

## 9-1-1 IS NOT TO BE USED FOR:

- *General information questions*
- *Obtaining phone numbers to other agencies and/or businesses*
- *Non-emergency complaints (refer to first page for definition of emergency)*
- *The purpose of reporting problems with non-emergency utility outages (i.e. lights out due to a storm, heat/air conditioning not working, water has been turned off, etc...)*
- *Because you didn't feel like looking up the non-emergency number to your local agency*

*(Please keep the helpful hints in this pamphlet in mind and remember them, as it just might save your life or someone else's life!)*

- *Check your local phone book, your city hall, or dial information for your department's non-emergency numbers and keep them handy*

## NON EMERGENCY NUMBERS:

Police: \_\_\_\_\_

Fire/EMS: \_\_\_\_\_

Poison Control: \_\_\_\_\_

City Hall: \_\_\_\_\_

For additional information and resources, visit us online at [www.educate911.com](http://www.educate911.com) or [www.howtouse911.com](http://www.howtouse911.com)

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EDUCATE 9-1-1

## EDUCATE 9-1-1



## HOW TO USE 911

**HELPFUL HINTS WHEN  
CALLING FOR EMERGENCY  
SERVICES**



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# HOW TO USE 911

9-1-1 is a universal number that is used when emergency services are needed (i.e. the Police/Fire Departments and Emergency Medical Services). It should only be used for the purpose of an emergency in these situations:

\*When there is an imminent (about to occur or in the process of occurring) threat to the life of oneself, someone else or to property—including Hazmat emergencies

## 1) Threat To Life -

in danger of serious bodily injury or death; also reporting of missing/kidnapped persons.



## 2) Threat To Property/Structure -

when physical property (homes, buildings, bridges, aircraft, automobiles, trains, watercraft, and roads) is in danger of having its appearance and/or foundation altered in any manner by fire/explosion, collision, serious water damage, natural disasters; especially if these pose a threat to life.



## 3) Hazmat Emergencies -

hazardous materials which include, but not limited to, certain gases, liquids, radio-active and infectious materials that can be potentially flammable, explosive, corrosive, toxic, and poisonous which can cause serious illness, injury and/or death. (If you do not recognize a particular smell, liquid or substance, do not touch or approach it, call 9-1-1 and describe it and/or your symptoms to the call taker).



# HELPFUL HINTS WHEN CALLING 911



## Stay As Calm As Possible

- When calling 9-1-1, try to stay as calm as possible. This is very important so that the operator can get the proper information to determine where you are, what's going on, and the type of service that is needed.

## Do Not Hang Up

- It is crucial that you **DO NOT HANG UP** on the 9-1-1 operator out of frustration!!!
- You might think the operator is asking too many questions and not sending you the help you need, but the truth is, the call is being dispatched or has been dispatched already by another operator. (With agencies that might operate with one dispatcher, the operator may have to put you on hold to dispatch the proper emergency equipment and then pick the call back up).
- Hanging up on the 9-1-1 operator can cause and has caused persons to die or sustain serious, irreversible injuries; it's the absolute worst thing you can do!!

**DO NOT HANG UP!!!**



## Answer The Questions Being Asked

- Do not become irritated with the 9-1-1 operator when being asked questions concerning the nature of the call.
- These questions are to obtain information to, again, determine the place of the emergency, what is going on, and what type of service is needed.
- Most importantly the questions asked are for personnel safety as well.
- Do not "story-tell" when answering questions. Answer only the questions being asked in a calm and quick manner. The more you add information that is not immediately relative to the emergency, the longer the response time may take!

**DO NOT HANG UP!!!**