

# 911 SHOULD NOT BE USED FOR:

- General information questions
- For paying a ticket
- Obtaining phone numbers to other agencies and/or businesses
- Non-emergency complaints
- The purpose of reporting problems with non-emergency utility outages (such as, lights out due to a storm, heat/air conditioning not working, etc...)
- To find out roadway or traffic conditions

## WHAT IF I ACCIDENTALLY CALL 911?

If you ever accidentally call 9-1-1 it is important to stay on the line and explain to the Telecommunicator that you accidentally called.

If you do hang up the Telecommunicator will have to manually call you back to verify your emergency; and if there is no answer, will have to send a law enforcement officer to your address to check on your welfare.

## RapidSOS TECHNOLOGY

Our emergency response system is enhanced with RapidSOS, a real-time data transmission platform that provides crucial information such as location, medical details, and personal information from connected devices to emergency services. This technology enables emergency responders to provide faster and more accurate assistance to callers, particularly those using wireless devices to access 911, by providing enhanced location accuracy.



# FREQUENTLY USED TELEPHONE NUMBERS

EMERGENCY 911

### DAVIE COUNTY 911 COMMUNICATIONS

Non-Emergency Line	336-751-0896
Administration	336-753-6330
Training Division	336-753-6327
Quality Assurance Division	336-753-6328

### DAVIE COUNTY GOVERNMENT

Domestic Violence	336-753-6150
Emergency Services Admin	336-753-6160
Health Department	336-753-6750
Public Utilities	336-753-6090
Register of Deeds	336-753-6080
Senior Services	336-753-6230
Social Services	336-753-6250
Veteran Services	336-753-6225

### DAVIE COUNTY SHERIFF'S OFFICE

Main Number	336-751-6238
Animal Control	336-751-0227
Detention Center	336-753-6647

TOWN OF BERMUDA RUN 336-998-0906

TOWN OF COOLEEMEE 336-284-2141

TOWN OF MOCKSVILLE 336-753-6700

### NORTH CAROLINA GOVERNMENT

Clerk of Court	336-936-3000
Department of Transportation	336-751-2400
District Attorney	336-936-3010
Driver License Office	336-751-5016
Highway Patrol	704-855-1047
License Plate Agency	336-753-6677
Magistrate	336-936-3019
Probation and Parole	336-751-2024

### LOCAL HOSPITALS

Novant—Clemmons	336-893-1000
Wake Forest—Davie	336-998-1300
Novant—Forsyth	336-718-5000
Iredell Memorial Hospital	704-873-5661
Novant—Rowan	704-210-5000
Wake Forest Baptist—Main	336-716-2011



# HOW TO USE 9-1-1

LEARN ABOUT  
YOUR LOCAL  
EMERGENCY  
COMMUNICATIONS  
SYSTEM

**Davie County 911 Communications**  
336-751-0896 (Non-Emergency)

# HOW TO USE 9-1-1

9-1-1 is a universal number that is used when emergency services are needed (for example, police departments, fire departments, and emergency medical services). It should only be used for the purpose of an emergency when there is an imminent threat to the life of oneself, someone else or to property—including

## THREAT TO LIFE

When someone is in danger of serious bodily injury or death; also reporting of missing or kidnapped persons.



## THREAT TO PROPERTY OR A

When physical property (homes, buildings, bridges, aircraft, automobiles, trains, watercraft, and roads) is in danger of having its appearance and/or foundation altered in any manner by fire/explosion, collision, serious water damage, natural disasters; especially if these pose a threat to life.



## MEDICAL EMERGENCIES

When receiving medical calls, our telecommunicators, who are certified by the state as Emergency Medical Dispatchers gather important information from callers. This is used to assess the severity of a situation and decide on the suitable level of response required. With this extensive training and expertise, we can efficiently dispatch EMS resources while simultaneously guiding callers on performing basic life-saving measures until responders arrive.



# HELPFUL HINTS WHEN CALLING 9-1-1



## Stay As Calm As Possible...

When calling 9-1-1, try to stay as calm as possible. This is very important so that the operator can get the proper information to determine where you are, what's going on, and the type of service that is needed.

## Do Not Hang Up...

It is crucial that you **DO NOT HANG UP** on the 9-1-1 Telecommunicator out of frustration!!!

You might think the operator is asking too many questions and not sending you the help you need, but the truth is, the call is being dispatched or has been dispatched already by another Telecommunicator.

Hanging up on the 9-1-1 Telecommunicator can cause unnecessary delays in responding to your emergency. It's the absolute worst thing you can do!!

## DO NOT HANG UP!



## ANSWER THE QUESTIONS BEING ASKED!

Do not become irritated with the 9-1-1 Telecommunicator when being asked questions concerning the nature of the call.

These questions are to obtain information to, again, determine the place of the emergency, what is going on, and what type of services are needed.

Most importantly, the questions asked are for personal safety as well.

Do not "story-tell" when answering questions. Answer only the questions being asked in a calm and quick manner. The more you add information that is not immediately relative to the emergency, the longer the response time may take!

## HELP US FIND YOU IN AN EMERGENCY

Where is the emergency? The What3Words app will help you communicate your exact location if you need help. App is available in the app store for your device.

Learn more by visiting [www.what3words.com](http://www.what3words.com).



 what3words