County of Lethbridge Policy Handbook

EFFECTIVE:	**April 3, 2003**	**SECTION:**	**200 NO. 205 Page 1**
APPROVED BY:	**County Council**	**SUBJECT:**	**County First Line Response to Critical Incidents Calls - PROCEDURES**
REVISED DATE:	**November 3, 2005**		

Any County of Lethbridge employee that receives a call they deem to be critical in nature, where threats to life, property or the environment are apparent and the emergency dispatch of fire, police or ambulance services may be required is directed to take the following sequential steps:

1. Advise the caller that they will need to call 911;

2. Ask for and record the name and contact telephone number of the caller;

3. Advise the caller to immediately hand up and contact the 911 Emergency Call Answer Centre and;

4. Immediately contact the Emergency Call Answer Centre non-emergency line (329-1225) and report all details regarding the Critical Incident Call you received to a 911 Emergency Call Answer Centre Dispatcher.