

# FV ARES Emergency Call Checklist

## Information to Gather When Relaying Emergency Communications

What is the nature of the emergency?

What is the location of the emergency? Highway and mile marker, street address, landmarks, GPS coordinates (latitude and longitude), or directions may all be helpful to locate the scene for emergency response.

If the nature of the emergency involves injuries or is otherwise life-threatening, call 911 immediately upon receiving information about the nature of the injury/medical emergency and the location.

Ask the reporting party if they are in a safe place. In the heat of the moment, people sometimes fail to ensure their own safety.

The nature of the emergency could include:

- Extent of injuries and number of patients
- Special equipment that may be required
- Name of reporting party
- Fire involvement (is there smoke, flame, area/structures involved?)
- Hazmat response required (the type of material involved may be helpful)

If the nature of the emergency is not life-threatening and there are other radio operators available, the reporting party may be directed to another frequency or repeater to clear the frequency for other emergency/priority traffic if necessary. For example, if there is an area-wide emergency or other high-traffic conditions, it may be desirable to keep the designated emergency calling frequency clear for other calls while details are gathered to help this caller. Do not delay calling 911 in the interest of moving to a clear frequency in the event of an emergency involving life-threatening conditions. Exercise your best judgement!

Additional information that may be provided include:

- Weather conditions at the scene if pertinent
- Any special hazards for first responders
- If a helicopter landing zone is nearby and its location; consider power lines, trees, and other obstructions

You may want to ask an open-ended question such as: Are there any special equipment needs or circumstances that first responders may need to know about? This will allow the reporting party to provide any information that they think is important that you have not thought to ask about.

You may be requested to stay in contact with the reporting party and relay information to the 911 dispatcher. Maintain contact until the emergency responders arrive if possible.

See other side for phone numbers.

## Phone Numbers

### Emergency

Ambulance, Fire, Police 911

### Non-emergency Law Enforcement

Columbia Falls Police 406-892-3234

FBI Kalispell 406-755-5131  
FBI Salt Lake 801-579-1400

Flathead Co. Sheriff 406-758-5610

Homeland Security 406-755-2824

Kalispell Police 406-758-7780

Lake Co Sheriff 406 883-7279

Lincoln Co Sheriff 406-293-4112 ext. 0  
406-293-4113 ext. 0

MT Highway Patrol 406-755-6688  
855-647-3777 (Dispatch)

Polson Police 406-883-8212

Whitefish Police 406-863-2420

### Non-emergency Fire Department

Columbia Falls Fire 406-892-3911

Kalispell Fire 406-758-7760

Polson Fire 406-883-8220

Whitefish Fire 406-863-2483

### Animal Control

Flathead County 406-752-1310

### Department of Natural Resources

Kalispell 406-751-2240

Polson 406-883-3960

Stillwater Forest/Olney 406-881-2371