

Silent Call Procedures

For VESTA Pallas or Meridian

If a resident of Massachusetts calls 9-1-1 and is unable to speak for *ANY* reason (physical disability, domestic violence, home invasion, language barrier or medical condition) the need for help can still be communicated to you at the call center by using the ***SILENT CALL PROCEDURE***. With the Silent Call Procedure, the caller indicates their need for help by pressing digits on their telephone keypad. The Silent Call Procedure can work from ANY touch tone telephone (both wireline and wireless phones).

POLICE, press 1

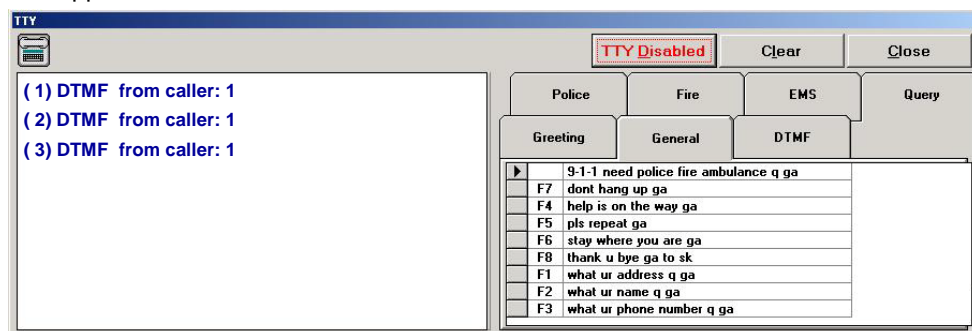
FIRE, press 2

AMBULANCE, press 3

When the digit is pressed, the tone (DTMF) will trigger the TTY window to launch and display the digit dialed. Remember though, incoming calls that are considered "silent" can also be TTY users who have not initiated TTY or "tweedled" the call. Therefore, **ALL Silent Calls MUST BE checked for TTY to determine if it is a TTY caller using the Silent Call Procedure.**

Caller Initiated Silent Call

If you answer the 9-1-1 or Emergency line and the TTY window automatically launches and appears as follows, it is a caller initiated Silent Call.



You can see that in this image, the **digit at the end of the line (1)** indicates the caller is requested **POLICE**. But the caller may also press **(2)** for **FIRE**, or **(3)** for **AMBULANCE**.

After receiving this, you should confirm what service they are requesting in a **YES/NO** format ("I understand you need police?") and ask the caller to respond:

"Press 4 for YES"

"Press 5 for NO"

If caller responds, continue to ask questions in a **YES/NO** format, telling the caller each time to press 4 or 5. You will need to verify **WHERE** help is needed by asking the caller to confirm the address displayed on the ALI screen.

As long as it is safe to do so, continue to keep the caller on the phone asking **YES/NO** formatted questions to gather as much information about the situation currently occurring.

*** If random digits are seen when the TTY window launches that do not match the Silent Call Procedure, it may be a misdial or child playing with the phone. Attempt to confirm any emergency in this case, and follow your local procedures. ***

No Verbal Response/Silent Call Procedure

If you answer the 9-1-1 or Emergency line and are receiving **NO** verbal response from the caller, you may be dealing with a true silent caller, or it may be a TTY user.

ALL Silent Calls MUST BE checked for TTY following steps 1 thru 5.

1. Advise the caller to **"Stay on the line while I check for TTY. Do not hang up."**

2. Click TTY button  on VESTA Toolbar to launch the TTY window.

3. Click **TTY Disable** button to activate the window.

*Button changes to **TTY Active** and TTY greeting will be sent out automatically.*

4. If no response received to first message, send greeting again.
(*Greeting tab, and double click message*).

5. If still no response, click **TTY Active** button to deactivate window.
*Button changes to **TTY Disable**.*

6. Verbally advise caller:

- **"If you need POLICE, press 1"**
- **"If you need FIRE, press 2"**
- **"If you need AMBULANCE, press 3"**

7. Listen for the response and **monitor TTY window for digits being sent by caller**. After receiving this, confirm what service they are requesting in a **YES/NO** format (Ex: "I understand you need police?") and ask the caller to respond:

- **"Press 4 for YES"**
- **"Press 5 for NO"**

8. If caller responds, continue to ask questions in a **YES/NO** format, telling the caller each time to press 4 or 5. You will need to verify **WHERE** help is needed by asking the caller to confirm the address displayed on the ALI screen.

9. As long as it is safe to do so, continue to keep the caller on the phone asking **YES/NO** formatted questions to gather as much information about the situation currently occurring.

10. If still no response from the caller, initiate response of emergency services and remain on the line per local procedures.