

2018



VOLUNTEER INFORMATION HANDBOOK

Vision, Mission and Goals

Volunteers are essential to helping Amarillo Animal Management & Welfare realize our vision, fulfill our mission and meet our goals.

Our Vision

We envision a society in which every animal is treated with respect and compassion.

Our Mission

Our mission is to support and improve the lives of Amarillo's animals through sheltering, adoptions, humane education and veterinary services.

Our Goals

Maximize adoptions and minimize euthanasia.

Manage shelter populations to a reasonable capacity.

Reduce pet overpopulation with programs such as low-cost spay/neuter for owned animals and Trap/Neuter/Return for community felines.

Provide high quality, low-cost veterinary care for pets in our shelter.

Raise necessary funds to perform our services.

Build and retain a great team.

Provide effective facilities to carry out our mission.

Uphold a strong, consistent image and brand identity.

Maintain a leadership role in animal welfare issues.

Continue as a community resource for responsible, caring pet ownership.



Core Values

Volunteers and all members of the Animal Management & Welfare community are asked to uphold the following core values for all people and animals.

Compassion for all who are vulnerable, suffering, frightened or in need.

To demonstrate this value, we...

- Respond quickly, appropriately and empathetically to those who are in distress.
- Seek to understand, educate and correct the root causes of fearful or other inappropriate behavior.

Respect in all relationships and interactions.

To demonstrate this value, we...

- Seek to understand and meet the needs of others.
- Treat everyone with dignity and appreciation.
- Practice tolerance and honesty in all interactions with others.

Accountability for our actions as they impact our community.

To demonstrate this value, we...

- Take responsibility and action when we identify a problem or need.
- Communicate and deliver on our commitments.

Quality of our care and services.

To demonstrate this value, we...

- Always look for and act on ways to improve what we do and how we do it.
- Maintain a positive attitude that seeks creative and innovative solutions to difficult challenges.

Safety in all our environments.

To demonstrate this value, we...

- Ensure that all areas of our facilities are neat and sanitary at all times.
- Identify and address any circumstances that could provide threat or risk to animals or humans.

Stewardship of the organization.

To demonstrate this value, we...

- Manage and maintain resources of the organization to ensure its future.
- Consider the long term consequences of all decisions and actions.
- Actively seek to educate others about the mission of Animal Management & Welfare and the humane treatment of companion animals.

Our Key Staff

Richard Havens
Director
(806) 378-9032



Christy Fischer
Assistant Director
(806) 378-9032



Clayton Martin
Volunteer Program Coordinator
(806) 378-9032



Raymond Chavez
Shelter Manager
(806) 378-9032



Locations and Hours

Amarillo Animal Management & Welfare

3501 S. Osage St

Amarillo, TX 79118

(806) 378-9032 (Phone)

(806) 342-1565 (Fax)

Tuesday-Friday

10 am – 6 pm

Saturday

10 am – 5 pm

Sunday-Monday

Closed

Amarillo-Panhandle Humane Society

3501 S. Osage St

Amarillo, TX 79118

(806) 373-1716 (Phone)

Tuesday-Friday

10 am – 6 pm

Saturday

10 am – 5 pm

Sunday-Monday

Closed



Volunteering at the Shelter

What it means –

Being a volunteer at Animal Management and Welfare will be an exciting as well as unique experience. As a volunteer, you will be a functioning member of the shelter and will contribute to the well being of our impounded animals. Volunteers will have the honor of being ambassadors of the shelter and are expected to act professionally at all times. Not only will you be working within the shelter, but you will also be a visible presence in the community. Animal Management will hold many different events throughout the year and these events would not be possible without your help. Being a volunteer isn't just about playing with animals at the shelter, it's about helping animals have a better life and growing as a community through animal outreach.

We are asking that you give us a 3 month commitment with at least 5 hours per month. With this commitment, you will be given a volunteer t-shirt (16 hours of service) and a name badge. You will wear these any time you volunteer at the shelter or an AM&W sponsored event. Your volunteer commitment will not only enrich the lives of our animals but yours as well. You will go through an initial orientation to help familiarize yourself with the operational background of the shelter.



About our Shelter

Animal Management & Welfare has strict bio-security protocols to help keep the animals healthier, which drastically increases the likelihood of an animal having a positive outcome.

Upon intake of all adult dogs and appropriate aged puppies they receive a DAPP (Distemper, Adenovirus, Parvovirus, Parainfluenza virus) and Bordetella Vaccine (commonly referred to as kennel cough) and are given a basic dewormer. Dogs and puppies receive an external treatment for fleas and ticks on a seasonal case by case basis.

Upon intake of all adult cats and appropriate age kittens they receive a FVRCP (FVR Feline Rhinotracheitis Virus (Feline Herpesvirus 1), Calcivirus, Panleukopenia) also known as the “feline distemper” vaccine. On a case by case basis cats and kitten receive an external treatment for fleas and ticks.

The Amarillo Animal Management & Welfare Department concentrates its efforts on reducing nuisances and dangers associated with stray animals, health-related hazards of animals, and insuring proper care of pets. These efforts focus on education programs, training of personnel, patrolling the City, and responding to concerned citizens. Amarillo Animal Management & Welfare Department personnel are subject to extensive professional training and college level courses on animals and animal care, investigations, management, public relations and criminal justice.



Adoption Process

The Amarillo Panhandle Humane Society is responsible for any and all adoptions and animals leaving through rescue groups. The process for adoption can be time consuming but is well worth the wait when it comes to finding your next companion animal.

When you come to our shelter and you find that perfect animal that you just have to see, you will need to sign a release from liability form. This form has been put in place to make sure the adopter knows that the animals at the shelter have unknown medical behavior issues that might not present during the time of the animals stray hold at the shelter. This form releases any and all liability of the APHS in the event a potential adopter is bitten or injured in any way.

Once a potential adopter has found the animal they want to take home, they would then speak to an adoption specialist from the APHS. From there the adopter is guided through the laws set in place by the State of Texas on adoption, and guidelines set up by the APHS. If a potential adopter has animals already at home, it is required that the animals are brought up to the shelter to animal test with the animal they want to adopt.

When an animal is adopted from our shelter the animal must be altered, given a first set of shots, and microchipped before that animal may leave the facility. In certain cases an animal may leave the shelter prior to being altered but will still receive the first set of shots and a microchip. If an animal leaves before it is altered, a follow up will have to be done with the APHS to get the animal altered and receive a second set of shots including rabies.



Frequently Asked Questions

I've lost my pet what can I do? –

The best solution to this is to check the shelter. Phone calls to the shelter are not always helpful due to the fact that each staff member does not get to see every single animal that comes into the shelter.

My animal is tagged or microchipped, will you call me if you pick it up? –

Animal Management Officers and shelter staff will always call on every animal that comes with a tag or a microchip. This includes any dead animals that are picked up in the field. It is also important for owner to make sure all of their information is kept up to date on their microchips.

How much does it cost to get my animal out of the shelter? –

When an animal is reclaimed from the shelter, the cost to reclaim is based on the circumstances of that animal, depending on if an animal is altered, vaccinated, or has a microchip.

Does my animal get a rabies shot at the shelter? –

No, when an animal is reclaimed from the shelter what you are paying for is a rabies voucher. This voucher will only be good for 10 days and can be used at any local vet in Amarillo or Canyon. The voucher can't be replaced so DO NOT LOSE IT!

How long does my animal have once it gets to the shelter? –

Animals are given a standard 72 hour stray hold once brought into the shelter, before legal transfer. This time can vary depending on a number of circumstances. You may refer to a staff member to further explain these circumstances.

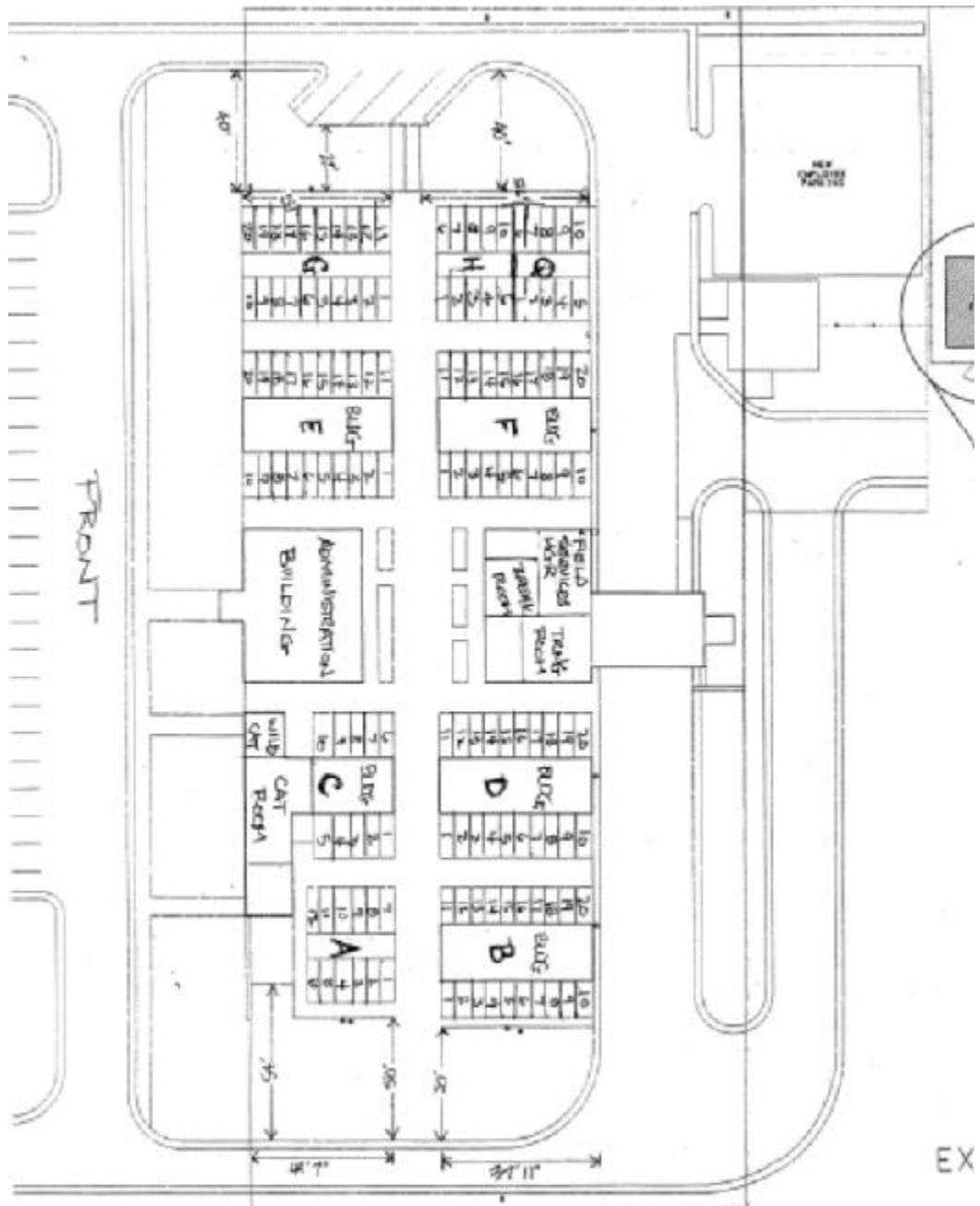
Does my animal have to be vaccinated for rabies? –

Texas state law says that every domestic animal must be vaccinated for Rabies. This is the only vaccination that is required by law and must be administered by a licensed vet. The City of Amarillo requires that every animal must have a current metallic rabies tag on at all times.

Does my animal have to be microchipped before leaving the shelter? –

Yes, any domestic animal must be microchipped before it leaves the shelter. This is required by the City of Amarillo Municipal Code.

Building Layout



Expected Behavior

What does it take to be a great volunteer? What we are looking for are people who are:

- Dedicated/Hard Working
- Sensitive/Good Listeners
- Self-Motivated/Safe
- Follows Directions/Flexible
- Interest

These are just some of the qualities that we think can make a great volunteer. This will help ensure that we not only grow as a program, but also as a community. Volunteers are expected to be professional, caring, and knowledgeable as if you were a full time staff member. As mentioned earlier, you are an ambassador of the shelter and are expected to represent this program with pride!

Volunteer Attendance

Volunteers should arrive for their scheduled shift 5 minutes early. There will be a check-in and out sheet for every shift. If you can't make your scheduled time please notify the Volunteer Coordinator at least 2 hours before your scheduled shift. Please notify the Volunteer Coordinator by phone call to call in. Text messages are not always seen in a timely manner and will not count towards calling in.

Recording Your Hours

The time that you put in volunteering at the shelter is important to you and it is important to us. Time keeping should be done for every shift that you work. There will be a time sheet that will be kept with the Volunteer coordinator. Copies of your hours will be made available to you when/if needed. Some volunteers will need these records for school, work, or community hours. The time sheets kept will show who volunteered, what they did, and how many hours were completed.

Dress Code

You will be working in an environment that is dirty and unpredictable. So the items that we wear will determine if we are successful or not.

- Jeans or Khaki pants are acceptable. No holes or tears in your pants.
- Closed toe shoes. Flat rubber soles work the best. No heels or wedges.
- Ball caps are acceptable as long as there is nothing offensive on them.
- Nice t-shirt or collared shirt. No offensive Material
- Your safety is our priority. Please do not wear large hoop ear rings; this will prevent an animal's toe nail from getting caught in it.
- Tattoos and piercings will be accepted on a case by case basis. You may be asked to cover up offensive tattoos.

Injuries

We want your time here to be safe and free of injuries but that can't always be controlled. Injuries can happen anywhere at any time. Any and all injuries should be reported immediately. By reporting an injury, the incident can be documented and investigated to prevent further injuries. The fast an injury is reported, the faster it can be fixed.

This should also include any bites or scratches while working at the shelter. These injuries require more than just reporting for the volunteer. It will then require an animal to be quarantined according to State regulations.

There is a general first aid box located in the break room of the shelter. An AED machine is also located in the break room next to the time clock. Many of our staff are CPR certified; if you are already certified in CPR please provide us with your certification card so we can keep that on file.

Shelter guidelines

- Barriers and signs must be respected at all times.
- Hands and fingers are to be kept out of the kennels.
- Visitors are not allowed to open the kennels.
- Animals are handled at your own risk.
- Everyone must wash their hands after each handling of an animal.
- At no time should a visitor enter the B building, and no visitors inside D Building without permission from Animal management & Welfare Staff. This is our medical building.
- Animals should only be taken out of a kennel by staff.
- Volunteers will listen to and follow all directions given by staff members.

Prohibited Activities

- Running inside the complex/buildings
- Bicycles, roller skates, in-line skates, or skateboards in the complex.
- Smoking outside designated areas of the complex.
- Consuming alcohol/drugs.

Non-Negotiable Rules

1. All animals will be treated in a humane manner at ALL TIMES.
2. Offensive/profane language will not be tolerated in public areas.
3. Verbal or physical fighting will not be tolerated. If a physical fight occurs, the incident will be examined and a decision will be made by the Volunteer Coordinator and Shelter Director if any action is to be taken.
4. All shelter rules and regulations will be followed at all times.

Confidentiality Policy

During your time here at the shelter you will be around animals that have been involved in criminal and municipal cases. The information relating to these types of cases are not to be shared. When you volunteer at the shelter you will be asked to sign an agreement of confidentiality to help maintain integrity.

Policies and Code of Conduct

Animal Care – Animal care is the number one priority when it comes to volunteering. It is our job as volunteers and staff, to make sure the animals are provided with the necessary care that they need to survive. If an animal is seen being mistreated or is not receiving the proper care, then it is to be reported immediately so that the issue can be fixed.

Volunteers must at all times treat the animals humanely and with respect, compassion and care they deserve. Mistreatment of animals is grounds for immediate dismissal. For health and safety reasons, only approved/healthy dog treats may be brought into the shelter.

Inappropriate treats may cause digestive problems for some animals. Treats that are brought into the shelter can cause fighting between dogs and food aggression issues. NEVER offer a treat to a dog in the presence of another dog. Never put any treats in a kennel occupied by more than one dog. NEVER offer a treat to a dog in a group during any off-leash activities. These can cause food aggressive behavior and injuries.

Disease Control – While most of the disease control will be done by staff at the shelter, it is important for volunteers to know the protocols when dealing with cleaning procedures. If you are unsure of the correct way to sanitize, ask a staff member at the shelter.

The bio-security at the shelter is key to maintaining healthy adoptable animals at the shelter. This prevents animals from becoming sick and avoiding euthanasia. It is our responsibility to make sure this is followed properly each and every time. Kennels will be cleaned and sanitized daily, sometimes more than once a day. Before an animal is placed into an empty kennel it must be sanitized to help prevent cross contamination from the previous animal that was in that kennel. All cleaning materials will be labeled appropriately and can be found all around the shelter.

Safety – Safety instructions provided to you by staff will be followed at all times. If a staff member tells you that an animal is off limits, then it is off limits. Animal behavior can change at a moment's notice so it is our responsibility to be vigilant in our observation of each and every animal. Color coded cards for safety warnings and special signs are made at the shelter to help identify these types of animals. These cards and signs will be placed on the front of each kennel.

There are other safety concerns that lie around the shelter. Most of the shelter is made up of concrete that can be wet most of the time. Slipping is easily prevented with the correct type of footwear. While these are not all the safety concerns at the shelter, it is our job to ensure our own safety overall. If you think there is an unsafe condition or situation, notify staff immediately.

Sexual Harassment – Animal Management & Welfare is committed to providing its employees and volunteers with a working environment free of sexual harassment, intimidation, and coercion. Sexual harassment is a form of sex discrimination and is a violation of official City policy and Federal and State law.

All department employees and volunteers are expected to behave in a manner which maintains a working environment free of sexual harassment. Sexually harassing conduct observed, or known to have occurred, shall be given immediate attention by the Volunteer Coordinator and Department Management.

If a volunteer feels that he/she is a victim of sexual harassment, they should notify the Volunteer Coordinator Immediately.

Resignation and Reinstatement Procedures – When your time is finished and you no longer wish to volunteer anymore, you will need to submit in writing so that we can set you up for an exit interview. If you are separated from the volunteer program for violations or behavioral issues you will not be allowed to volunteer again. If the separation is on your own accord, then you may re-apply to volunteer again whenever you are ready. You will need to submit another application, but your previous volunteer time will be considered so you will not have to start over in the process.

Emergency Procedures

Serious Injury or Illness

For severe bleeding, heart attack, seizure, etc.:

- DO NOT MOVE THE INJURED PERSON!
- Call 911 immediately and calmly tell the emergency dispatcher:
 1. Your name and location
 2. The nature of the emergency
 3. Where the injured or ill person is located
 4. Stay on the phone with the dispatcher until they tell you to hang up. Stay with the injured person until EMS arrives.
- Try and find a staff member to administer first aid/CPR.

- Call 911 immediately and calmly tell the emergency dispatcher:
 1. Your name and location
 2. The location of the fire
 3. Stay on the phone with the dispatcher until they tell you to hang up.
- Stay away from the area.
- Notify fellow personnel if safe to do so.
- Do not attempt to move animals out of the building; personal safety comes first!

Animal Bite

If the bite breaks the skin: the animal will require a 10-day quarantine in accordance with the State of Texas. A bite report will have to be filled out; therefore, notify an animal control officer if the Volunteer Coordinator or Shelter Director is not available. Each case examined for its own merits. So please do not be afraid to report the bite.



Animal Escapes

In spite of all precautions, an animal may escape its enclosure or get away while out of its enclosure. Staff members are familiar with the procedures to be followed and are therefore good people to ask for help if an animal escapes.

If you see an animal escape:

- Direct visitors away from the escape area. Avoid running and shouting.
- Locate a staff member and tell them the species of animal that has escaped and its location.
- Remain near the scene and keep visitors away from the animal until a person qualified to handle the situation arrives.
- Keep an eye on the animal if at all possible.

Priorities in an animal escape situation are:

- Prevent injury to visitors, volunteers, and employees.
- Prevent injury to the animal and return it to its enclosure.
- Prevent property damage.



Volunteer Opportunities

1. Dog Assessment Group – Volunteers will be involved in running our assessment groups. The group is used to get animals that are off of stray hold out of their kennels. These groups help reduce our animals stress levels and have shown to be a true indicator of each animal's behavior. Volunteers selected for this opportunity will have to meet physical requirements to participate.
2. Food Bank – Amarillo Animal Management & Welfare uses our dog and cat food donations as a way to help the community. Each large bag of dog/cat food is separated into smaller bags for distribution. Volunteers would help fill and stock these smaller bags of dog/cat food for our citizens.
3. Kennel Support – Maintaining our kennels is an everyday function for the shelter. The shelter has a limited number of staff that has to keep up with the entire facility. This can be a grueling and time consuming task for our staff. With the volunteers in place, you may be tasked with assisting our kennel staff.
 - Laundry
 - Dishes
 - Locking the kennels as they are finished being used.
 - Barn clean-up
 - Trash
4. Adoption Support – The shelter will have many people come in to look at adopting an animal. This is where we can make a huge impact. Greeting these individuals as they first come in is the best time to speak with them about what it takes to adopt a shelter animal. Adopting a shelter animal is not like buying from a “breeder”. The animals here at the shelter already have a history and training ingrained in them. By helping potential adopters learn more about the cost and responsibility of taking home a shelter animal, we can save many more of our shelter animals find the homes they deserve.
5. Special Events – Our shelter will hold many events throughout the year in the community and on the complex. These events can range in anything from a microchip drive to a community involved fun event. Volunteers will be asked to do any number of jobs at these events so that everything may run smoothly. There will be time for socializing and having fun at these events because our volunteers should love what they do. These will take a lot of prep time at the shelter for set up as well as take down. This is a great opportunity for volunteers to get a lot of hours in one event.

**AMARILLO MANAGEMENT & WELFARE DEPARTMENT
RELEASE OF CLAIMS & WAIVER OF LIABILITY (ADULT)**

I, the undersigned, hereby acknowledge that I have voluntarily applied to participate in the following described Activity conducted by Animal Management & Welfare and utilizing the facilities and/or equipment of the Animal Management (and/or other Departments) of the City of Amarillo, Texas:

- Animal Management Training Zoonosis training: _____
- Volunteer Shift/Training Ride along
- Guard Dog Training Other: _____

I AM AWARE THAT THERE ARE INHERENT DANGERS IN ANY ACTIVITY ASSOCIATED WITH THE ANIMAL MANAGEMENT & ANIMAL CONTROL PROFESSION, INCLUDING THE ACTIVITY MARKED ABOVE. I UNDERSTAND THAT CERTAIN TASKS OR DUTIES I PERFORM OR EVENTS I OBSERVE DURING THE ACTIVITY MAY BE HAZARDOUS. I AM PARTICIPATING IN THE ACTIVITY WITH THE KNOWLEDGE THAT BOTH KNOWN AND UNKNOWN DANGERS MAY BE PRESENT, AND MY MERE PRESENCE AT THE ACTIVITY PLACES ME AT RISK. I HEREBY ACCEPT ANY AND ALL RISKS OF INJURY OR DEATH TO MYSELF, AND FOR DAMAGE OR LOSS TO MY PERSONAL PROPERTY. I BELIEVE THE VALUE TO BE GAINED BY MY PARTICIPATION IN THE ACTIVITY OUTWEIGHS THOSE RISKS.

Further, depending on the nature of the Activity, I understand that I may be exposed to contagious zoonotic diseases, dangerous animals, foul and abusive persons, and severely injured or deceased persons and/or animals -- any of which may result in my physical illness, emotional upset, or mental stress. But I believe the value to be gained by my participation in the activity outweighs those risks and I accept those risks.

For and in consideration of being permitted to participate in the Activity, I and my personal representatives, assigns, successors, heirs and beneficiaries (jointly and severally, hereafter: I, my or me), I do hereby; (i) release, waive, discharge and covenant not to sue the City of Amarillo, its officers, employees, agents, assigns, and successors (jointly and severally hereafter: "City") and any third party conducting any part of the Activity, for and from all damages of every type and kind, suits, judgments, causes of action, attorney fees, costs, interest based upon loss or damage to my personal property and personal injury or death to me that arises out of or relates to the Activity. This Release and Waiver applies regardless of whether such loss, damage, injury or death is due to a negligent act or omission of the City, myself, a third party program provider, or a combination of these, while I am present for the Activity; and, (ii) assume full responsibility for the risk of my bodily injury, illness, death or property damage arising out of, caused by, or occurring during the Activity and my transit to or from the Activity.

I expressly agree that this release and waiver agreement is intended to be as broad and encompassing as permitted by the laws of the State of Texas. If any portion of the agreement is held invalid, then I agree to that the balance shall continue in full legal force and effect.

I have carefully read this agreement and fully understand its contents. I am aware that this is a release & waiver of liability and it is a contract between myself, the City, and any third party program provider of the Activity.

Participant's Printed Name

Agency name, if applicable

Signature

Emergency Contact Phone Number

**Access to Sensitive & Confidential Information
of the City of Amarillo, Texas:
Confidentiality Duties of Outside Agencies/Contractors**

In the course of performing your contract with or duties for the City of Amarillo, Texas, you have been granted access to sensitive, personal, or confidential information about citizens which could be abused or misused, by act or omission, to harm those persons. This kind of information includes but is not limited to:

- Social security or drivers license numbers
- Birth date
- Time of day a person is away from residence
- Health information
- Credit card or bank account numbers and other financial data
- Home or cell phone numbers not authorized for release
- Other

Abuse or misuse, by act or omission, of another person's personal information may be a crime. In addition, the City declares that any abuse or misuse of such information is grounds for cancellation of your business relationship with the City and the City may sue you to recover any direct, indirect, and consequential damages attributable to your abuse or misuse of another person's sensitive, personal, or confidential information.

For purposes of this policy, "abuse or misuse by act or omission" of another person's sensitive, personal, or confidential information means to intentionally, negligently, carelessly, or recklessly:

- ❖ Collect, obtain, or assemble such information without an authorized municipal business purpose;
- ❖ Fail or refuse to prudently safeguard or secure such information during its storage, use, or destruction while in your possession or transmission of same;
- ❖ Unauthorized use, viewing, removal, copying, transfer, or transmission of such information from any municipal server, computer, PDA, facility, or other source by any means (examples: photocopy, hand copy, recording, photography, verbally, email, download to memory device, copy & paste, etc.);
- ❖ Use, distribute, release, or forward such information for your or another's personal benefit or gain;
- ❖ Use, distribute, release, or forward such information for other than official business of the City of Amarillo, Texas, regardless of whether it causes any detriment or embarrassment to the person who's information it is.

If you know or suspect a violation of this policy or questionable conduct, you must report it to either the City of Amarillo I.T. Manager, Information Services Director, or City Manager.

By signing you indicate that you understand this policy and your duties regarding the proper use or misuse of personal information of other persons.

Vendor or other person Granted Access for Business purposes:

Signature _____ Date ____/____/____

Print Name _____ Phone _____ - _____ - _____

Agency _____

Email _____

Animal Management & Welfare Volunteer

Exit Interview

We appreciate the time and dedication volunteers contribute to AM&W. To assist us in creating and maintaining quality volunteer programs, please take a few minutes to complete this questionnaire and let us know how you felt about your involvement.

1. What did you find most rewarding about the program?

2. What did you find least rewarding about the program?

3. Did your job duties turn out to be as you expected? If no, please explain.

4. Did you find your Volunteer Coordinator to be:

	<u>Disagree</u>			<u>Agree</u>	
Supportive	1	2	3	4	5
Accessible	1	2	3	4	5
Active in providing feedback	1	2	3	4	5

5. Did you find other staff members to be:

	<u>Disagree</u>				<u>Agree</u>
Supportive	1	2	3	4	5
Accessible	1	2	3	4	5
Active in providing feedback	1	2	3	4	5

6. Did you receive proper training for the volunteer position(s) you held? If no, please explain.

7. What was your reason for leaving?

8. On a scale of 1 to 5, how would you rate your overall volunteer experience?

Poor 1 2 3 4 5 Outstanding

9. Would you recommend the AM&W Volunteer program? If no, please explain.

10. What changes, suggestions, or recommendations would you make to improve our volunteer program?

Name: _____ **Date:** _____

May we call you for further information if necessary? Yes ____ **I would prefer not** ____

Daytime Phone Number (optional): (____) _____

Thank you for taking the time to complete this questionnaire. Please return it to:

Animal Management & Welfare

3501 S. Osage St.

Amarillo, TX

79118

Try to find a staff member to administer first aid/CPR.

- Call 911 immediately and calmly tell the emergency dispatcher:
 1. Your name and location
 2. The nature of the emergency
 3. Where the injured or ill person is located
 4. Stay on the phone with the dispatcher until they tell you to hang up. Stay with the injured person until EMS arrives.