



# DETROIT FIRE DEPARTMENT

GET TO KNOW A DIVISION

## DFD Communications Division

### MISSION

To provide the citizens of Detroit with world-class fire department communications relating to the dispatch and follow-up of the appropriate Fire Department resources necessary for the protection of life and property as it relates to the use of fire, medical and rescue response.

29

There are 29 highly-trained, licensed Public Safety Medical Technicians and Medical First Responders Fire/EMS Dispatchers.

24/365

Communications Center operates 24 hours a day, 365 days of the year.



Dispatching Fire & EMS Responders and resources to emergencies received from the calling public.

## WHAT TO DO WHEN

### REPORTING MEDICAL EMERGENCY

**Remain calm and provide the 9-1-1 operator:**

- The address of the emergency
- The phone number you are calling from
- What is the emergency

**The dispatcher will then ask:**

- If you are with the patient
- How many are hurt or sick
- If the patient is breathing or coughing
- How old the patient is
- If the patient is awake or unconscious

### REPORTING FIRE INCIDENTS

**Please provide the dispatcher with:**

- The address of the fire
- The phone number you are calling from
- Your name

**The dispatcher will then ask:**

- What happened
- What type of building or structure is involved.
- If you are at the location

# IS IT AN EMERGENCY?

## WHEN TO CALL 9-1-1

When dealing with sickness or medical crises, patients, parents, and other caregivers often turn to hospital emergency rooms. However, not all health care problems require the expensive, intensive care offered at the closest ER.

In many instances, urgent care clinics are a more efficient and effective source of care. Sometimes a primary care appointment may be your best option.



### GO TO THE ER/ CALL 9-1-1

- Trouble breathing
- Chest pains
- Fainted
- Uncontrolled bleeding
- Sudden numbness or weakness
- Severe pain
- Serious injury



### GO TO URGENT CARE

- Could not reach your doctor
- Need medical care today, but feel safe to wait a few hours
- Received instructions from your doctor to go to an urgent care



### CALL YOUR DOCTOR

- A cold
- A simple backache
- A sore throat
- An earache
- Or when you need medical care but feel safe to wait a day or two

**DON'T WAIT UNTIL  
ITS TOO LATE!!**

When you or a loved one begin to show signs of ill health, make an appointment with your doctor immediately. An early visit with a doctor can avoid an emergency room visit before it happens!

# FALL FIRE SAFETY TIPS

## INSTALL

Place smoke alarms on every level of your home, inside bedrooms and outside sleeping areas



## USE

Use flashlights during power outages, not candles



## TEST

Test smoke alarms monthly. Replace batteries at least once a year.

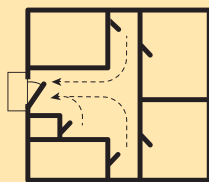


## DON'T FORGET

Do not leave burning candles unattended

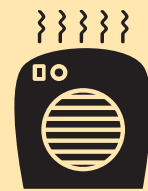
## PLAN

Have a family fire escape plan and practice the plan twice a year



## TURN OFF

Turn off space heaters when you leave the room and don't leave them unattended



## GET OUT

If there is a fire in your home, get out, dial 9-1-1, and do not go back inside



## SMOKE OUTSIDE

Only use smoking materials outside

## OUT OF REACH

Keep lighters and all portable sources of fire or sparks safely out of children's reach










## KEEP AWAY

Keep flammable items away from anything that can get hot, such as space heaters





## DETROIT FIRE Department

-  (313) 596-2900
-  (313) 596-2825
-  @detroitfiredep
-  @DetroitFire
-  City of Detroit Fire Department
-  detroitmi.gov/Fire
-  Detroit Public Safety Headquarters 1301 3rd Street Detroit, MI 48226

# COMMUNICATION DIVISION LEADERSHIP



WYATT

Kyla Wyatt began her distinguished career on June 20, 1988, as a typist with the Detroit Health Department in the Immunizations Division. In 1997, she was promoted to Supervising Community Health Assistant in the Immunizations Division.

Through the years, she has been dedicated to serving the citizens of Detroit in public safety. In February 1998, she joined the Detroit Fire Department as a Probationary Assistant Fire Dispatcher in the Communications Division. She continued to move up through the ranks, receiving a promotion to sergeant in 2006 and lieutenant in 2011. In

May 2015, she received the opportunity of a lifetime, appointment to Chief of the Communications Division of the Detroit Fire Department.

From 2008-2010, she served as the elected union director for Local 344 Detroit Fire Fighting Association, International Association of Fire Fighters representing all divisions of the department outside of Fire Ops and EMS.

She attended the University of Detroit and Wayne County Community College District and has a degree in Elementary Education. She holds certification as an Emergency Medical Technician (EMT); International Academies of Emergency Dispatch, Emergency Medical Dispatcher (EMD), and Emergency Fire Dispatcher (EFD); Emergency Telecommunicator; FEMA – Emergency Management Institute Certificate of Achievement; and American Heart Association CPR certified. She is a member of the National Emergency Number Association (NENA) and 2018's Women in Blue nominee.

On the personal side, she is a veteran of the United States Army. Her most prized accomplishment is being the mother of two sons, Oten Shane II and Julian, and grandmother to nine. They make her proud every day.

## IMPORTANT NUMBERS

**Billing/Permits**  
(313) 596-2963

**Complaints**  
(313) 596-2900

**Community Relations Division**  
(313) 596-2959

**Fire Investigations**  
(313) 596-2940

**Fire Reports**  
(313) 596-2948

**EMS Billing Questions**  
(888) 987-3605

**EMS Medical Records**  
(313) 596-5180

**Regional Training Center**  
(313) 237-2775

**Report Arson**  
(313) 628-2900