



GENERAL INFORMATIONAL

HU 6-9-1-1 EMERGENCY PHONE LINE (10/25/16)

Emergency Phone Line...

The Hollins University 6-9-1-1 Emergency Phone Line makes an important difference in our campus community every day. It is one source of help in times of crisis and it can mean the difference between life and death. When used properly, 6-9-1-1 saves seconds and those seconds can save lives.

Calling 6-9-1-1 is one of the best ways to communicate with Hollins University Campus Security to summon local police, fire, and medical services during an emergency. You do this by simply waiting for the dial tone on your campus telephone, then dialing 6-9-1-1. For cell phone users, you will need to call 540-362-6911.

Other methods of reporting emergency situations on campus are by a 'walk-in' to the Campus Security Dispatch Center in Botetourt Hall, by use of a Blue Light emergency call box, by university two-way radio if you have one, by use of the Live-Safe smart phone application, or by a 'walk-up' to a Campus Security Patrol Officer.

When to Call 6-9-1-1...

An emergency is when immediate police, fire, or medical assistance is necessary to protect life or property.

If an emergency situation arises - a crime, a fire, a serious injury or illness - ask yourself whether police, fire, or medical assistance is needed **right now** to protect life or property. If the answer is YES, then immediately call 6-9-1-1 and advise the Campus Security Dispatcher of what has happened or is happening.

Call 6-9-1-1 whenever you believe there is an emergency. If you are not sure it's a real emergency, call 6-9-1-1 and the Campus Security Dispatcher will make the final determination. If it is determined to not be an emergency, the dispatcher will transfer your call to the 6419 non-emergency line to free up the 6911 lines.

If the 6-9-1-1 line receives several calls at the same time, the Campus Security Dispatcher will handle these multiple calls on a priority basis. The most serious emergency will be handled first.

When Calling 6-9-1-1...

- Stay calm. Give your name, location, and nature of the emergency.
- Listen carefully to the Campus Security Dispatcher.
- Answer the Campus Security Dispatcher's questions as accurately as possible. Speak clearly and slowly.
- Do exactly as the Campus Security Dispatcher tells you during the course of the call.
- Never hang up on the Campus Security Dispatcher until you are told to do so. If you hang up and redial, your call may go to the end of the line of people waiting for service.



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When Not to Call 6-9-1-1...

Do not call 6-9-1-1 for non-emergency situations. For non-emergency situations such as noise complaints, crimes no longer 'in-progress,' animal/insect problems, lost/found items, lock outs, parking complaints, etc., use the Campus Security non-emergency phone number 540-362-6419 or 6419 from a campus phone, **never** 6-9-1-1.

Never tell the Campus Security Dispatcher that a situation is more serious than it really is. It is against the law to intentionally and knowingly give false information to the police or emergency services. Abuse of 6-9-1-1 may delay someone else's access to emergency assistance.

You're Call to 6-9-1-1...

Calling Hollins University 6-9-1-1 provides you with direct assistance for police, fire, and medical emergencies.

The very first thing asked by all Campus Security Dispatchers is, "**Where is your emergency?**" If we lose the phone connection for any reason and no other information is available, we will still be able to get help dispatched to the location.

For Fire calls our next question is, "What is on fire?" We will ask about possible life hazards, chemical hazards, electrical hazards and/or traffic hazards.

Callers requesting ambulances are asked specific questions about the patient to isolate the most important information with the least amount of time lost. This is done by a 'conference call' between Campus Security Dispatch, the caller, and Roanoke County Dispatch. The list of questions asked by Roanoke County Dispatch quickly assesses the situation so that the most appropriate help can be sent the safest way possible. Roanoke County is then able to turn the caller into the 'First Responder' by providing initial patient care directly over the phone.

Why Not Call 9-1-1 Directly Instead of 6-9-1-1???

In the Commonwealth of Virginia, all persons have the right of access to E-911 services. If calling 911 directly from a university phone, the caller must first dial 9 to get an outside line, and then dial 911 to access E-911 services. If calling 911 directly from a cell phone, simply dial 911 to access E-911 services. You can also contact E-911 directly from the Live-Safe smart phone application under Emergency Options.

Hollins University does not block any person from calling 911 directly, however, it is suggested that the Campus Security 6911 line be used for all on-campus emergencies for the reasons explained below.

Due to the complex 911 addresses on the campus, calling 911 directly may actually reduce the response/arrival time of the needed emergency responder(s). When you call 6-9-1-1 the Campus Security Dispatcher will convert your location, such as Moody Center or Riding Center, to the 911



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address assigned to that building to assist the responding public safety agencies in finding the emergency location on the campus. Without this 911 address, the Roanoke County Dispatcher may have to waste valuable time to call Campus Security to obtain the 911 address. Although the Roanoke County Dispatcher will still dispatch the call to public safety, their arrival may be delayed until the 911 address can be determined.

Another reason NOT to call 911 directly from a cell phone is that our campus is very close to the Botetourt County line, and a cell phone call from our campus will hit the closest cell phone tower, which is in Botetourt County. This will result in your cell phone call being routed to the Botetourt County Dispatcher who will take your information and upon finding out that the emergency is in Roanoke County, may have to waste valuable time to transfer your cell phone call to the Roanoke County Dispatcher, who will then need to question you on the location and nature of your emergency. This too may cause a significant delay in emergency response.

Thirdly, at some point Campus Security must be notified of the emergency on-campus due to a couple of factors.

The first factor is that all crimes and certain fires that occur on our campus must be recorded into the Daily Crime Log/Fire Log and some of those crimes and certain fires must be reported to the US Department of Education each year. This is by federal law and is mandated under the Clery Act. A Campus Security Patrol Officer must respond to and complete an incident report on all crimes and fires that occur on our campus.

The second factor is that all medical emergencies that occur on our campus must be investigated and documented by a Campus Security Patrol Officer. This is by university policy and is necessary to report injuries that occur on our campus to the university's risk manager and insurance carrier.

At some point, Campus Security will have to be notified of the public safety response to our campus anyway, so it might as well be done in the first place to avoid delays and missed communications.

Although we would like to think that the Roanoke County Dispatcher will notify the Campus Security Dispatcher, this may or may not happen. If the direct 911 call was made due to a significant emergency on our campus, the Roanoke County Dispatcher may not have time to notify the Campus Security Dispatcher.

If Campus Security would get an initial 6911 call reporting a significant emergency, our Emergency Notification System could be activated to alert the entire campus of the situation, if necessary.

IF you do chose to call 911 directly, please call 6911 immediately afterward to make Campus Security aware of the situation so that a Campus Security Patrol Officer can be dispatched to the emergency scene, and an emergency notification could be issued if warranted.