

BRANCH COUNTY 911 / CENTRAL DISPATCH 911 INFORMATION

WHEN EVERY SECOND COUNTS: DIAL 9-1-1

WHAT IS 9-1-1?

9-1-1 is a three digit telephone number available 24 hours a day in Branch County for a Police, Fire or Emergency Medical response. 9-1-1 is intended to be used during emergency situations. 9-1-1 was designed to be easily remembered by the user, especially during an emergency situation.

HOW TO USE 9-1-1

- Remain Calm, speak clearly
- Be prepared to provide the following information:
 - **WHAT** is happening?
 - **WHERE** is the location?
 - What is your **NAME**?
 - What is your **PHONE NUMBER**?
 - Please **STAY** on the phone to answer further questions and follow instructions given.

Branch County 911 / Central Dispatch employees are highly trained to give pre-arrival instructions for Police, Fire and Emergency Medical requests for service.

WHEN SHOULD YOU USE 9-1-1?

9-1-1 should be utilized when life or property is in danger and you need immediate **POLICE, FIRE or MEDICAL RESPONSE**.

EXAMPLES OF WHEN TO USE 9-1-1

- Breathing difficulty, shortness of breath, breathing has stopped, unconsciousness, seizures.
- Uncontrollable bleeding, vomiting blood.
- Drowning, electrocution, poisoning, major burns.
- Structure fires, vehicle fires.
- Uncontrolled grass fires.
- Any in-progress crime.
- Possibility of physical harm or property damage occurring.

REMEMBER

A quick and efficient response depends on the vital information which you provide about what is happening, its location and also how well the residence and driveway is marked.

- Instruct children on the appropriate use of 9-1-1
- **DO NOT USE 9-1-1** when you can use your telephone directory of the information service provided by your telephone service provider to locate seven-digit non-emergency numbers for routine business calls and inquiries that **DO NOT NEED** and immediate POLICE, FIRE or MEDICAL RESPONSE.

NON-EMERGENCY TELEPHONE NUMBER

Call our non-emergency telephone number, **(517) 278-3091**, for things such as:

- Barking dogs, noise complaints or loud vehicles
- Peace officer standby's
- Events that have occurred more than 24 hours ago
- Animal related complaints (unless the animal is vicious or someone is injured by a bite)