



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



11. Put your house/apartment/condo number on the front, outside wall of your home 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.



# 9-1-1

Be prepared when  
calling in an emergency.



# 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 cellphone 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 cellphone, **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, ar-

rangements can be made to notify family or friends.

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, whether it be medical, police, or fire. Your answers to ALL of their questions will help them quickly provide the best possible response for your situation.**