

EMERGENCY MEDICAL DISPATCHING (EMD)

Emergency Medical Dispatching is a systematic program used to handle medical calls.

Medical emergencies can be an extremely stressful event, producing feelings of helplessness for the person calling for help, unsure of what to do until help arrives. EMD allows the Telecommunicator to quickly and properly determine the nature of the call, and immediately dispatch the appropriate response. While the response for paramedics is relatively fast, what seems like a few minutes can feel like an eternity. An EMD trained Telecommunicator can provide life-sustaining instructions until help arrives. This includes situations where a person is choking, childbirth, cardiac arrest, allergic reaction, drug overdose; where the Telecommunicator provides instructions on how to do CPR, deliver a baby, perform abdominal thrusts (a.k.a. Heimlich), or instructions on the use of an automated external defibrillator (AED).

Every MCD Telecommunicator is certified to provide these life-sustaining instructions. Gathering as much relevant information as possible, assists paramedics in preparing to better assess and treat the immediate condition.

While the Telecommunicators are gathering this information, it is not delaying the response, because another Telecommunicator is dispatching paramedics and police.

NON-EMERGENCY NUMBERS

Harwood Heights Police: (708) 867-4343

*Norridge Police: (708) 453-4770

*Schiller Park Police (847) 678-4794

(10-Digit answered by dispatch)

(847) 678-2425

Schiller Park Fire (Firehouse)

(847) 678-5136

Norwood Park Fire (Firehouse)

(708) 867-5428

* Indicates answered by auto-attendant

In an emergency you should dial 9-1-1!

After-hours public works emergencies, please feel free to contact the non-emergency police or dispatch numbers.



MUNICIPAL CONSOLIDATED DISPATCH (MCD)

9-1-1



**7300 W. Wilson Avenue
Harwood Heights, IL 60706**

(708) 320-7880

WWW.MCDE911.ORG

WHO WE ARE

MCD formed through intergovernmental agreement, serves as the 9-1-1 Public Safety Answering Point (PSAP) for the Villages of Harwood Heights, Norridge, and Schiller Park. MCD is responsible for receiving and dispatching emergency and non-emergency calls for service for the Harwood Heights, Norridge, and Schiller Park Police, Schiller Park Fire Department and Norwood Park Township Fire Protection District which provides fire/ambulance services for Harwood Heights, Norridge, and Norwood Park Township, in addition to after-hours public works notifications for all three municipalities.

The joint venture began operations in September of 2017 serving a population of approximately 35,000 residents.

OUR MISSION

To be a unified organization providing public safety communications services focused on the utmost level of service, integrity, and professionalism.

OUR CORE VALUES

Morality, Commitment, Duty

WHY DOES 9-1-1 ASK SO MANY QUESTIONS?

Telecommunicators are trained to gather as much information as possible for the safety of the caller and responders. The questions being asked help to prioritize calls for service and send the appropriate resources to resolve the problem. Additionally, if the situation changes prior to responders arriving on the scene, they can better prepare for what may be faced upon their approach to the area or arrival on the scene. For example, if a person commits a crime against a person or property, the Telecommunicator will attempt to get a description of the offender(s), vehicle(s), direction of travel, and whether or not weapons may have been displayed or used. Without this information, there is a good chance the officers may unknowingly pass by the person(s) involved. Because this is a critical life safety element for everyone, this information is gathered on every call for service received.

Callers are only asked to provide information they can immediately see, if it is safe for them to do so. In most cases, the questions the Telecommunicators are asking, are the same questions being asked by police and fire units who are responding to your call for service.

These questions are not delaying the response, because another Telecommunicator is dispatching units to respond.

WHAT TO EXPECT WHEN YOU CALL

One of the most important pieces of information the Telecommunicator will need is the location: **where** the incident is occurring or assistance is needed. Where includes the following: Address, intersection, inside/outside, front or rear, premise name if applicable. The Telecommunicator will ask you to repeat the location for verification purposes, and verify the community. Additionally:

- The phone number you're calling from in case disconnected
- **What** has/is happening?
- **When:** in-progress at the time of call, just-occurred, or delayed/unknown time frame)
- **Who:** descriptions of persons or vehicles involved. (Sex, race, approximate age, height, weight, clothing top to bottom/most obvious to least obvious). Vehicles: Color, older or newer, make and/or model, style (2DR, 4DR, SUV, van, etc.), additional identifiers, license plate.
- Last direction of travel
- **Weapons? Injuries?**
- Your name, location, and whether or not you wish to speak with responders.

Because most 9-1-1 calls are from cell phones, they can at times be routed to a neighboring jurisdiction due to call volume at the time. Please be aware of your location and verify you have reached the correct community.