

How to call 9-1-1

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Stay calm

- This allows you to collect your thoughts and provide the needed information the Call Taker is going to ask.

Make sure you know the exact location and address of the emergency

- Knowing your exact address and location will allow us to get help to you faster.

Get to the nearest telephone and call 9-1-1

- Always call 9-1-1 first before calling a family member or friend. This allows 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.
- Pick up the receiver or turn on the phone and wait for the DIAL TONE.

Dial or press “9”, then “1”, then “1” again

- Some land lines and cell phones have a one touch emergency button. Make yourself familiar with phones ahead of time.

Wait for the ring and a 9-1-1 call taker will answer

- When the Call Taker answers the phone it is very important that you remain calm and answer all of the questions that you are asked. Do not hang up!
- You can call 9-1-1 from a landline phone, cell phone or a pay phone.

What is a landline phone?

- Landline phones come in many different styles.
- The one thing that they have in common is that they must be plugged into a phone jack to operate.
- Most land line phones are push button; however older phones have rotary dial pads.

What is a pay phone?

- Pay phones are located in public places and most have push buttons.
- Pay phones generally cost money. However, when calling 9-1-1, it's free.

What is a cell phone?

- A cell phone is different from your landline or house phone.
- Cell phones do not connect into the wall and it is a phone that you can take with you in the car and outside your house.
- You **CANNOT TEXT 9-1-1**.

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.

What questions 9-1-1 may ask you when you call?

- **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?

Why it is very important to not hang up until told to do so?

- 9-1-1 may need more information.
- 9-1-1 may need additional help in finding you.
- 9-1-1 may need to give you instructions to help save a person's life.
- 9-1-1 may want to keep you on the line to keep you safe

What should I teach my child about calling 9-1-1?

- Teach your children their name, their parents' names and their home phone number.
- Teach your children the name of your employer and your work phone number.

- Teach your children what an emergency is and when to call 9-1-1.
- Teach your children how to hold the phone properly so that they can speak clearly to the call taker.
- Teach your children that it is against the law to call 9-1-1 as a joke or prank.
- Teach your children not to be afraid to call 9-1-1 if there is any doubt whether they should call.
- Teach your children that calling a parent at work before calling 9-1-1 can waste valuable time. Give your children permission to call 9-1-1 if they think there is an emergency.

9-1-1 safety tips for kids and adults

- Teach your children the proper use of 9-1-1.
- Never practice calling 9-1-1 on a real phone.
- Don't say "Nine-Eleven", there is no "Eleven" on the phone keypad and children can become confused in an emergency situation. Instead, always say "Nine-One-One"!
- Always call 9-1-1 from a safe place. If there is a fire in the house, get to a safe place before calling 9-1-1.
- Know your address – have it posted near every phone. Kids and adults both have been known to forget their address and phone number during an emergency, so make it easy for everyone in the home.
- Instruct your children, and their baby-sitter how and when to properly use 9-1-1.
- Make sure your house number is visible at night from the street and is clearly posted where your driveway joins the road.
- Never call 9-1-1 as a joke or prank. You could get into trouble, your parents could get into trouble and you could keep someone who really needs help from getting it.
- 9-1-1 is for people, NOT animals. If you have a problem with a pet, call a friend or veterinarian. If you are not sure you have an emergency, call 9-1-1 and explain your problem to the 9-1-1 call taker.
- If you call 9-1-1 by accident, please do not hang up. When the call taker answers, explain that you called 9-1-1 by mistake and that you do not have an emergency.

Other information

- Dial the Police and Fire Department's business numbers for follow-up information and/or general information.
- Report power outages directly to Public Utilities (PUD).
- Do you have a cordless telephone? Low batteries may activate 9-1-1; check batteries regularly.
- You do not need a coin to dial 9-1-1 from a pay phone.