

CALLING 9-1-1 WHAT YOU SHOULD KNOW

IN AN EMERGENCY, CALL 911 IMMEDIATELY FROM ANY WIRED OR WIRELESS PHONE.

YOU DO NOT NEED TO KNOW THE STREET ADDRESS OF YOUR LOCATION WHEN CALLING 911 FROM A LANDLINE.

An emergency is any situation that requires immediate assistance from the police, fire department or ambulance. Examples include:

- A fire
- A crime, especially if in progress
- A car crash, especially if someone is injured
- A medical emergency, such as someone who is unconscious, gasping for air or not breathing, experiencing an allergic reaction, having chest pain, having uncontrollable bleeding, or any other symptoms that require immediate medical attention

IMPORTANT: IF YOU ARE NOT SURE WHETHER THE SITUATION IS A TRUE EMERGENCY, OFFICIALS RECOMMEND CALLING 911 AND LETTING THE CALL-TAKER DETERMINE WHETHER YOU NEED EMERGENCY HELP.

When you call 911, be prepared to answer the call-taker's questions:

- The location of the emergency. You do not need to know the address of your location if you are calling from a landline. It is displayed when the call is made. If you are calling from a cell phone, you need to give the address.
- The phone number you are calling from
- The nature of the emergency
- Details about the emergency, such as a description of a fire, or a description of injuries or symptoms being experienced by a person having a medical emergency

Remember, 911's questions are important **to get the right kind of help** to you quickly. Be prepared to follow any instructions 911 gives you. Many 911 centers can tell you exactly what to do in an emergency until help arrives.

Finally, do not hang up until the call-taker instructs you to.

HAVE YOUR PHONE FLAGGED

Residential providers should check with their local law enforcement office to see if the phone in the residence is eligible for 'flagging.' When a 911 operator receives a call from the flagged phone, the operator will notify rescue before they arrive.