at the scene before the robber had a chance to escape. The criminal feels trapped and sees him/herself as having no other alternative.

#### Guidelines for Hostage Calls

1. Where is it taking place
  2. What has occurred and who is involved?
  3. Do they have any weapons?
  4. What are their goals/demands?
  5. How many hostages are there?
  6. Physical descriptions?
  7. Are there any injuries?
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4. Detention Center Escapes: If a Telecommunicator works in the same building or area of where Detainees are held more than likely you are going to be the main point of contact and will be given the task to notify area law enforcement agencies. Below is an example of a check list to help you through this emergency situation.
    - a. Secure the dispatch door
    - b. Obtain the following information
      - (1). name of escapee(s)?
      - (2). mode of transportation?
      - (3). direction of travel?

- (4). time of escape?
- (5). what is the detainee(s) incarcerated for?
- (6). how did he/she escape?
- (7). does anyone need an ambulance?

h. All law enforcement agencies are required to notify ACIC immediately in the event of any inmate escape from their holding facility. ACIC is the administering agency of the Arkansas Vine Program; therefore is responsible by law to notify registered participants of the escape. If you need further information you may contact the Arkansas Vine Program Manager at (ACIC) 501-682-2222.

5. Suicide: According to Arkansas 2017 Facts and Figures suicide accounts for more than 44,000 DEATHS EACH YEAR IN THE United States. In Arkansas suicide is the 10<sup>th</sup> leading cause of death. An average of one person dies by suicide every fifteen hours in this state.

#### Risk Factors for Suicide

- a. prior suicide attempt
- b. family history of mental disorder or substance abuse
- c. family history of suicide
- d. family violence, including physical or sexual abuse.
- e. firearm in the home, the method used in more than half of suicides.
- f. incarceration
- g. exposure to the suicidal behavior of others, i.e. family members.

6. Tips for Handling Suicide Callers
  - a. stay calm
  - b. Talk to them in a matter of fact.
  - c. listen attentively to everything that the person has to say.
  - d. allow the suicidal caller to talk and vent their feelings and frustrations.
  - e. use active listening skills to obtain clues as to what is happening.
  - f. be as supportive as possible and learn what is causing the suicidal feelings.
  - g. comfort the caller with words of encouragement.

7. Suicide by Cop occurs when suicidal individuals choose to use Law Enforcement Officers as their mechanism for suicide, often making life threatening movements toward officers in an effort to have them kill them.

D. **People with Disabilities:** About one in five people have a mental or physical disability. Disabilities can come in many forms as they all affect either a person's mental functioning, such as the ability to reason and exercise good judgement, or a person's sensory or physical abilities, such as the ability to see, hear, and walk.

1. Autism: is one type of disability with a range of developmental disabilities known as autism spectrum disorders. They may be:
  - a. extremely sensitive to sensory stimulation such as lights, noise, and touch.
  - b. inclined to wander

- c. attracted to bodies of water and pools. Drowning is the leading cause of death for a person with autism.
2. Signs and Symptoms of Autism may include:
- a. not understanding what you say, disregarding instructions, or appearing deaf
  - b. being fixated on a specific topics, ask repeated questions
  - c. appearing argumentative or stubborn
  - d. saying “No” or “Yes” to every question
  - e. being blunt to the point of being rude, speaking monotone or using inappropriate volume
  - f. showing an interest to particular objects
  - g. not recognize the badge as a sign of authority.
  - h. appearing insensitive to pain
  - i. becoming anxious, agitated or confused.
  - j. reacting negatively to physical contact
3. Intellectual Disability (ID) is defined as an individual with an IQ of 70 or below. Most individuals with ID are in the mild range, or “higher functioning.”
- a. may have limited vocabulary or a speech impairment
  - b. may have difficulty understanding or answering question



- c. may have a short attention span.
  - d. may act inappropriately with peers or the opposite sex
  - e. may be easily influenced by others
  - f. may be easily frustrated
4. A Person with ID may have difficulty with the following task:
- a. giving accurate directions
  - b. making change
  - c. using the telephone and phone book
  - d. telling time easily
  - e. reading and writing
5. An individual with ID may:
- a. not want the disability noticed
  - b. not understand what they did wrong
  - c. not understand commands
  - d. have the tendency to be overwhelmed by police
  - e. act very upset at being detained or try to run away
  - f. say what they think they want you to hear
  - h. have difficulty describing facts or details of incident or injury

6. Questions to help Determine if a Person has a disability:
  - a. what day is it?
  - b. what's today's date to include year?
  - c. where do you live?
  - d. who is the President?
  - e. how old are you?
  - f. where are you now?
  - g. What town is this?
  
7. Questions to ask a Parent, Caregiver, or Support Staff:
  - a. Is the person verbal?
  - b. If yes – how extensive is their vocabulary/expressive language?
  - c. If no – do they use any other forms of communication (i.e. sign language, augmentative communication)?
  - d. Do they respond to their name?
  - e. If yes – would they present it if asked?
  - f. What service provider agency is the individual from?
  - g. Do they have any behavior challenges?

- h. Do they have a behavior plan and if yes, what in that plan does a first responder need to know?
- i. Are they familiar with law enforcement and are they willing to come with them?
- j. What might the individual be attracted to in the vicinity?

#### E. Different Caller Types

1. Foreign Callers: PSAPS have to plan for callers that may speak another language. Some agencies have multilingual employees while others contract with agencies that provide translation services.
2. Habitual Callers: Each call to the dispatch center should be carefully screened, even those from persons who call very frequently with non-dispatch incidents. Habitual callers can have legitimate complaints. Disregarding a caller because we deem them as a chronic caller can be a liability to the telecommunicator and agency.
3. Elderly Callers: Dealing with an older person does not necessarily mean there will be problems taking the call, but you may be faced with the need to use different methods of communications with them.
  - a. speak to them in a professional, courteous manner
  - b. reassure them they did the right thing by calling
  - c. remember that some elderly people may have speech or hearing impairment from medical problems or age

- d. address elderly people as Mr., Mrs., Miss, or Ms. Rather than by their first name.
  - e. Don't shout or be abrupt with elderly callers
4. Angry or Hysterical Callers: When handling caller who are angry or hysterical, the telecommunicator should remain professional. Although it may be unpleasant to stay on the line with an angry and sometimes abusive caller it does not remove the responsibility that the telecommunicator has to obtain information needed from the caller. Hysterical callers cannot always calm themselves enough to answer the questions that are being asked. Telecommunicators must:
- a. take control of the call
  - b. remain calm, firm and well-modulated
  - c. use persistent repetition, "What's happening?", "Where are you?", "I'm here to help, please listen to my questions."
  - d. keep the questions short and simple
  - e. listen to the caller, they may be providing important information.
  - f. listen for background noise
  - g. reassure the caller
  - h. encourage the caller to take a breath and tell you what is happening
  - i. ask for their name and use it with them, "Mary, I'm here to help, what is happening?"

5. **Juvenile Calls:** You should be particularly sensitive to calls from children. They may initially seem confused as to why they're calling and may not express themselves completely. Never assume that they are merely pranksters. You must ask specific questions to find out why they are calling.
  - a. Always obtain a child's name, address and telephone number first. Use their name when talking to them. You may ask them "Is your mother or father there?" Be aware that they may be calling about a problem involving their parents and won't want to give the telephone to them.
  - b. Ask one question at a time and wait for them to answer.
  - c. If you have any doubt as to the welfare of a child, send the appropriate services immediately.
6. Telecommunicator's must not:
  - a. hang-up or give up on the caller who is having difficulty calming down.
  - b. take their harsh, demanding words or tone of voice personally
  - c. respond with threats such as, "I can't help if you don't calm down", or " I will hang up"
  - d. yell back or curse the caller
7. Callers who are intoxicated from drugs or alcohol can get agitated very easily and do not always respond rationally, so you need to choose your words carefully and have patience with the caller.

## F. Aircraft Incidents

1. An aircraft incident can happen anywhere at any time. An aircraft can be a helicopter, commercial, non-commercial, hot air balloon or a gyrocopter to name a few. When an aircraft incident is in progress or has occurred there will be different ways that you're agency will be notified.
2. via radio from field units, because they maybe witnessing an aircraft fall from the sky
3. 911 lines
4. FAA (Federal Aviation Administration) would notify you via phone that they have an emergency situation of an aircraft that was on an approach to a certain air field, giving you last known location and a time when they lost radar connection
5. However your dispatch center is notified you will see an overwhelming increase in call volume and radio traffic. During a high call volume incident it is important that everyone work together as a team to lower the stress level.

## G. Railroad Incidents

1. Telecommunicators may receive calls from railroad call centers, railroad – sworn personnel or other local PSAPS about a railroad incident.
2. Most railway incidents are caused by:
  - a. drivers attempting to beat a train at a crossing.
  - B motor vehicles struck on the tracks at

crossing

- c. suicide attempts
  - d. persons trespassing on the tracks
  - e. Broken tracks and/or faulty rails switches causing trains to derail or strike one another
  - f. Operator fault including high speeds around corners or dangerous intersections
3. Railroad incidents generally do not have a street address, but instead use a mile post or crossing identification system to describe their location. This might pose a communication challenge to the railroad and responders. The information you will need in order to get a good location is the unique DOT identification number or railroad mile marker post. The DOT number will be located at each crossing. There will be a blue USDOT sign with an emergency number and the crossing number which consists of six (6) numbers and one (1) alpha letter.
4. When Calling the Railroad
- a. Identify yourself
  - b. identify the problem
  - c. give them the USDOT number or milepost number
5. Communicating With the Responder
- a. Use clear, plain English
  - b. do not use jargon/slang

- c. provide the responders with both a crew location and train crew point of contact

## 6. Possible Risks

- a. chemical
- b. electrical
- c. environmental
- d. fire

## 7. Suggested Preparations

- a. established protocol
- b. establish a standard operating procedure
- c. have a railroad contact list
- d. get the geographical information
- e. Know your access routes – how do I get in
- f. Emergency Response Guide

## 8. Things to Consider

- a. access to the scene may be limited or blocked
- b. the scene may encompass a large area
- c. the potential for mass casualties
- d. excursion trains will have passengers
- e. the possibility of a train derailment



- f. a list of school buses or other transportation resources for passengers who are not injured but need to be relocated.

#### H. Silver Alerts

1. The Silver Alert Program was developed to provide vital information to authorities to assist in the search and safe recovery of seniors and/or other adults with Alzheimers or other cognitive disorders. The Arkansas State Police through mutual agreement with the Arkansas Sheriffs' Association and the Arkansas Association of Chiefs of Police host an Internet web site providing a public means to receive alert notifications from the Arkansas Silver Alert Program.
2. Protocol for Issuing a Silver Alert
  - a. Law Enforcement must complete the ASP created uniform questionnaire to collect the data necessary for ASP Troop A Communications personnel to enter that data into the electronic mail template. The questionnaire is publicly available from the ASP website.
  - b. Law Enforcement must determine if the subject of the alert:
    - (1) has been adjudicated by a court to be incapable of managing his or her own personal affairs
    - (2) has a documented diagnosis of a mental illness, injury or other condition causing the person to be incapable of making personal care decisions

- (3) is strongly suspected, by that person's caregiver or family member, to be afflicted with some form of dementia.
- c. An agency desiring the issuance of a Silver Alert must complete the ASP created uniform questionnaire designed to capture the data necessary for ASSP Troop A Communications personnel to enter that data into the electronic mail template. This questionnaire is available at the ASP website. The agency must then ensure that the person requesting the Silver Alert be:
- (1) the legal guardian of the subject of the Silver Alert.
  - (2) an immediate family member living in the same household with the person who is the subject of the Silver Alert.
  - (3) a caregiver who has had recent contact with the person who is the subject of the Silver Alert.
- d. Only after the CID Commander has determined the request meets the above mandatory criteria will authorization be given to ASP Troop A Communications personnel to disseminate the alert to the Arkansas Silver Alert Subscribers.

#### I. Arkansas Amber Alert

1. The Arkansas State Police serve as the coordinating law enforcement agency in Arkansas to alert the public of missing or abducted children. Known as the Arkansas AMBER Alert System, the State Police was one of the first law enforcement agencies in

the country to model a statewide notification system based on the local AMBER Alert System used in many large U.S. cities.

- a. It began based on what happened on June 9<sup>th</sup>, 1995 to 6 year old Morgan Nick. Morgan was at a baseball game in Alma, Arkansas with her mother, catching fireflies with other children when she disappeared.
  - b. The Arkansas Amber Alert Plan is a statewide initiative between law enforcement, new media, and the public to quickly share information that will help locate abducted children and bring them home safely.
  - c. The Arkansas AMBER Alert Plan is not
    - (1) the only resource to be used
    - (2) applicable to every situation
    - (3) for every missing child
    - (4) designed for custodial conflicts
2. AMBER Alert Plan will only be activated if the situation meets the minimum criteria for activation of an AMBER Alert and upon authorization of the Arkansas State Police Criminal Investigation Division Commander or his/her designee.
3. Minimum Reporting Criteria is:
- a. There is reasonable belief by law enforcement that an actual abduction has occurred.

- b. Law enforcement believes that the child is in imminent danger of serious bodily injury or death.
  - c. There is enough descriptive information about the victim and the abduction for law enforcement to issue an AMBER Alert to assist in the recovery of the child.
  - d. The abducted child is under 18 years of age.
  - e. The child's name and other critical data elements, including the Child Abduction Flag, have been entered into the National Crime Information Center.
4. Arkansas AMBER Alert Plan Protocol begins when a local law enforcement agency first receives a report of an abducted child and begins to consider the use of the plan.
- a. Verifies that the child is indeed missing.
  - b. contacts the ASP CID office or headquarters in their area.
  - c. ASP will help the local agency in conducting a threat assessment and provide as much detailed info as possible about the victim, the suspect, and the circumstances.
  - d. ASP will assess the information and will make a recommendation to ASP CID regarding the issuance of the AMBER Alert.
  - e. The following steps are taken:

- (1) Troop A telecommunicators will prepare an electronic template using information from the Report Form (ASP 500) This provides all the pertinent information about the missing child case as known to this point and contact phone numbers for ASP and local law enforcement.
  - (2) ASP Telecommunicators will work with the Arkansas Department of Transportation to provide suspect vehicle and license information that may be displayed on Dynamic Message Signs.
  - (3) ASP Telecommunicators will work with the National Center for Missing and Exploited Children to provide information that can be broadcast in a Wireless Emergency Alert in a text message format to wireless carriers.
  - (4) The ASP Public Information Officer will disseminate the information related to the case to the public via social media and the ASP website.
- f. If the circumstances of the disappearance of a child do not meet the Arkansas AMBER Alert Plan criteria, a Missing/Endangered Child Media Advisory may be issued.

- g. National Center for Missing and Exploited Children: When a child goes missing the National Center is ready to assist families and law enforcement agencies 24 hours a day. Association of Public Safety Communications Officials has created a Standard for Public Safety when responding to calls for the Missing Abducted and Sexually Exploited Children. It is recommended that all PSAPS adopt this standard: APCO ANS 1. 101.3-2015

## J. Fire Service Calls

- 1. Fire calls for service are almost always n-progress emergencies where life and property are threatened. A fire has the potential to double in size every sixty seconds. All fire calls should be considered “high risk” with special attention paid to the caller, the public and first responders.
  - a. Basic Information Gathering for Fire Calls:
    - (1) Location: Where is help needed.
    - (2) What: What is happening or type of fire.
    - (3) Severity: Is there a threat to life or property?
    - (4) If the caller says “No” advise them to get everyone to a safe place and to call back when they are out of danger.
    - (5) Dispatch area fire department and ambulance service
  - b. **Smoke** is the bi-product of the fuels it is burning. The color of the smoke indicates to firefighters the type

and density of the fuels involved, all of which gives hints as to what the fire might do next.

- (1) **White smoke** can often mean material is off-gassing moisture and water vapor, meaning the fire is just starting to consume material. White smoke can also indicate light and flashy fuels such as grass or twigs.
- (2) Thick, **black smoke** indicates heavy fuels that are not being fully consumed. At times, black smoke can be an indicator that a manmade material is burning such as tires, vehicles or a structure. As a general rule, the darker the smoke, the more volatile the fire is.
- (3) **Grey smoke** can indicate that the fire is slowing down and running out of materials to burn.

K. Emergency Medical Calls may include dispatch centers, city fire departments, county rural fire departments, private ambulance service or air-vac.

1. EMD programs: Some agencies are trained to give medical instruction through their EMD training. Telecommunicators should be trained in

EMD before attempting to provide lifesaving instructions over the phone. Those who are not EMD certified should be limited to their agency protocol.

2. Guidelines for EMS Sent Protocol
  - a. Chief Complaint and incident.
  - b. Is there more than one person injured
  - c. Approximate age
  - d. Conscious/Breathing
  - e. Symptoms

#### L. **Marine**

Arkansas is a recreational state and has many outdoor activities available. Water accidents can occur on lakes, rivers, ponds, swimming pools and any area that becomes flooded. Arkansas has 2,340 named lakes and reservoirs, and an untold number of unnamed bodies of water. The state has 9,700 miles of rivers and streams. All this water totals more square miles than the largest county in the state (1,143 square miles).

Telecommunicators should be familiar with the bodies of water in their jurisdictions and mindful of areas prone to flooding.

Water rescue incidents may require a variety of resources to be dispatched/notified. Telecommunicators should possess



knowledge of their agency's procedures for responding to water incidents.

## 1. **Army Corps of Engineers**

The Corps provides Nation's security by building and maintaining America's infrastructure and providing military facilities where service members train, work and live. They are a valuable resource that provides river flow information. Emergency responders need the flow rate to understand if they will be able to deploy rescue equipment (boats, jet skis, etc.).

Boat builders must comply with Federal law by placing a Capacity Plate in sight of the helm (steering area) on motorized monohulled boats less than 20 feet in length.

2. This plate displays three important items:
  - a. the maximum weight of persons on board in pounds
  - b. the maximum carrying weight of the boat in pounds and
  - c. the maximum horsepower recommended for the boat.
  
3. If the maximum horsepower for the craft exceeds the flowrate of the river, emergency responders could be at risk if they deployed the unit on the water. During a water rescue involving a Corps of Engineers body of water, the

Telecommunicator should obtain the flow rate and pass the information along to all responding units.

**M. Arkansas Game and Fish (AG&F)**

AG&F is another valuable resource for water rescue events as well as any emergency response to forest and rural areas. They should be notified during water rescue events, because AG&F Wildlife Officers may be in the area. They can also be additional field units to support in search and rescue efforts.

**N. Search and Rescue (SAR)**

SAR teams are individuals that have been trained in search and rescue efforts. They may have canines to assist with their duties. Urban Search and Rescue teams have specific training for searching collapsed buildings during tornado/earthquake events.

**O. Search and Rescue Teams in Arkansas**

**State Organizations:**

Arkansas Department of Emergency Management

Arkansas State Search and Rescue Association

**Teams:**

Benton County Search and Rescue

Blytheville Emergency Squad

Carroll County Special Operations Rescue Team

Central Arkansas Search and Rescue K-9's

Civil Air Patrol - Arkansas Wing

Crawford County Search and Rescue

Explorer Search and Rescue Post 393  
Franklin County Office of Emergency Services  
Search and Rescue  
Four States Search and Rescue  
Howard County Search and Rescue  
Johnson County Dive Team  
Madison County Search and Rescue  
Marion County Search and Rescue  
River Valley Search and Rescue  
Saline County Search and Rescue  
Underwater Recovery Team  
Sharp County Search and Rescue  
Search Dog Alliance of Arkansas  
Washington County Search and Rescue  
Washington County Sheriff's Rescue Venture  
Crew 76

**P. United States Coast Guard (USCG)**

The United States Coast Guard carries out three basic roles, which are further subdivided into eleven statutory missions. The three roles are:

Maritime safety  
Maritime security  
Maritime stewardship

The eleven statutory missions as defined by law are divided into homeland security missions and non-homeland security missions.

Non-homeland security missions include: Marine safety, search and rescue, aids to navigation, living marine resources (fisheries law enforcement), marine environmental protection, and ice operations.

Homeland security missions include: Ports, waterways, and coastal security (PWCS); drug interdiction; migrant interdiction; defense readiness; and other law enforcement.

The USCG can be notified during water rescue incidents on major waterways. They may have auxiliary units on the river patrolling.

### III. Conclusion

In many cases the doesn't know what is happening or what to do. It is up to the Telecommunicator to determine what resources are needed. By using basic call taking techniques the Telecommunicator should be able to retrieve the information that is needed to prioritize, relay and have necessary resources on standby,

