

# DO's & DON'T's of 911 CALLS



**DO** use 9-1-1 to reach police, fire, or medical services.



**DON'T** call 9-1-1 to ask when power will be restored during an outage, how road conditions are, or whether schools are open. Contact your utility company or listen to local radio and television for road, weather, and school information.



**DO** give your location first. If the call is lost they will know where to send help.

## Helpful Hint

*Take the battery out of old cell phones. Even though there is no service to the cell phone, 9-1-1 can still be dialed.*



**DON'T** text 9-1-1. Washington 9-1-1 Call Centers are currently not capable of handling text messages.



**DO** lock the key pad on your cell phone to prevent accidentally dialing (pocket dialing) the programmed one-touch 9-1-1.



**DON'T** hang up when you dial 9-1-1 accidentally.



**DO** pay attention to your location. Know your address, road, nearest mile marker or intersection. Be aware of room numbers.



**DON'T** let your cordless phone battery die. Some cordless phones send out a false 9-1-1 signal when they aren't charged.



**DO** use pay phones to report emergencies including accidents, crimes in progress, or crimes that have just occurred. The 9-1-1 call is FREE.



**DON'T** play with 9-1-1 or make false calls. It is a violation of the law that is punishable by fine or imprisonment.



**DO** expect the Call Taker to ask questions. Help has already been dispatched even though the Call Taker continues to talk with you.



Pierce County

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