### PURPOSE:
The following procedure should be followed:

1. **Ascertain the nature and location of the emergency. Ask the caller to hold,** if holding does not place the caller in jeopardy.

2. **Immediately** broadcast this information all channels or verbally advise the dispatcher to initiate an all channels broadcast.

3. Return to the caller to ascertain if there are any injuries, description of the suspect(s), direction of travel and/or other pertinent information as required in the *Dispatch Reference Manual*. Broadcast updated information via the radio.

4. Enter the call into CAD while obtaining further information.

5. Offer the caller the option of staying on the telephone until the police arrive.