



Voice: (540) 434-4436



101 North Main Street, 5th floor
Harrisonburg, VA 22802



fax: (540) 434-2512

April 7, 2014

FOR IMMEDIATE RELEASE

Contact: Dee Dee Sencindiver, HRECC Operations Manager
540-432-6150
DDSencindiver@HRECC.org

National Public Safety Telecommunicator's Week

The Harrisonburg-Rockingham Emergency Communications Center (HRECC) is asking the community to help celebrate **National Public Safety Telecommunicator's Week**, which will be recognized April 13 through April 19.

Last year, HRECC staff launched an educational campaign "Help Us Help You" to remind the community of the importance of knowing your location when calling 9-1-1.

Over the course of the last 10 years, the use of cell phones is increasing, which poses a challenge for communicators and call takers at HRECC. When someone dials 9-1-1 from a landline phone, call takers are provided with information that can identify the location where the call is being made and provides the name and telephone number for the registered user of the phone. This pertinent information is not provided when callers dial for emergency assistance from cell phones, which is why it is so critical for cell phone users to always know their location and be aware of landmarks or intersections nearby.

This year, HRECC will continue the educational campaign but will be adding a new component to their outreach. Their goal is to reach out and educate more children on what they need to do or say when dialing 9-1-1.

Representatives from HRECC will be at the Valley Mall on **April 18 and April 19 from 10 a.m. until 9 p.m.** They will have printed materials to pass out along with a form for children and parents to fill out noting their address, phone number, and other vital information needed when calling 9-1-1. Members of the community will also be able to register for the Harrisonburg-Rockingham Emergency Alert System during this time.

More information about HRECC is available at www.HarrisonburgVA.gov/HRECC.

###