



HELENA • LEWIS & CLARK COUNTY COMMUNICATION CENTER

Helena • Lewis & Clark County Communication Center

The Helena • Lewis & Clark Communication Center handles emergent and non-emergent calls for Helena, East Helena, and Lewis and Clark County for all fire, medical, and law enforcement needs!

Each call requires the dispatcher to ask specific questions to ensure a safe and effective response. Be prepared to answer them and follow instructions given to you!



When should I call 911?

Any situation involving serious threat to life or property that is occurring right now! If you can't talk, you can also text 911!

Dispatchers must prioritize calls to help those in life-threatening situations first, and sometimes that means less emergent calls wait a little longer.



What about non-emergencies?

The non-emergency number is always at your disposal! 406-457-8866 is the best option for non-emergency situations or those that are not happening right now! If you don't know, call 9-1-1 and we will help you decide.



What will they ask me?

- Where is the emergency (exact address, landmarks, cross streets)?
- What is happening?
- What is your name and phone number?
- If there is **criminal** activity, what are the suspect and vehicle descriptions? Are there weapons involved?
- If there is a **medical** emergency, what are the symptoms or injuries of the person?
- If there is a **fire** emergency, what is on fire, and what else is threatened (structures, vehicles, etc.)?



NON-EMERGENCY LINE

406-457-8866



406 Fuller Ave. Helena, MT 59601



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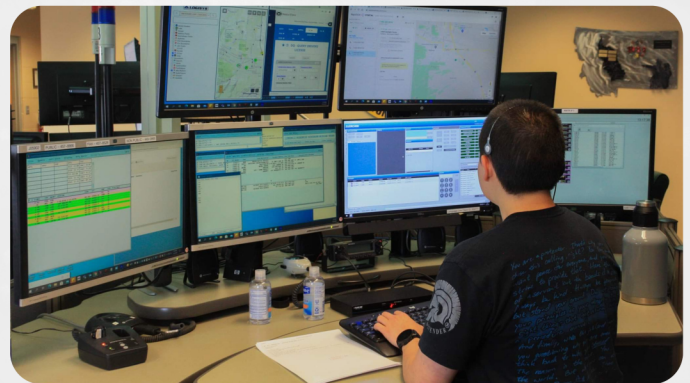
So who am I talking to?

The Communication Center is here in Helena, so when you call, you are talking to highly trained members of your community! Each telecommunicator undergoes around 16 weeks of training to be prepared to handle anything from simple administrative requests to serious emergencies.

What if I accidentally call 911?

Stay on the line! New technology means that phones, watches, and other smart devices regularly call 911 when the user doesn't intend for them to.

You are not in trouble! We do ask that you let us know you're safe, though! If you hang up, we will call you back to make sure everything is okay.



What if I don't have cell service?

Under federal regulations, any working cell phone can call 911, even if there is no cell service (that means even a child can call on a "play phone").

Voice calling is always the best option, but if you can't talk, you can text 911 just like any other number. Avoid sending links or photos as those cannot be received, but standard text messages come straight to our center just like calls!



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