



BEING PREPARED FOR AN EMERGENCY

→ WHAT YOU NEED TO KNOW WHEN CALLING HENRICO'S DEPT. OF EMERGENCY COMMUNICATIONS

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 injuries
- Assault
- Breaking & entering
- Domestic disturbances

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:

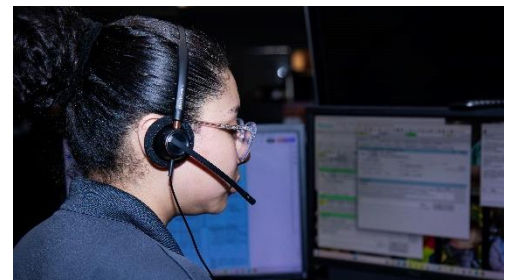
- Report a crime that occurred earlier.
- Make a complaint or report regarding an animal.
- Simple ask a question.

We are more than happy to assist you. All of the situations listed above can be address by calling the Henrico County Dept. of Emergency Communications (DEC) non-emergency number at (804) 501-5000, 24 hours a day, seven days a week.

For information about scheduling a presentation by the Dept. of Emergency Communications for your group or organization, please email DEC@henrico.gov.

Who answers your call?

When you dial 911 a trained Emergency Communications Officer answer. 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:

- The location of the incident.
- What happened.
- When did it happen.
- Is anyone injured.
- Who is involved.
- Are there any weapons involved.
- Is anyone intoxicated.
- 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!

Henrico 911

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 Emergency Communications Officer 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

(Information updated March 2026)