**Section 1326.510 Call Handling Procedures**

a) Each entity shall enter into call handling agreements with its internal emergency responders for police, fire and medical assistance. The agreements must specify the method of dispatch that will be used in contacting the responders.

b) Each entity shall enter into call handling agreements with the 9-1-1 Authority for fire, police and medical assistance in case additional assistance is needed beyond what the facility itself can provide. There must also be a method available for the entity to request additional assistance from the existing 9-1-1 Authority to provide backup services in the event that an incident occurs that would require additional emergency resources.

c) Each entity shall specify to the Administrator, in the plan required by Section 1326.305, how calls will be dispatched to emergency responders within its facility. In addition, the entity shall provide details concerning how additional public safety agencies or other providers of emergency services outside of the entity will be dispatched in the event that additional assistance is needed. Copies of the agreements must be included in the plan.

d) Each entity may choose from the following methods of dispatch:

1) Direct dispatch;

2) Call relay;

3) Call referral; or

4) Call transfer.

e) Each entity shall ensure that the disposition of each emergency call is handled according to the agreements it has entered into with its emergency responding agencies within its facility.

f) Each entity shall ensure that the disposition of each emergency call is handled according to the agreements it has entered into with the 9-1-1 Authority or other public safety agencies.