

## HENRICO 911 MISSION AND VALUES

Our mission, as members of an internationally accredited law enforcement agency, is to ensure the safety of our first responders and citizens. As the critical link between citizens in need and public safety providers, we apply extensive training and use the latest technology to save lives and preserve property. We are the first of the first responders that make Henrico County a safer community.

Henrico 911 is at the **HEART** of public safety operations. To achieve our mission, we value...

**Helping:** *We are driven by a desire to serve others.*

**Empathy:** *We feel each need presented to us as our own.*

**Accuracy:** *We understand that precision promotes safety and improves service.*

**Respect:** *We strive to treat everyone with courtesy and consideration.*

**Teamwork:** *We support each other, which enables us to effectively handle even the most difficult situations.*

## WHAT WE DO

Henrico County Emergency Communications Officers have many responsibilities. The following are their primary duties:

- Answer 911 calls ·
- Answer non-emergency police calls ·
- Dispatch police, fire, and rescue units ·
- Communicate with other jurisdictions.



**CALEA**<sup>®</sup>  
THE GOLD STANDARD IN PUBLIC SAFETY

The Police Division is  
Internationally Accredited.

Henrico County Police Division  
P. O. Box 90775  
Henrico, VA 23273-0775

Emergency: 911  
Non-emergency: (804) 501-5000  
[henrico.us/police](http://henrico.us/police)

Eric E. English  
Chief of Police



Proud of our progress;  
Excited about our future.

The County of Henrico does not discriminate on the basis of race, color, religion, sex, national origin, age, or disability.

# HENRICO



*When Seconds Count*

# BEING PREPARED FOR AN EMERGENCY

**Report all suspicious activity!**

**Call the Henrico County Police  
804-501-5000**

or

**911—Emergency Only**

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**Henrico County Police Division**

## WHEN TO CALL 911

911 is for life-threatening situations or crimes in progress. Call 911 for:

- \* Robbery
- \* Fire
- \* Shooting
- \* Sudden and Severe Illness
- \* Serious Injury
- \* Assault
- \* Breaking & Entering
- \* Domestic Disturbance

## WHEN TO USE THE NON-EMERGENCY NUMBER

We try to keep the 911 lines open for true emergencies. Use the non-emergency number if you need to:

- \* Report a crime that occurred earlier
- \* Make a complaint or report regarding an animal
- \* Simply ask a question.

We are more than happy to assist you. All of the situations listed above can be addressed by calling the Henrico Police non-emergency number.

Instead of 911, call 501-5000.

For information about scheduling a presentation by Henrico Police Communications for your group or organization, please email Rachel Scott ([sco38@henrico.us](mailto:sco38@henrico.us)).

## WHO ANSWERS YOUR CALL?

When you dial 911 a trained Emergency Communications Officer answers. Twenty-four hours a day, seven days a week, 365 days a year, these caring and highly trained people are here to help you.

## WHAT SHOULD YOU SAY?



Slowly and clearly state the following:

1. The location of the incident.
    - We need a physical location.
  2. What happened?
  3. When did it happen?
  4. Is anybody injured?
  5. Who is involved?
  6. Are there any weapons involved?
  7. Is anybody intoxicated?
  8. Your name and phone number.
- You will be asked additional information that is important to the units that are responding to you.

## THINGS TO KEEP IN MIND

Emergency Communications Officers are required to ask the questions they ask to assist you.

- You may think they do not need to know the details, but all information helps responding officers arrive quickly and well prepared to address your emergency.
- Stay as calm as possible so we can get the information we need to send help quickly.
- Speak as clearly as possible.
- If your emergency is medical in nature., you will be given brief instructions about what to do to care for the patient until rescue units arrive.

## Does GPS pinpoint the caller?

- No. GPS is helpful but not precise. We still need you to tell us your exact location and what is going on.
- Technology is helpful, but it does not do all the work!

