



11. Put your house/apartment/condo number on your front, outside wall or curb to aid responders.
12. **Provide answers** to the calltaker calmly. Try not to lose your composure. **The calltaker understands** any fears you may be feeling and will do his or her best to **help you stay in control**.

Call 9-1-1 **before** calling a family member or friend. **Once help is on the way**, arrangements can be made to notify them.

13. If you have **trouble answering the calltaker's questions** or following his or her instructions, **hand the phone to someone else** at the scene, if possible.
14. **Remain on the line** until the calltaker says it is OK for you to end the call.

15. If you call 9-1-1 by mistake, **stay on the line**. When the call is answered, tell the calltaker the call was made **accidentally and there is no emergency**. Otherwise emergency help may be sent unnecessarily.



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9-1-1

Be prepared when calling in an emergency.

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9-1-1

calltakers are trained, certified professionals **who can help you** during an emergency, but there are also a few simple things you can do to **help the calltaker help you**.

Most importantly, be patient, **stay calm**, and **speak clearly** throughout the call. Be ready to **provide the location** of the emergency, the **phone number** you're calling from, and a brief description of what happened. **Pay attention to the calltaker's questions** and respond clearly, **answering all questions**, no matter how necessary they may or may not seem to you. Do not object to answering any of their questions. **9-1-1 calltakers are trained to ask the questions necessary to determine the type of response for your particular emergency**. Your answers to all of their questions **provide vital information responders need**.

Remember, in most cases, **help is already on the way** as the calltaker continues to ask you questions and gather information. Calltakers **pass your important information to responders en route to help them prepare** for your emergency. The 9-1-1 calltaker may also give you **immediate lifesaving instructions** over the phone until help arrives. **Follow these instructions carefully** and **do not hang up the phone** until the calltaker instructs you to do so.



DO:

The following tips will help you be prepared to make an emergency call to 9-1-1.

1. Invest in a **touch-tone phone** with large, **easy-to-read numbers**. If your phone has a switch that can go from pulse dialing to touch-tone dialing, make sure to **select touch-tone dialing**.
2. **Use a landline phone to call 9-1-1, if possible**, because cell phone calls do not always provide 9-1-1 with an address or phone number.
3. **Call 9-1-1 right away**, even if you are unsure that a real emergency exists. **Never be afraid to call**. Let the calltaker help you. **Take action immediately in an emergency, even if it is during the middle of the night**.
4. If calling from a cell phone, **study your surroundings**. The calltaker might need more **specific information**, including

landmarks and cross streets, **for responders to locate you**.

5. **Post a reminder near your phone** to dial 9-1-1 in an emergency. **Never dial "0" first or help will be delayed**.
6. Remember that 9-1-1 is a **24-hour service** and all **calls are free**, including those made from a pay phone. It may take a few seconds to route the call. **Never hang up**. If you get disconnected, call back.
7. **Be respectful** to your 9-1-1 calltaker but **don't be intimidated**. Your certified calltaker is trained and wants to help you. Be sure to give him or her as much information as possible.
8. Call 9-1-1 **before calling a family member or friend**. Once help is on the way, arrangements can be made to notify them.
9. **Post your phone number and address** by the telephone or on the refrigerator. It is **not uncommon to forget your address or phone number during an emergency situation**, especially if you have recently moved. A child making a call to 9-1-1 might not remember this information unless it's written down. **Emergency responders cannot help you if they cannot find you**.
10. **Compile critical information** and put it in a **safe place** known to other family members or close friends. Include an updated record of the following information for everyone living in your household: **name, phone numbers, personal contacts' phone numbers, doctors' phone numbers, allergies, blood type, and medications**.

9-1-1 calltakers are trained to ask **the questions necessary** for your particular emergency. **Your answers to ALL of their questions** will help them quickly provide **the best possible response** for your situation.