

Procedure for Placing 911 Emergency Calls

The "3 W's of Calling 9-1-1" and "9-1-1 for TTY Users" information below were taken from the website of the New Jersey Office of Emergency Telecommunications Services.

Residents please note the CCT-specific guidelines for medical emergencies that follow.

The 3 W's of Calling 9-1-1

Where is the emergency?

The most important information a 9-1-1 caller must provide is the location of the emergency. If you don't know the actual street address, if you are outside or on a highway try to identify landmarks, mile markers, exit signs or cross streets. If you are in a large complex with multiple buildings or floor, provide the 9-1-1 call taker with as much information as possible to assist emergency responders in finding you.

What is the emergency?

Be as specific as possible. By providing the 9-1-1 call taker with as much accurate information as possible you will ensure that an appropriate response will be dispatched to assist you. Remember that 9-1-1 is for true emergencies. You should always call 9-1-1 if life or property is in immediate danger. If you aren't sure that the situation is an emergency, err on the side of safety and dial 9-1-1. Let the expert who takes your call determine whether you need to be directed to a non-emergency number.

Who is calling and who is involved?

The 9-1-1 call taker will request your name. You may request to remain anonymous but the information is helpful if the emergency responders are unable to locate the emergency upon arrival. The 9-1-1 call taker also needs to know if other parties are involved and if so, may request names, descriptions, or extent of injuries. All of this information is important to be sure that an appropriate emergency response is sent.

9-1-1 for TTY Users

Persons who communicate with TTYs should dial 9-1-1 directly and not go through the 7-1-1 relay service. The Americans with Disabilities Act requires that all 9-1-1 centers be capable of communicating directly with persons using a TTY.
(<http://www.ada.gov/911ta.htm>)

All of New Jersey's 9-1-1 centers meet this standard. If a person calls in through a relay center it will delay direct access to emergency services and defeat many of the enhanced features of the 9-1-1 system.

Voice Carry Over (VCO) and Hearing Carry Over (HCO)

When someone uses a voice carry over device, also known as a "captioned telephone", the 9-1-1 call will go directly to the 9-1-1 center without being routed through the relay service. The VCO device may transmit TTY tones or play a recorded message to alert the 9-1-1 operator that the call is being made from a voice carry over phone. If your device does not have either of these options, it is helpful to alert the 9-1-1 call taker that they must transmit their messages using the TTY but that you will be able to speak the replies.

Persons who are able to hear but cannot speak may use Hearing Carry Over communications. When the HCO user dials 9-1-1, the caller and the 9-1-1 operator will communicate using TTY mode.

9-1-1 Calls for CCT Medical Emergencies

When calling 9-1-1 to report a medical emergency, the patient in medical distress or another companion present in the unit should dial 911 directly, rather than call the Front Desk. There are a number of critical life-saving reasons for dialing 9-1-1 directly:

1. The 911 Call Takers are trained to ask critical questions necessary to identify the emergency and dispatch the appropriate police and EMT responders. Without talking directly to the person affected or a companion nearby, the medical emergency cannot be thoroughly identified and precious time will be lost in dispatching responders.
2. The 9-1-1 Call Takers utilize state-issued Emergency Medical Dispatch Guidecards that allow them to provide potential life-saving first aid direction over the phone. This can only be provided when speaking to the affected person or nearby companion.
3. When 911 calls are placed from a land line in the unit, the 911 Operator receives the address and unit number on their equipment almost immediately, which helps further identify/clarify the exact location of the emergency.
4. The CCT employee on duty at the front desk may be on the phone and thus may not be able to answer an emergency call with the required immediacy.

If you are calling from a cell phone, provide your address and unit number as the 911 Call Taker will not have automatic access to your exact location.

Note: Only in cases where it is literally impossible for you to call 9-1-1 yourself should the Front Desk be contacted to place a 9-1-1 call. In the interest of your safety, please utilize this method only as a means of last resort.

Once a 911 call is placed and you or a companion is able, call the Front Desk attendant to alert him/her that a 911 call has been made and responders are en route. Place the call via the intercom if possible or if not accessible, by phone to the CCT outside line – 732 229-6178. This will allow CCT staff to prepare for use of the freight elevator and ready the front doors for quick access by responders. In addition, it will enable the valets to begin work to move/remove any parked cars that may obstruct access by emergency vehicles.