



# WHAT HAPPENS WHEN YOU CALL 9-1-1?

Developed by Shared Safety Workgroup in partnership with SCC Sheriff's Office

1

## THE ANSWERING OPERATOR

The operator will assess the danger level and prioritize your call based on urgency. If you're in immediate danger, the operator will remain on the line until police arrive.



Additional request options include receiving a call-back from an officer instead of an in-person visit, and requesting a mental health liaison for mental health emergencies, if available.

2

## WHEN POLICE ARRIVE



Other calls for service may impact law enforcement response time. Upon arrival, law enforcement personnel will engage in conversations with all parties involved, including minors or witnesses, and inform you of your legal rights, such as the option to have an advocate present in situations concerning sexual assault, domestic abuse, or human trafficking.

3

## STATEMENTS



You will likely be asked to give a statement. Remember, it's up to you whether or not you choose to provide one. A statement is your chance to explain what happened from your perspective.

4

## POLICE OFFICER'S DECISION



The officer will decide whether or not to make an arrest during an incident including violence. Your wishes will be taken into account and recorded in a police report.

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## VICTIM PROTECTION



If law enforcement suspects that a crime has been committed, they may offer the victim an Emergency Protection Order. This is a legal document that prohibits the person who caused harm from contacting the victim or their children for up to seven days. It also requires them to avoid places that they frequent together. If the order is violated, they will be subject to arrest.

6

## RESOURCES



Officers will likely provide information about resources such as counseling and safety planning before their departure.

7

## IF SOMEONE IS ARRESTED



Law enforcement may immediately release the individual with a promise to appear in court on a specified date. Alternatively, the person may be held in jail until they have a chance to appear in front of a judge.

Once the individual is released, they will be required to adhere to a set of rules that are tailored to their individual circumstances. These rules may include refraining from any contact with the victim, avoiding certain addresses, and abstaining from the use of weapons, alcohol, and drugs.

8

## CASES INVOLVING CHILDREN



Family and Children Services will be contacted and assess the situation to see if there is concern for the child's safety. If it's found that the child is not at risk, no further action is taken. If there is uncertainty about the child's well-being, further assessment is required.

*\*Please note that every incident is treated differently, and may not occur exactly as outlined.*

*Icons from [DinosoftLabs](#) via [Flaticon](#)*

**IF YOU ARE IN IMMEDIATE  
DANGER, PLEASE DIAL 9-1-1**

**PLEASE DIAL 2-1-1  
FOR ADDITIONAL RESOURCES**