



PUBLIC SERVICE ANNOUNCEMENT

PRIORITY DISPATCH SERVICES IMPLEMENTED

FEBRUARY 14, 2017 (IQALUIT, NUNAVUT) – The City is pleased to announce that the Emergency and Protective Services Department has implemented Priority Dispatch service in Iqaluit.

This new enhanced dispatch protocol allows the City to offer a superior level of emergency services to our residents, which in turn can save lives.

Enhanced dispatch service enable dispatchers to use a series of questions to help determine the type of emergency that is being requested, as well as obtain valuable information when a call is received.

Effective immediately, residents should be aware that when a call is made for emergency service, the dispatcher will ask the following questions: 1) What is the address of the emergency; 2) what is the phone number of the person who is calling; 3) what is the name of the person who is calling; and 4) can the person calling describe the scene - what is taking place.

As Iqaluit does not have caller identification or a 911 service, asking the enhanced series of questions provides dispatchers with valuable information in order to provide the level of assistance required.

In addition, the enhanced service allows the dispatcher to remain on the line with the caller, and provide support and guidance until emergency services arrive at the scene.

This new standard of service, which is the only one of its kind in Nunavut, has increased the level of emergency care for residents of Iqaluit.

For additional information, please call Deputy Fire Chief Nelson Johnson at 979.3216.

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