

911 CALLS:

What to do, What to expect.....

When you call 911 to report an emergency the call is received by a call-taker who is required to ask for information that will help get emergency responders to you as quickly as possible. Other than what the emergency is, your location and your phone number are the most important pieces of information that we need. When you call from your house or work phone, the address and phone number are automatically displayed but from a mobile (wireless) phone they are not. Emergency dispatchers need you to tell them where you are and what you need.

WHERE are you? This is more than just your address. You may be asked what street you are on, what direction you are heading, what is the closest exit or intersection, what is the nearest mile marker (on a highway) or what landmarks are nearby.

What is the exact problem? Are you hurt? Are you bleeding? Is anyone else with you? are you in an unsafe situation? What is your phone number? If you are disconnected, someone will then call you back.

Who is hurt or who hurt you? This is necessary information. This may include suspect descriptions, number of occupants hurt in a car crash, vehicle description and direction of travel, your name or the name of someone who is ill or injured and needs help.

When did this happen? Did the event just occur or how long ago did it happen.

Life Saving Instructions

The 911 Call-taker may give you instructions on what to do until the emergency responders arrive. Follow the instructions that you are given as carefully as possible. These Instructions may mean the difference between life and death of the person that is ill or injured or possibly you if you are in an un-safe situation.

When you call 911 to report and emergency, follow these simple instructions:

- Remain calm and try to speak slowly
 - As best you can, explain where you are
 - Give the Call-taker your phone number
 - Carefully and calmly explain what happened
 - Follow the instructions that the call-taker gives you they may be important to your health and safety
 - Never hang up until told to do so
- STAY CALM, The person giving you the instructions will stay on the line with you until help arrives.



When you dial 911, DON'T:

- Hang up until asked to
- Speak too quickly
- Panic
- Assume that you will be located automatically. Always give the Call-taker your location (address if known)



When I dial 911, I should expect:

- A calm voice that will ask you for important information
- To stay on the line for a few minutes
- Instructions on how to care for the sick or injured
- More help than you thought would come, typically 911 calls get a combined police, fire and ambulance(EMS) response

When should I call 911?

- When you suffer a medical emergency or injury that required immediate emergency care
- When you witness a medical emergency or injury that requires immediate emergency care
- To report a fire
- To report a crime
- To report a lost or missing person
- When you are in danger of being attacked or injured

What if I dial 911 by accident?

- Please stay on the line and speak to the dispatcher.
- If they don't talk to someone, the police are sure to show up!!