

# Community Assistance Response System (CARS)

February 1, 2007

## Getting Started...



1. Complete the CARS application.



2. Mail the CARS application to the Webster Parish E-911 office at the address on the application. Note: Incomplete applications may be returned.



3. Wait to be contacted. We will contact you at the phone number provided to us on the application. You should expect to be contacted within seven days after we've received your application.



4. If you are not contacted in an appropriate time, you may check on the status of your application by calling the E-911 office at (318) 377-1515 during normal business hours.



5. Once you are in the system, you will receive your first phone call in the next available window for the schedule that you chose (AM or PM). In the beginning, the time of your call may vary a few minutes each day, until the majority of citizens are entered into the system. Once the initial enrollment period is complete, the actual time of the call should become somewhat stable. However, please understand that the times can vary from day-to-day.

## What To Expect...

- If on the first attempt the applicant fails to answer or respond correctly, the system will wait five minutes and a second attempt will be made.
- On the second attempt, if the applicant fails to answer, respond correctly, or responds as needing assistance; the primary care giver will be called (almost immediately) . Note: During the first attempt if the applicant responds as needing assistance, there is NO second attempt. The system proceeds directly to contacting the primary care giver.
- Should the primary care giver not answer or responds as not being able to lend assistance, the E-911 dispatcher will then be contacted.
- The E-911 dispatcher will make one attempt to contact the applicant by phone. Failing to do so, a Webster Parish Sheriff's Office representative will be dispatched, as soon as one is available.
- Upon arriving at the applicant's location, the representative will evaluate the situation and proceed according to departmental policy.
- Should it be deemed necessary to render emergency service, the situation will be treated as a 911 emergency from that point forward.

# Message Flow Chart

