

POLICE AND MEDICAL EMERGENCY TELEPHONE EXTENSION 4000 CALLING INSTRUCTIONS

This document provides information on what to expect when calling Emergency Telephone Extension 4000, what type of information the police dispatcher may ask you and what type of police or medical response you can expect.

Call Extension 4000

- To report a traffic accident.
- To report an illness, injury or any medical emergency.
- To report any situation that requires an immediate police response.
- To report a crime in progress or a criminal incident that has just occurred.

The Emergency Telephone Extension 4000 should be used whenever you are on-campus. Emergency Telephone Extension 4000 is the Glendale Community College emergency telephone number, just as 911 is the emergency telephone number you dial when you are off-campus and request emergency services from your local city police, fire or medical personnel.

Garfield Campus

When calling extension 4000 from the Garfield Campus remember to first press the “tie-line” button to access the main campus telephone system, then dial extension 4000.

Busy Signal

The college police usually receive multiple telephone calls when an emergency occurs. There are four truncated telephone lines that are connected to extension 4000. If you hear a busy signal when you call, chances are other people are calling and reporting the same emergency. Please be patient and continue to dial until your call goes through.

What to Do and Expect When Calling Emergency Telephone Extension 4000

- 1) Tell the police dispatcher what has occurred.
- 2) Try to remain calm. When a caller is upset it becomes difficult for the dispatcher to understand what is needed and to get accurate information.
- 3) Stay on the phone. Do not hang up!

4) The dispatcher will ask you a series of questions. Be prepared to answer the following questions:

Where is the crime or incident occurring? Is it occurring at a different location than where you are calling?

What type of incident are you reporting? Is it a crime in progress or that has just occurred, a medical call, a traffic accident, or other type of emergency call? Be as specific as possible.

When did the incident or crime that you are reporting occur? Is it happening now or did it occur a few hours ago? This is very important so the dispatcher knows what type of priority to attach to the call.

Who is involved in the incident or crime? If you have names, clothing descriptions, or other specific information regarding the parties involved this information is important to give to the dispatcher.

Are there any **weapons** involved in the crime or incident you are reporting?

When you are speaking with the dispatcher it may seem that many of these questions are unnecessary. However, there are good reasons why these questions are asked. You can help by providing brief and accurate answers. Your patience will help the dispatcher process your call and get help to you as quickly as possible.

Please give the dispatcher your name and the phone number or extension that you are calling from so that you can be contacted at a later time if necessary for additional information.

Special Instructions for Reporting Medical Emergencies

When reporting a medical emergency it is important that your first call is to the police dispatcher at extension 4000. The dispatcher will immediately send police officers to the scene and contact the Glendale College Health Center. Glendale College Police Officers are First Aid and CPR certified and can respond to a medical emergency much quicker than anyone else. College emergency personnel will then determine if additional emergency response is needed from the City of Glendale. If additional emergency resources are required the college police dispatcher will contact the appropriate City of Glendale emergency agency and determine which college entrance the responding vehicles should enter through. The college police dispatcher will send college police personnel to assist the responding City of Glendale units and direct them the scene of the emergency.

Call Extension 5925 for Information and Assistance

Dial extension 5925 for assistance or to request a call for service that is not an emergency or does not require immediate police response. This is the college police general business and information telephone extension. The following situations are examples of calls that should be directed to extension 5925:

- To request a tram.
- To request a parking permit.
- To have a door locked or unlocked.
- For questions regarding parking or parking citations.
- For any request or call for service that is not an emergency or does not require the immediate response from the college police.

You can dial extension 5925 from any college phone. If you are calling from a cell phone or pay phone you first need to dial 240-1000. When the college operator answers the telephone you can then dial extension 5925 to contact the college police.