

***Introduction***

***Why should  
we be calling  
9-1-1?***

***What  
information  
does the 9-1-1  
dispatcher need  
to know?***

**What do I need to know if I  
have to call 9-1-1?**

***What are we  
thinking when  
you call..***

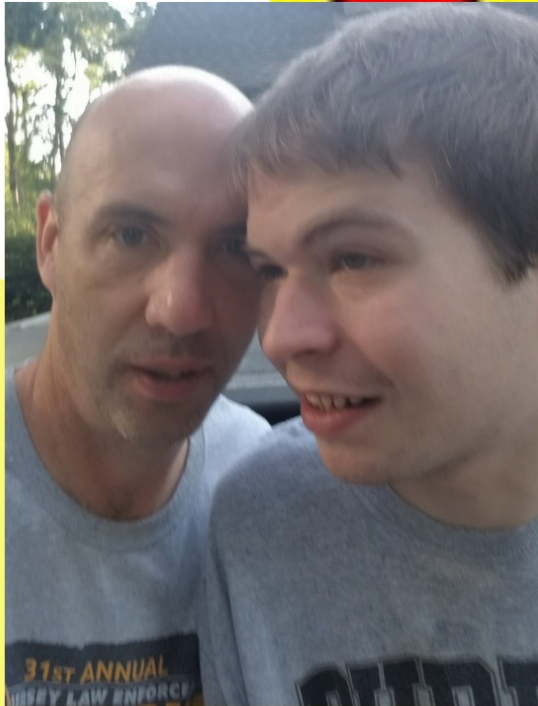
***Questions  
that you may  
have***



## ***Introduction***

***Who am I?***

- What do I need to know if I have to call 9-1-1?
- Why should we be calling 9-1-1?
- What information does the 9-1-1 dispatcher need to know?
- Dispatcher mentality, what they are thinking when they receive a call?
- Police officer mentality, what they are thinking when they receive a call?
- Some questions that you may have as a parent or care provider?



## ***The reason why I am here?***

- My start in law enforcement.
- My start as a husband and a father.
- My introduction into Autism.
- My first time calling the police.
- My message:
- (You are not the only one.....:-)



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## ***We have an emergency?***

- **Police are needed**
- **Medical emergency**
- **Fire Emergency**
- **Other reasons (Elopement from the residence)**

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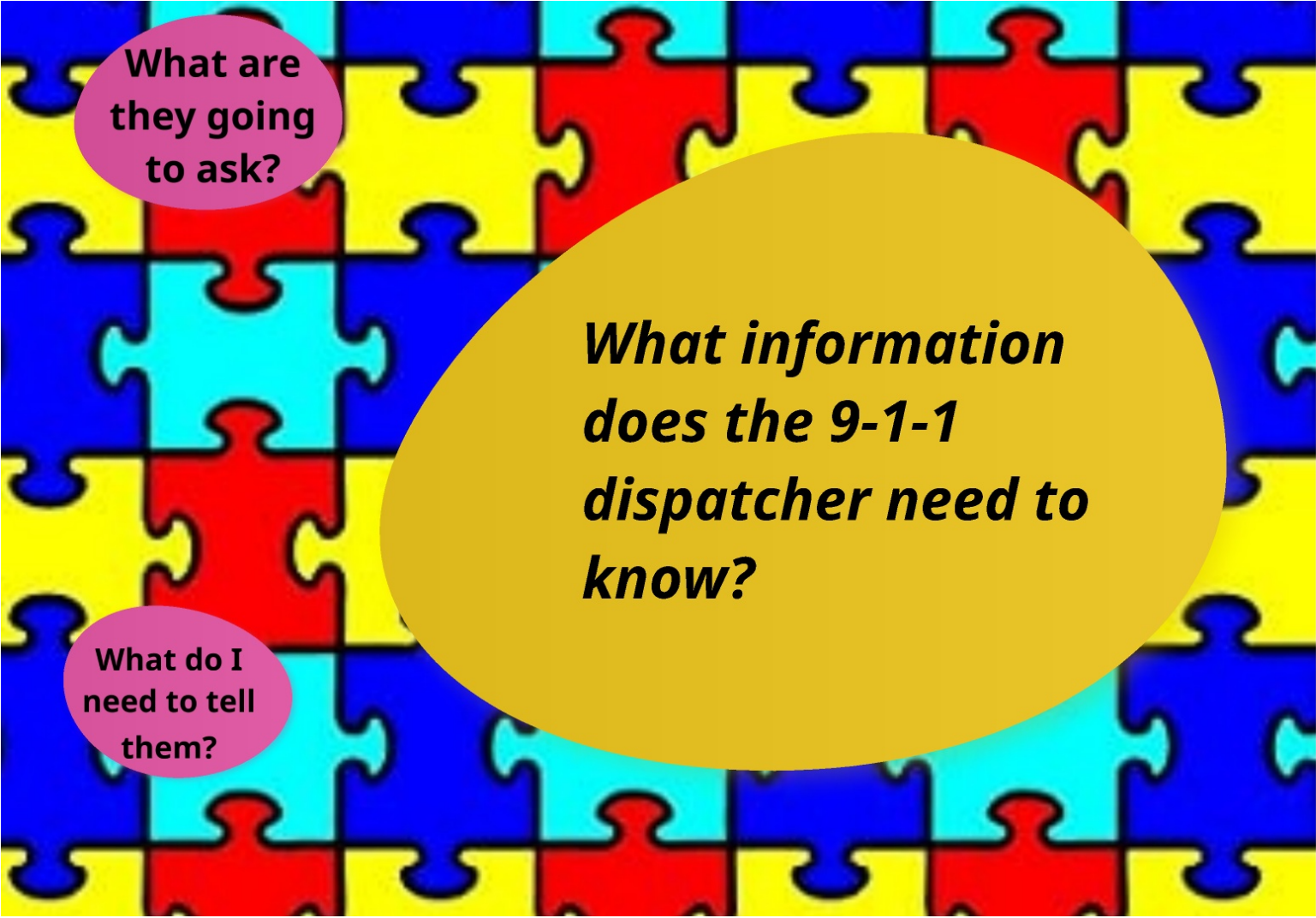
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What are they going to ask?

*What information does the 9-1-1 dispatcher need to know?*

What do I need to tell them?



**The most important question that they will ask is:**

- "9-1-1 Where is your emergency?"
- They are going to ask you what is the emergency. (what is going on?)
- We need to know that they are dealing with someone who has intellectual disabilities (learning and or cognitive impairments).
- We always say Autistic with a side of ? (seizures, diabetes, behavior issues, physiological, and anything else)

***What can  
I do?***



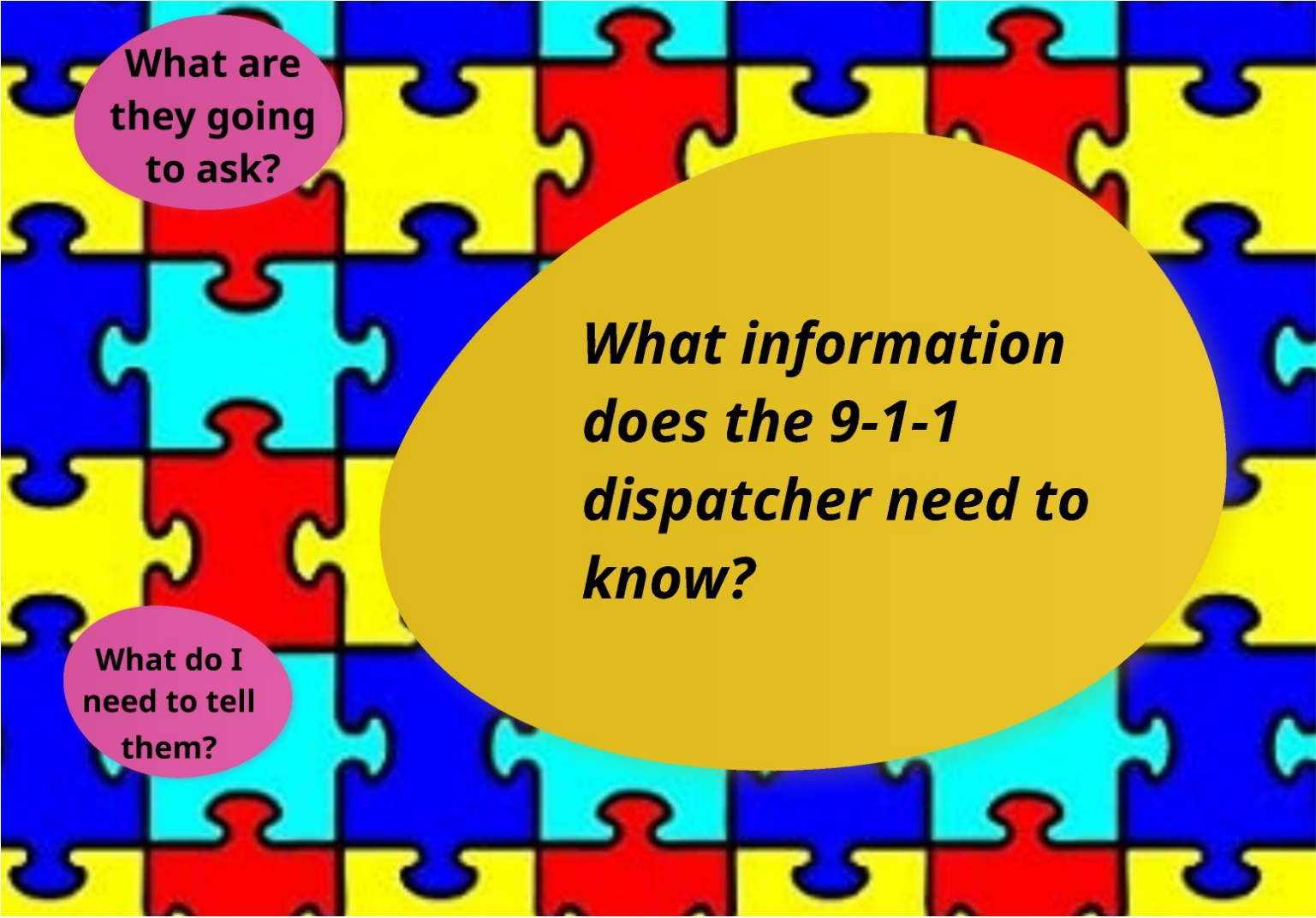
## ***Some tips:***

- If you are going out to a crowded event:
  - Take a picture of your child...
- If lost how will they react if approached by police/fire/EMS?
- Who can we call if something happens to you?
  - Keep that list on your refrigerator or in the glove compartment..
  - WE NEED TO BE ABLE TO FIND IT.....

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**What are they going to ask?**

***What information does the 9-1-1 dispatcher need to know?***

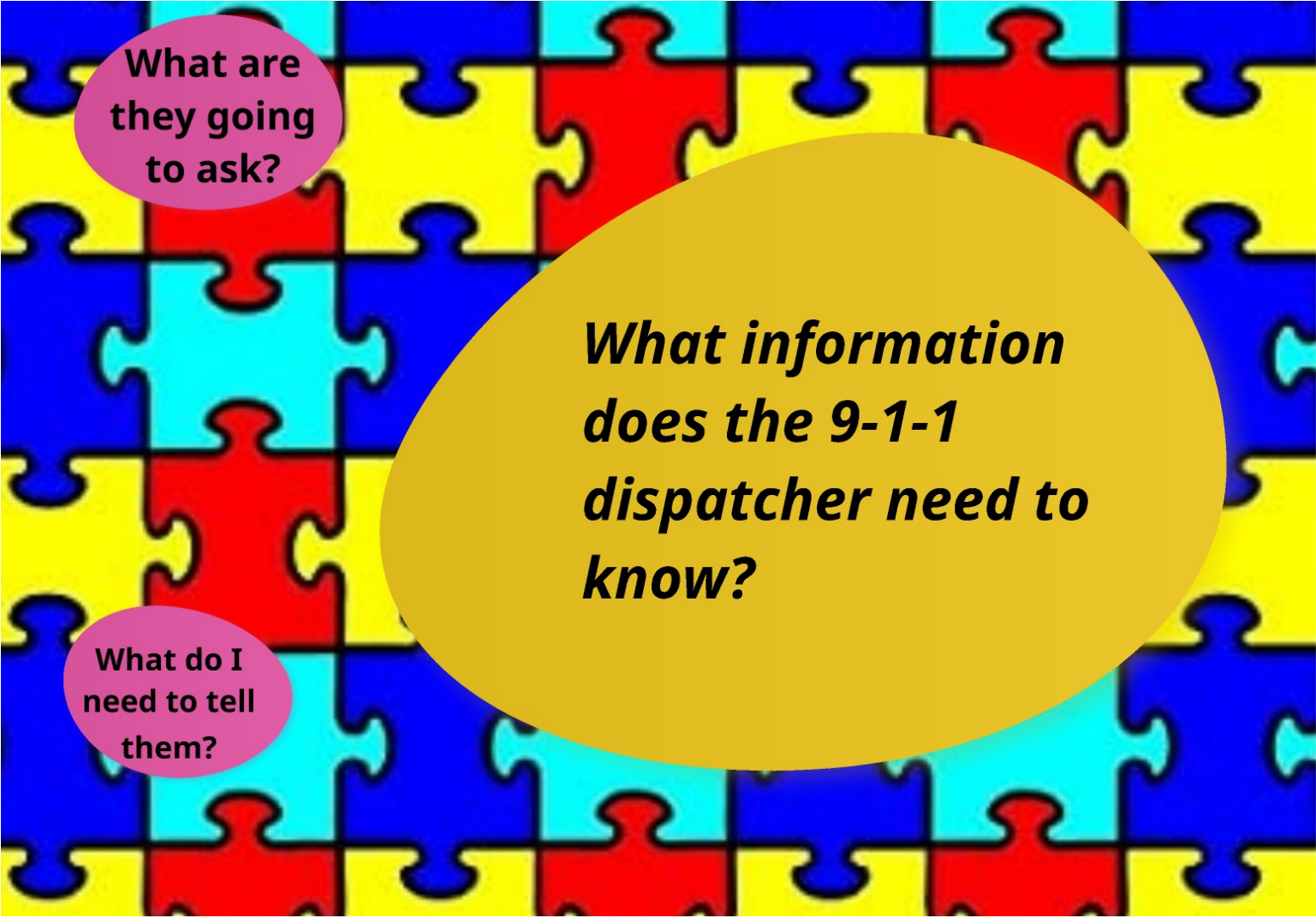
**What do I need to tell them?**



*They are going to ask the questions.*

**Be prepared to answer**

- Where are you..
- What is happening.
- Phone number..
- What is the disability.



What are they going to ask?

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***What are we  
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call comes in...***

***Dispatch***


***Police***





***Dispatcher mentality, what they are thinking when they receive a call?***

- They want to know the location very first thing
- The urgency of the call, (are bad things happening right now).
- Keeping officers/first aid/fire personnel safe
- Is there going to be a communication problem with the subject that emergency personnel will be dealing with.




***What are we  
thinking when the  
call comes in...***

***Dispatch***

***Police***

# ***Police officer mentality, what they are thinking when they receive a call?***

- What I am going to be faced with when I walk into or onto the scene?
- Do they have weapons that can hurt someone or me?
- Am I going to be able to talk or communicate with the subject?
- How can this be resolved?
- What help, services are available that we can refer the family to?



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## ***Common Questions***

**Will they be placed in handcuffs or restrained?**

**Will they be arrested?**

**What happens if they are arrested?**

**Are there services available to help without getting the police involved?**

**What can we do as parents care providers to help the police?**

**I don't want Protective Services coming to investigate me as a bad care provider.**

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