GHC Training Update: HCSO Reason Codes
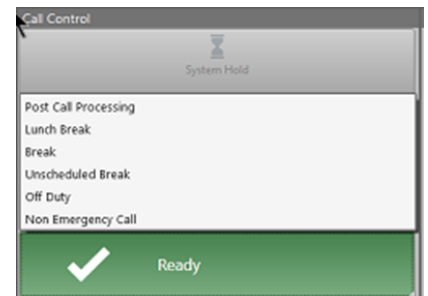
Non-Emergency Reason Code

The reason code "Non-Emergency" Call has been added to your list of reason codes. Call takers should use this reason code when they answer a 9-1-1 call that does not meet their agency emergency criteria.

Why: The district has noticed an uptake in non-emergency calls received on 9-1-1 lines.

When to use: When the call taker is signed into the 9-1-1 Queue and takes a call that does not meet their agency emergency criteria, the Call Taker can select this reason code while on an active call.

What it does: Using this reason code will allow the district to track better non-emergency calls received on 9-1-1. When the call taker chooses this reason code, it will allow them to complete the call as usual.

The call taker will then need to click the "Not Ready" button to make themselves ready again for the next call.