**SOP — Standard Operating Procedure Recommendations**

Suggested questions for developing a VRS/IP Relay Call Guide

1. Obtain/verify caller's address/location.

2. Obtain/verify emergency address/location, if different.

3. Obtain/verify callback number.

4. Obtain/verify caller's name, relay agent ID # and company/provider.

5.  What is the nature of the emergency?

6.  Is there any other information pertinent to the emergency?

7.  Is the person unable to communicate? – If not ask the VI/CA specific questions such as:

- What was communicated prior to the call being connected to 9-1-1
- What did you see/hear prior to being connected to 9-1-1
- Do you know what caused the disconnection / the party becoming unable to communicate?
- What do you currently see or hear now

**(Pending FCC ruling VI/CA may not be able to answer.  However the call taker shall maintain control of the call at all times. For additional details concerning Federal Communications Commission ruling, consult APCO or NENA web sites for most current information.)**

8.  At the end of the call the call taker must verify that the call taker has all the information. Once the caller acknowledges, tell the caller that he/she can hang up now, but if anything changes prior to arrive of responders, he/she should call 9-1-1 back immediately.

9.  If connection between VI/CA and caller is lost, using local protocols, determine whether to advise VI/CA to attempt reconnect.

10. The call taker needs to talk to the person placing the call as if there is not an interpreter in the middle.

11. Use contextual clues to determine appropriate language in the phrasing of questions.

12. Determine if someone will be present who can communicate with emergency responders?