

Goal:

To establish procedures for 911 Dispatchers to follow when answering 911 calls as the primary back-up for Lloydminster PSAP.

Scope:

To have a procedure for processing emergency calls from Lloydminster PSAP:

1. Determining Location;
2. Determining Service Needs;
3. Transferring Caller to Appropriate Dispatch Centre;
4. Evacuation of Lloydminster PSAP.



1.0 Determining Location

- 1.1 The dispatcher will finish taking the primary information of location, callback number and nature of the emergency.

2.0 Determining Service Needs

- 2.1 Determine what services are needed, police, fire, ambulance or a combination of any of the three.

3.0 Transferring Caller To Appropriate Dispatch Centre

- 3.1 Transfer the call by using the appropriate Emergency Service Call Transfer Key. (This action will take the call back to Lloydminster PSAP or directly to the specified Emergency Service Dispatcher. Where Lloydminster PSAP is also the Emergency Service Dispatcher the time it takes to obtain the primary information from the caller the queue at the Lloydminster center should be clear. If the queue is not clear the 911 Operator will stay on the line with the caller until appropriate response has been sent.)

4.0 Evacuation of Lloydminster PSAP

- 4.1 In the event the Lloydminster PSAP has to evacuate and forward their lines to the Bonnyville Primary PSAP they will notify the Bonnyville PSAP of the alternative phone numbers to use for contacting them or to directly contact the emergency services dispatchers. A back-up list of phone numbers is kept in the Address Book in the event that there is no time for notification.
- 4.2 During a Lloydminster PSAP evacuation, RCMP calls have to be manually transferred to RCMP Northern Communication Centre in Edmonton.
- 4.3 The 911 Dispatcher is to continue to attempt contacting the designated Emergency Service from the back-up phone list until contact is made. The 911 Dispatcher may release the caller once all pertinent information has been obtained and pre-arrival/post dispatch instructions have been given or the Lloydminster PSAP 911 Operator or designated Emergency Services Dispatcher has taken over.



Emergency Services Alternate Contact Phone Numbers.

When using these numbers ensure you identify yourself as the backup PSAP so the Emergency Service is clear on who you are as some of these numbers will not be answered using any identifier such as Fire Department or Ambulance etc..

Contact Information:

Back Door Number:	780-808-8400
Ambulance Dispatch:	306-825-4321
Fire Dispatch:	780-808-8400
Police:	780-808-8400

