



Calling 911

When to call 9-1-1

9-1-1 is the number to call when you need help in an emergency.

- An **emergency** is when something happens and you need the police, firemen, or an ambulance. For example, if you see your neighbor's house on fire, that's an emergency. If someone falls down and is badly hurt, that's an emergency too. But, if your cat is stuck in a tree, that's not an emergency.

How to call 911

When you need to call 9-1-1 here are some very easy steps to follow:

- Pick up the phone and listen for a dial tone - or place the phone on a TTY machine.
- For Rotary phones, dial "9" then "1" then "1" again.
- On a push button phone, push the "9" button, push the "1" button, and then push the "1" button again.
- Wait for the 9-1-1 call taker to answer the phone.
- 9-1-1 call takers can answer calls from the Deaf or Hard of Hearing community.
- 9-1-1 call takers are ready to answer calls from anyone who needs help.

When 9-1-1 answers

Here are some points to help you remember what to do when you are on the phone:

- Remember to stay calm and speak slowly.
- Explain where help is needed.
- Explain what's wrong - what type of an emergency it is.
- Explain what type of help you need – fire, police or ambulance.
- Give your name and address loudly and clearly.
- Answer all questions that are asked of you.
- Do not nod your head. Instead, answer "yes" or "no" out loud.
- Do not hang up until the dispatcher says it's okay to do so.

When should you NOT call 9-1-1?

9-1-1 is not the number to use if you just need help from an adult or for pets.

- As a game, prank or as a joke
- To practice, unless prearranged with the 9-1-1 center

If you ever need to call 9-1-1, a friendly call taker is ready to help you. Just remember that 9-1-1 is for emergencies only - never as a joke!