TIPS FOR CALLING 9-1-1

- Stay calm and speak clearly
- State the type of help needed
- Know your street address
- Give all information the dispatcher asks
- Stay on the line until help arrives

9-1-1 EMERGENCY GUIDE

Help us help you in an emergency. Become familiar with the tips inside this brochure to be prepared when calling 9-1-1.

When faced with a serious or life threatening situation - you can call 9-1-1 for help 24 hours a day.

9-1-1 FACTS

FRIENDLY HELP

9-1-1 dispatchers are helpful, friendly, and highly trained people who want to help you. If neccesary 9-1-1 dispatchers can contact friends, relatives, and others for you. In an emergency always call 9-1-1 first.

LOCATION TECHNOLOGY

In your state you have access to a 9-1-1 system which automatically displays the telephone number and address of a call location made from a landline phone.

WIRELESS PHONES

If you call 9-1-1 from a wireless phone, be prepared to tell the dispatcher your location; they cannot determine your location as they normally can on a landline phone. Describe your location by using city, street address, building landmarks, etc.

MULTILINGUAL SERVICES

The 9-1-1 dispatcher can handle calls in many different languages. This is made possible by the use of language line services.

DEAF AND HARD OF HEARING

9-1-1 is able to answer calls from people who use telecommunication devices for the deaf (TDD). Simply dial 9-1-1 and press the space bar for assistance.

WHEN TO CALL 9-1-1

9-1-1 is the right number to call when you have any emergency requiring police, fire, medical, or poison help. If it seems like it is an emergency, it probably is, so don't be shy to call.

Examples of emergencies include:

- -heart attack or stroke
- -house fire
- -domestic violence
- -burglary or theft
- -car accidents
- -suspicious activities
- -anything else that seems like an emergency!

UN-INITIALIZED PHONES

If a local charity has given you a cellular phone, please be aware that these phones have no purpose except to call 9-1-1. These phones are called un-initialized phones.

When placing a 9-1-1 call from this kind of cell phone it is important that you tell the 9-1-1 dispatcher that you are calling from an un-initialized phone and provide them with your exact location. Always use your landline phone if possible.