

What to do when you need help

Most of us were taught as a child if we ever needed help, we should call 9-1-1. But sometimes, you think the “emergency” isn’t really an emergency, you may just need a little help with something – like falling to the floor and you’re unable to get yourself up. “Don’t call 9-1-1” you say to your family member – “I don’t want to bother them”. Rest assured, your call for assistance is never a bother to us – it is why we entered this profession.

WHY YOU SHOULD CALL 9-1-1, EVEN FOR NON-EMERGENCIES

1. 9-1-1 Dispatchers are always on duty and available to answer your call – even those you don’t think are an emergency.
2. 9-1-1 dispatchers can stay on the line with you until we arrive and are highly trained to provide helpful instructions to you before rescuers arrive.
3. 9-1-1 dispatchers can provide updated information to responding firefighters that will help them take the correct action as soon as they arrive.
4. 9-1-1 calls are recorded so if there is a question about what was said (i.e. your address) the dispatcher can play it back to verify.
5. Geauga County Sheriffs Office dispatchers are some of the best in the business.

Dispatchers are considered the “1st first responders”. They are an integral part of the first responder team. Give 'em a call and let them show you how good they are.

WHY YOU SHOULD NOT CALL DIRECTLY TO THE FIRE STATION FOR EMERGENCIES

1. Phone calls to the fire station may go unanswered because the firefighters are out of the station on another call or training.
2. Phone calls to the fire station will have to be disconnected so the firefighters can respond to you.
3. We will only have the information given at the time of call. If something changes while responding, we won’t know about it.
4. Phone calls to the fire station are not recorded so there is no back up to human error. (Yes, we make mistakes).
5. Chester Township Fire Rescue firefighters are some of the best in the business – the fire business, not the dispatcher business. When it comes to dispatching, Geauga County Sheriffs Office dispatchers are much better than us.