

Calling for help

When you call 111, an operator will say **'111 Emergency, which service do you require?'**
'Fire, Ambulance or Police.'



St Johns or Free Ambulance

- phone 111
- ask for an ambulance
- keep calm and be clear
- tell them where you are
- tell them who you are and the phone number of the address you are calling from
- tell them what has happened

Please don't hang up until the operator says you can

Information to help make sure the ambulance gets to you as quickly as possible includes:

- the name of the street and nearest cross street to your building
- **Doing field work:** Road name and Rapid Number, road signs, landmarks, road works or any other special features near to you - this is particularly useful if you are working in a rural area or on a long road with no cross streets nearby

National Poisons Centre 0800POISONS 0800 764 766



For information about poisons or in case of poisoning, call the National Poisons Centre on 0800 764 766.

A free 24/7 service for all New Zealanders.



TOXINZ is a poisons information database for clinicians and medical professionals. It contains information regarding the management of poisoned patients. Access to TOXINZ is only available by an annual subscription fee.

When you call 0800POISONS you will be answered within 15 seconds

you will be speaking to a Poisons Information Officer, a trained qualified toxicologist who will ask you some questions before they can give advice.

Have all relevant substance information available when asked by the Poisons Information Officer. That includes who you are, your role, and where you are calling from

The questions might include:

- If an exposure has occurred, and if so, was the poison swallowed, splashed in the eye or on the skin?
- When did the exposure happen?
- The name and concentration of the substance involved (if known)
- They may ask for other information from the container label, SDS, SMoU
- The amount of substance involved (e.g., a mouthful, or the approximate amount left in the bottle)
- The age and weight of the patient
- Any signs or symptoms that they show, or how they feel
- Any first aid that has already been carried out
- And what access there is to eye wash, safety showers, antidotes etc. in your lab.

Mention anything you think maybe important, such as existing health conditions or problems, or any mitigating factors, such as if you are doing field work in a remote location, away from medical care. Whether 111 has been called and estimated ETA of Ambulance or Rescue Helicopter so the Poisons Information Officer can give advice on targeting appropriate first aid in the interim and what needs to happen from here.

FENZ - Fire and Emergency New Zealand

What you need to tell Fire and Emergency New Zealand

When you call 111, an operator will ask whether you need Fire, Ambulance or Police.

Ask immediately for **'Fire'**. Ambulance and Police **may** also attend but the first priority is to get a fire engine on the way.

You can request attendance of Ambulance and Police depending on issues such as injuries, traffic or security problems

Always call 111 if you need a fire engine. Don't call your local fire station.

You will need to give our staff the following information to help us find the fire:

- Building name and number
- Street name
- Nearest intersection
- Suburb and city
- Rural Address Property Identification (RAPID) number if you have one

Once we know the location of the fire, we'll ask about the nature of the emergency. We'll probably ask if anyone is injured or trapped. This will help us make sure the first responders are ready to act when they arrive.

Emergency Caller Location Information (ECLI)

If you are calling from a mobile phone the Emergency **Caller Location Information (ECLI)** system allows automatically generated information about the location of that device to be made available, at the time of the call, to the emergency service (Police, Fire or Ambulance). ECLI information indicates the approximate geographical position of a mobile device and is generated by an emergency 111 call from that device. Using ECLI improves the accuracy and speed with which Emergency call takers can verify a caller's location.

NZ Police

What you'll be asked when you call 111

The police communicator will ask you three questions to start with:

- where are you (where are police needed)?
- how long ago did it happen?
- what's happening now?

They'll also confirm your name, address and contact details.

Then you may be asked more questions, such as:

- Is there a person causing concern now?
- do they have weapons?
- if that person has left, which way did they go and how did they leave?
- who are they? What do they look like and how are they dressed?
- what's the number plate or description of their vehicle?
- what else is happening?

At the same time as we're asking you for this information, if an emergency response is needed, we're getting police on the way.

Help us to find you

It's critical in an emergency to accurately describe how police can find you. We don't always know where you are, especially if you're calling from a mobile phone.

- phone number
- suburb
- town/district
- RAPID number (available to rural residents from local authorities).

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If you're at home, it will be easier to give the police communicator the right information if you've written it down beforehand. Make sure you, your visitors or children can quickly provide:

- phone number
- suburb
- town/district
- RAPID number (available to rural residents from local authorities).

If you're on the move, give street, road or bridge names or other geographical features as reference points.