

WHEN AND HOW TO USE 9-1-1

WHEN TO USE 9-1-1:

Call 9-1-1 to report a Crime, a Fire, a Heart Attack, a Serious injury or any situation requiring the IMMEDIATE response of a FIRE TRUCK, AMBULANCE, or a POLICE CAR.

WHAT THE 9-1-1 OPERATOR WILL NEED TO KNOW:

1. THIS PHONE NUMBER Where you are.
2. THIS ADDRESS Where you are.
3. NATURE OF PROBLEM
4. IMPORTANT: CALL 9-1-1 FIRST in all emergency situations.

Speak clearly into the telephone and speak directly to the 9-1-1 dispatcher. Speak in plain English – do not try to use police jargon.

Do not talk with other people while on 9-1-1, and do not put the 9-1-1 dispatcher on “hold”.

Know the exact location (building number, street name and suite or apartment number, or street intersection) where help is needed. This is in the event the officer or firefighter needs more detailed information later. If you do not wish to have an officer see you, simply tell the 9-1-1 dispatcher.

Tell the 9-1-1 dispatcher exactly what you see, hear or smell (in case of fire). Do not assume the 9-1-1 dispatcher already knows why you are calling.

Answer all questions the 9-1-1 dispatcher asks. They need the information not only for your safety, but for the safety of responding police, fire and rescue personnel.

STAY ON THE TELEPHONE – DO NOT HANG UP: The 9-1-1 dispatcher may be able to give important instructions before emergency personnel arrive. **SPEAK CLEARLY!!**

Once you have given all the information, do not call back, “to see if help is on the way”.

DO NOT CALL 9-1-1 for:

1. Road/Travel and Severe Weather Information, Repair for your Household Appliances, your Car, Etc.
2. Complaints of Excessive Noise (TV), Littering, Pets up a Tree, Legal Advice, Etc.

