

How to dial 9-1-1

1. Stay calm.

Although this can be very difficult during an emergency, being calm allows you to collect your thoughts and provide the needed information that the Call Receiver is going to ask you. It also is very hard to understand a hysterical caller so being mindful of staying calm can really help dispatchers assist you more quickly and efficiently.

2. Make sure to know the location and address of the emergency.

Knowing your address and location will allow the Call Receiver to get help to you faster.

3. Get to the nearest telephone or cell phone and call 9-1-1

Always call 9-1-1 first before calling a family member or friend. This will allow 9-1-1 to get help on the way. Arrangements can often be made for family contact once help has been dispatched.

In case of a fire get out of the house or building and go to a safe place. Preferably a pre-planned location and locate a phone to call

9-1-1.

4. Pick up the receiver or turn on the phone and wait for a

DIAL TONE (Landline only).

5. Dial or press "9", then "1", then "1" again.

Some landlines and cell phones also have a one touch emergency button. Make yourself familiar with your phone ahead of time. Call if you can, text if you can't. Texting is for deaf, hard of hearing or victims of active violence.

6. Wait for the ring and a 9-1-1 call receiver will answer.

When the Call Receiver answers the phone, it is very important that you remain calm and answer all the questions that are asked.

Questions:

1. Location - Knowing the exact location of the emergency is vital.

Always have your address posted near your home phone. Even though you may know your address; in an emergency, panic will happen and reciting an old address or even going blank is common. Visitors may come to your home and may not know the exact address in an emergency.

When calling 9-1-1 from a landline, the address and phone number most often will display to the Call Receiver. The Call Receiver still must verify the information is correct.

Not knowing your location could delay emergency responders from finding you and getting help quickly to you.

2. Always remain on the line with the Call Receiver and answer all questions.

Help is on the way, but questions are necessary to assist the emergency responders so please stay on the line with the Call Receiver.

If you are unable to speak because of a physical limitation or it is not safe, you should keep the call active. This will allow the Call Receiver to hear what is happening.

Once help is on the way the Call Receiver may give pre-arrival instructions or ask additional questions. Do not hang up until instructed by the Call Receiver or it is not safe to stay on the line.

Understanding what happens during and after the 9-1-1 call.

1. Once the address is obtained the following occurs.

Remember, help is on the way! The Dispatcher will dispatch the appropriate agencies to respond while the Call Receiver is still on the phone asking additional questions. Asking additional questions does not delay the response.

The Dispatcher will provide responders additional information such as your address, nature of the emergency, and/or the type of response Ex. Aid, Law, Fire, Rescue Etc.

Stay on the line. The Call Receiver will give instructions on what to do next. If this is an aid call, you may be instructed to contain family pets, gather medications, unlock the door, turn on the porch light, administer CPR or to do nothing at all.

The Call Receiver will try and stay on the line with you until help arrives, however this may not always be the case. Often times, depending on the severity of the call, the Call Receiver may ask you to monitor the situation or the patient and call 9-1-1 back if there are any changes or the situation worsens in any way before emergency responders arrive.