

What is 9-1-1?

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- 9-1-1 is the telephone number to dial when help is needed in an emergency.
- 9-1-1 will give you direct access to FIRE, POLICE, AID, RESCUE and POISON CONTROL.

Who can dial 9-1-1?

- Children can be taught to dial 9-1-1 in an emergency.
- The sight impaired can learn the digits on the telephone or use a pre-programmed speak-dial button.
- All 9-1-1 personnel are trained to identify and answer TTY and TTD (Telephone Device for the Deaf) calls. Each call taking position is equipped to answer these types of calls.

What should I expect when I dial 9-1-1?

- When you call 9-1-1, your call is answered by professionally trained dispatch personnel. It is their job to assess the situation and determine the appropriate response.
- Remain calm and speak clearly. Do not panic. If you are excited it is sometimes difficult to obtain the necessary critical information needed for a quick response to your emergency.
- Be prepared to provide the call taker with the nature of your emergency, your name, phone number, address, the address where the incident occurred (if different) and any additional information the call taker may request.
- Please be aware that the call takers are professionally trained and the information they require is important. Don't become impatient or angry if you do not understand the nature of their questions.
- If the situation warrants, assistance will be dispatched and the call taker may solicit information from you while emergency services are on the way.
- In some cases, you may be asked to remain on the line until assistance arrives. DO NOT hang up until you are told to by the call taker.
- The call taker may give you First Aid/CPR instructions until help arrives.
- Be aware that when you call 9-1-1 from a cellular phone, your call is routed to the nearest 9-1-1 Center and that the call taker may not be in the same area you are calling from. Be prepared to provide them with all of the information they request.

When to dial 9-1-1

- When life and/or property are in immediate danger.
- When you see smoke or a fire.
- When you see a crime being committed.
- When rescue or emergency medical assistance is needed.

What do I need to report to 9-1-1?

- **What:** What is happening? Describe people or events.
- **When:** Is it happening now?
- **Where:** Where is this occurring?
- **Who:** Who is the victim, suspect, involved?
- **Why:** Do you know why this is happening?
- **Weapons:** Are there any weapons involved?

When not to call 9-1-1

- Never dial 9-1-1 as a joke!
- Do not dial 9-1-1 for information, such as road or weather conditions, area power outages or directions.
- Do not pre-program your alarm circuit to dial 9-1-1.
- Do not dial 9-1-1 to report animal problems.