

WHEN TO CALL 9-1-1

Many callers may wonder whether their situation is appropriate for calling **9-1-1**. In short, call **9-1-1** anytime there is an immediate loss or threat of loss to life, limb, or property. Most situations are obvious, such as a person who is having chest pains or a house that is on fire. Some are less so. Should you call **9-1-1** if you see someone breaking in the neighbor's house? Absolutely! The faster someone knows where you are and what's going on, the better the chance that anyone in the house will remain unharmed. Should you call **9-1-1** if your neighbor's stereo is too loud? No! The difference? The potential for loss to life or property does not exist. Loud music is annoying to some of us, but nobody dies from it. This is a situation where the appropriate action would be to call the non-emergency phone number for the Sheriff's Office. **276-688-4311**

If you are unsure about a situation, it is better to guess on the side of caution and call **9-1-1**.

When you dial **9-1-1**, be prepared for the dispatcher to ask questions. While it is true that the 911 system provides the subscriber information and address for traditional wired telephones when **9-1-1** is dialed, the dispatcher will still ask you to confirm the address and telephone number. We want to be sure that help is being sent to the right place and that we can contact you if necessary while the help is on the way. Also Cellular phones do not provide subscriber information nor address. Sometimes, the only thing displayed is the cell tower's location. Thus, being aware of your surroundings is very important. The dispatcher will need you to advise the location of the emergency. If you don't know the street address, use a nearby intersection or business as a landmark. If we don't have the exact address but we know the problem is in the vicinity of a certain intersection or business, the help will get to the right place.

If you are a resident or business owner in Bland County please post your **9-1-1** address as required by County Ordinance in order to help Emergency responders locate you easily in the event of an emergency.

It is the objective of The Bland county **9-1-1** Center to provide a professional and responsive level of service to the citizens and visitors of Bland County.

Please feel free to contact Katie Gamble Bland County **9-1-1** & Emergency Services Coordinator at 276-688-4622 or email kgamble.bland.co@state.va.us with any questions or for more information.