



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

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Division of Public Health

July 13, 2020

**POSITION STATEMENT**

**TO:** Registered Environmental Health Specialists, Program Supervisors, and Managers

**FROM:** Alice Isley, Program Manager, Pools, Tattoos, and State Institutions

**SUBJECT:** Clarification of requirement for emergency phone pool location transmission to 911.

**DISCUSSION AND RATIONALE:**

.2530(f) states the requirements for the emergency pool phone requirements. This position statement is provided to clarify the minimum requirements for phones; this position statement does not affect other emergency notification systems.

**RESPONSE/INTERPRETATION:**

“A telephone capable of directly dialing 911 or other emergency notification system shall be provided and accessible to all pool users.” At the time this rule was written, enhanced 911 location services were not available in all areas of North Carolina. Because of that, the requirement to post the physical address and call back number for the pool was added to the rule. The rule does not require the pool location and phone number be transmitted to the 911 operator.

The emergency phone should be tested during all pool inspections. When possible, the location and callback number should be confirmed with the emergency operator. If a callback number given by the operator is different from the posted number, both the number given by the operator and the posted number should be called to verify both numbers ring back to the pool location. If the operator does not have location information or a callback number, the EHS should note this on the inspection sheet and recommend the pool owner or operator work to have this corrected. Permit action should not be taken solely for the address and callback number information not being transmitted to the emergency operator. The posted callback number should be called to verify it rings to the correct location. Permit denial or permit suspension should be done if the posted callback number is not correct for the pool location.

This guidance should be used moving forward and supersedes all previous guidance on this topic. Contact your Environmental Health Regional Specialist if you have any further questions.

**REFERENCES**

Rules Governing Public Swimming Pools, 15A NCAC 18A .2500

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