



What Happens When You Call 911?

Emergency Medical Services (EMS) call centers follow protocols to assist callers through a series of questions to get information relating to the emergency.

Calling 911 can be stressful especially for anyone who has had very little experience dealing with emergency situations (1) (3). If you are in doubt about calling 911, don't worry, call anyway and let the dispatcher decide if EMS is needed.

Some 911 dispatchers are certified as Emergency Medical Dispatchers (EMD), which means they have received additional training to assist with emergency situations. Dispatchers may provide instructions for you to follow until help arrives.

The dispatcher will ask the following questions:

1. What is the emergency?
2. What is the location of the emergency?
3. Who are you, and what is the phone number you are calling from?
4. Can you provide details about the emergency?

This may lead to additional questions such as: How many people are injured? What are the physical injuries? Was there a car accident? Is there a fire? What are the symptoms of the injured person(s)? Are there any smells of chemicals or smoke? Is there a weapon involved (1)(3)?

Do not end the call until the dispatcher states you may do so. The situation may change, a person's condition may become worse, a fire may breakout, or additional injuries may be noticed.

Texting 911 Services

It is possible to text 911 in some areas. However, best practice is to place a call to 911 for the dispatcher to ask questions and gather information for the first responders to the emergency.

For individuals who are deaf or hard of hearing use the TTY or telecommunications service if possible.

If you attempt to text 911 (instead of calling) and the service is not available in your area a response message will advise you to contact emergency services another way (2).

Many states are attempting to get 911 texting services into operations as they recognize the increased availability and usage of cell phones. However, not all apps work in all areas (1).

Please direct any questions or concerns regarding the Office of Integrated Health Supports Network "Health Trends" newsletter to communitynursing@dbhds.virginia.gov

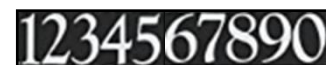
References

1. Hite, Leland (2022). Emergency Preparedness.
2. Federal Communications Commission (FCC). (2020, January). Text to 911: What you need to know. [Internet]
3. National Highway Traffic Safety Administration (NHTSA). (2023, March). 911.gov - Frequently asked questions. [Internet]

Make Sure Your Address Is Visible

The following tips are just a few of the great suggestions on the [911Ready.org](https://www.911ready.org) website (1).

1. Use numbers and letters with a dark background and white reflective letters at least 4-5 inches in height. This makes addresses easier to read.



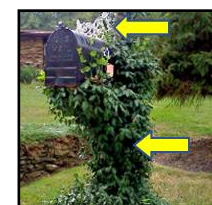
2. Make sure the house numbers are easily seen from the road. Make sure trees and bushes are not blocking the view.



3. The curb is not a good place for house numbers. The weather can erode the paint making them hard to read. They are not within the line of sight and can be blocked easily by parked vehicles.



4. Keep greenery trimmed back on the mailbox. The address should be displayed on both sides of the post or mailbox, so emergency vehicles can view it from either direction.



Visit [www.911Ready.org](https://www.911ready.org) for additional information on Emergency Preparedness or check out the OIHSN Emergency Preparedness Health & Safety alert - Part 1 at:

<https://dbhds.virginia.gov/assets/doc/OIH/emergency-preparedness-part-1-h-s-alert-jan-22.pdf>

911 Calls in Virginia - Did You Know?

The National 911 Program was created in 2004, run by the National Highway Traffic Safety Administration (NHTSA) at the U.S. Department of Transportation (DOT). Specific responsibilities related to the 911 Grant Program are shared with the National Telecommunication and Information Administration (NTIA) in the Department of Commerce (DOC).

The 911 system in the United States receives an estimated 657,534 calls per day. This daily average is calculated from the 240 million 911 calls placed across the nation each year, according to data from the National Emergency Number Association (NENA) (3).

If you want to know more about the 911 system in the U.S. check out <https://www.911.gov/>



BCBA

Getting to Know - Intermediate Care Facilities for Individuals with Developmental Disabilities (ICF/IID) Team

Introducing the Intermediate Care Facilities for Individuals with Developmental Disabilities (ICF/IID) Team working within the Office of Transition Network Supports (TNS) part of the Division of Developmental Services (DS) at the Virginia Department of Behavioral Health and Developmental Services (DBHDS).

Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID) for children and adults are licensed by the DBHDS Office of Licensing. A provider must be certified by the Virginia Department of Health, Office of Licensing and Certification.

As of May 1, 2018, DBHDS implemented the Single Point of Entry process in collaboration with The Department of Medical Assistance Services (DMAS). This process mandates all individuals seeking placement in an ICF/IID must be screened by DBHDS utilizing the Virginia Individual Developmental Disabilities Eligibility Survey (VIDES). It is important this process is followed by all facilities planning to bill Medicaid for services.

DBHDS closely collaborates with the children's facilities in Virginia to ensure families are properly educated regarding service options available in the community.

The Family Resource Consultants (FRC) working within ICF/IID maintain ongoing contact with families, Community Services Boards, and facility staff to offer support and guidance regarding discharge planning and navigating community options.

The FRCs:

- Participate in all discharge planning for children.
- Provide technical assistance to facilities, community service boards, providers, and families as needed.
- Facilitate provider roundtables.
- Facilitate provider fairs for children's facilities.
- Assist adults in ICF/IIDs with discharge planning when requested.

To learn more about ICF/IID it can be found on the [DBHDS website](#) under the "For Individuals & Families" tab at the top, on the drop-down under ["Developmental Service"](#)

ABA Snippets ...

Behavior Science Reading List

Unlocking the science behind human behavior can be a powerful way to grow personally and in your relationships. This reading list brings together accessible and engaging books that explore why people do what they do and what drives meaningful behavior change. Whether you're working toward personal goals, hoping to strengthen connections, or simply curious about the mechanics of behavior, these reads offer practical strategies you can start using right away.

The Happiness Trap

Acceptance and Commitment Therapy (ACT) is a quickly growing branch of behavior science. The Happiness Trap provides accessible ACT strategies shown to reduce anxiety and depression and build happiness and strong relationships.

Don't Shoot the Dog

This provocatively titled book clearly explains the principles of behavior and how to apply them in everyday life using diverse examples ranging from training dolphins to dealing with roommates who never do the dishes.

Atomic Habits

Atomic Habits explains how small, consistent changes grounded in behavior science can influence remarkable behavior change. It shows how to develop good habits and break bad ones by reshaping your environment.

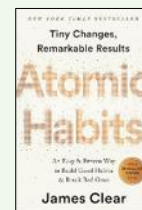
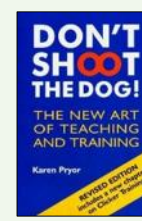
Bringing Out the Best in People

The author of Bringing Out the Best in People is a master at presenting behavioral principles in a clear and engaging way. It's essential reading for leaders who want to create high-performing environments through positive reinforcement, data-based decision making, and ethical leadership.

You may contact DBHDS about these efforts via the following:
Nick.Vanderburg@dbhds.virginia.gov

References

1. Daniels, A. C. (2016). Bringing out the best in people: How to apply the astonishing power of positive reinforcement (3rd ed.). McGraw Hill Education.
2. Harris, R. (2008). The happiness trap: How to stop struggling and start living. Trumpeter.
3. Pryor, K. (2002). Don't shoot the dog! (3rd ed.). Bantam.
4. Clear, J. (2018). Atomic habits: An easy & proven way to build good habits & break bad ones. Avery.



Need Help Call Virginia 211 or Search 211Virginia.org

When you contact 211, you will be connected to a trained professional who can provide free referrals to health and human services including:

- Food
- Utility assistance
- Housing
- Clothing
- Legal assistance
- Employment services
- Emergency shelter
- Physical and mental health resources
- Support for children, youth, and families
- Volunteering in your community, and more!

