SOP: Emergency Call Intake and Verification Procedures

This SOP details the **emergency call intake and verification procedures**, encompassing the standardized process for receiving emergency calls, accurately documenting caller information, verifying the authenticity and urgency of the emergency, and ensuring prompt communication with relevant emergency response teams. The purpose is to enhance response efficiency, reduce errors, and prioritize calls effectively to safeguard lives and property.

1. Purpose

To standardize the handling of emergency calls by ensuring accurate data collection, verification, and prompt relay of information to emergency response teams, thereby optimizing emergency response and protecting lives and property.

2. Scope

This procedure applies to all personnel responsible for receiving and processing emergency calls at the organization's communication center.

3. Responsibilities

- **Call Takers:** Receive incoming calls, gather and verify information, document details, and notify appropriate emergency response teams.
- **Supervisors:** Oversee call intake processes, ensure adherence to SOP, and provide ongoing training.
- **Emergency Response Teams:** Act on call information provided by the communications center in a timely manner.

4. Procedure

1. **Receiving the Call**
   - Answer all emergency calls promptly, using prescribed greeting and identification.
   - Remain calm, professional, and empathetic throughout the conversation.

2. **Identifying the Emergency**
   - Ask the caller to briefly describe the nature of the emergency.
   - Determine if immediate action or dispatch is required.

3. **Gathering Essential Information**
   - Name and contact number of caller
   - Exact location/address of the incident (including landmarks or cross streets)
   - Type of emergency (e.g., medical, fire, crime, hazardous material, etc.)
   - Number of persons involved and their conditions
   - Any immediate threats or hazards

4. **Verifying Authenticity and Urgency**
   - Ask follow-up questions to confirm details and assess urgency.
   - Check caller ID or call-back number where possible.
   - Cross-reference information with previous calls/reports if available.
   - Escalate to a supervisor if the call appears suspicious or cannot be verified.

5. **Documenting the Call**
   - Record all information accurately in the designated electronic or paper log.
   - Note the time of call, key details provided, and actions taken.

6. **Prioritizing and Dispatching**
   - Assign a priority level based on the urgency and nature of the emergency.
   - Immediately notify and dispatch the appropriate response teams with collected information.
   - Update responders if additional information becomes available.

7. **Post-Call Actions**
   - Complete any further documentation required.
   - Participate in debrief when requested by supervisor.

5. Related Documents and References

- Emergency Contact and Response Directory
- Call Logging Guidelines
- Training Manual for Emergency Call Takers

6. Revision History

Version	Date	Description	Author
1.0	2024-06-01	Initial SOP issuance	[Author Name]