

Calling the Police -- 911 tips

If at all possible, Communications Centers need to become actively involved or at least supply local community agencies with simple communication tools to teach to community members who do not speak English. This could be as simple as during community education sessions, instructing them that when they dial 911 to state the language that they speak, their address, and type of assistance that they need, as it may help process their request faster. SOUND DIFFICULT? ... not really!

"CAMBODIAN, FIRE, 1717 M ST."

We know "What" ... We know "Where" and we can communicate to responders that there will be a language barrier. IF your agency has access to a 24hr language bank, you could possibly patch the caller to the bank and obtain additional information. HOWEVER, education should be a two-way street. Learn more about the different cultures within your jurisdiction and perhaps develop a few "Cheat Sheets" of phrases to tell non-English speaking callers simple instructions.

--From VAWA STOP GRANT, Pierce County Washington, 9-1-1 Communications Professional Training, TAB 1-10.