

Appendix G

Contacting Emergency Services – What to Expect

What happens when you call 112 or 999

When you dial 112 (or 999), your emergency call is answered at a Public Safety Answering Point (PSAP). The specially trained call-taker will request you to state which service you require (i.e. An Garda Síochaná, Fire Service, Ambulance Service or Coast Guard) and will also check your location with you. The call is then transferred to the Emergency Service Control Centre you requested based on your location and handled accordingly. Most importantly if the line is busy, please do not hang up. The call will be answered as quickly as possible.

You will be asked the following:

Depending on which emergency service you request, you will need to clearly communicate the following information:

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| Where the emergency is: | Give the exact address of the incident or emergency and/or any noticeable landmarks nearby. Try to give clear directions to the scene of the emergency |
| Contact details: | The telephone number you are calling from |
| What has occurred: | Details on the incident itself, when it occurred and whether it will require more than one of the services e.g. ambulance and fire services |
| Who is involved: | The number of persons involved, the description of any visible injuries and knowledge of any pre-existing medical conditions |

Remember, it is important to wait for the call-takers instructions, try and stay calm and don't hang up until they tell you to.

Placing the facility address with accompanying directions near the telephone can help staff, children, or even visitors, should they have to dial 112 (or 999).