

911 CALLS FOR SERVICE

EMERGENCY DISPATCH CENTER CALL TAKING

The Allamakee County Sheriff's Office Emergency Dispatch Center is the central answering point for emergency calls requiring medical, police and fire response.

What has changed since the on-set of the COVID-19 virus?

911 calls for service will remain essentially unchanged. When a 911 call is answered, an emergency dispatcher will ask the caller what type of service is needed. When the location, chief complaint/report is determined to be life-threatening, the emergency dispatcher will immediately page the appropriate service for response. The emergency dispatcher will give direction to the caller about how to proceed with life saving measures until help arrives.

Should it be determined that the chief complaint/report is not life-threatening, the dispatcher will ask questions specific to symptoms of the COVID-19 virus. The appropriate service will then be paged to the location. This information will be shared with the responding agency.

What is the reason for the change?

These changes have been implemented in order to provide first responders with the knowledge to implement protective measures to limit their exposure to the COVID-19 virus to ensure their ability to continue to provide their services to the community.