

SULLIVAN COUNTY E-911 COMMUNICATIONS

SULLIVAN COUNTY AIRPORT

Address: 76 COUNTY ROUTE 183A, SWAN LAKE, NY 12783

Mailing: PO BOX 5012, MONTICELLO, NY 12701

ALEX RAU
E-911 COORDINATOR
TEL: (845) 807-0508

SCOTT SCHULTE
Public Safety Commissioner
TEL: (845)807-0508

HELPLINE DIVERSION PROCEDURE

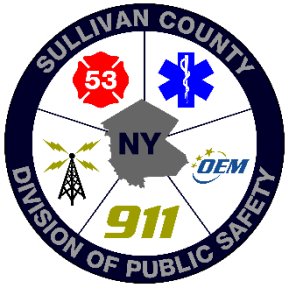
For use with 1st or 2nd party callers for EDP/Psychiatric related calls where there are no weapons involved and the caller is:

- non violent
- cooperative

Must use questionnaire to qualify for transfer to Helpline. If transferred to helpline:

- Use Script
- Give CFS
- Introduce caller and provide relevant details
- Add disposition "911 Helpline"

Transfer Script: "It sounds like it would be helpful if you could talk to someone for a little longer to help sort through what the best option is for you. Would it be okay if I connect you to the 988 Helpline?"



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