



Most people will call 9-1-1 only once or twice during their lifetimes. Having the necessary information will help the 9-1-1 operator in sending you the appropriate help quickly. It can be a frightening experience, but there are several precautions that you can take to make the process run smoothly for you and the operator.

- 1** **Don't panic.** When you are making a call to emergency services, you are in an emergency, and may have a lot of adrenaline flowing through your veins. However, this will **impede your speech** and may cause you to start talking too fast, too slow, begin stuttering, etc. Make sure you are far enough away from the emergency to be safe unless someone is badly hurt.
- 2** **Find a phone.** Preferably a land line unless it's a fire or burglary. This will help determine your location. If it's a fire, don't stay in the building, get out first.
- 3** **Call 911.** Pick up the receiver and dial 911. Be aware that, sometimes, it takes time for the phone to route to the correct answering point. **Do not hang up if you do not connect immediately!!**
- 4** **Do not panic.** This is easier said than done. Panic does not help. Instead, begin to plan what you will say to the dispatcher (see below). Remember: **Panic is the enemy, in this race against time.**

Know what you will be asked. Make sure that you are aware of each of the following:

- 5**
 - **Where is the emergency:** The emergency is not always located where you are calling from. Always be aware of your surroundings and where you are. Try to keep a watch out for the road signs, business names and intersections whenever you may travel.
 - **Nature of the emergency:** Do you require assistance from law enforcement, medical professionals, and/or fire fighters? In certain areas, the dispatcher or a computer will tell you to dial certain numbers to help them know which department to connect you with and whom you should talk to.
 - **A detailed, yet concise, description:** What happened? How many details do you know? What should have the most importance? In general, the most important thing is why you need assistance (a wound, for example), followed by what caused you to need assistance.
 - **The phone number of your phone:** The dispatcher will need instructions on how to get to where you are, and may need to call back for more information. Know the phone number of your phone.
 - **Location:** Give the dispatcher your name and address





- 6** **Listen to the dispatcher.** Follow direction. The better and faster you follow direction, the higher everyone's rate of survival will be. Even in a non-lethal situation (broken bones, etc.) this is of vital importance. Have strict, unwavering faith in the dispatcher. And remember that even if the dispatcher is still asking questions or giving instructions, help is on the way.
- 7** **Do not hang up until instructed to do so.** Anything can happen, and the emergency services need to know your situation at all times. If the **building is on fire**, for example, the dispatcher will need to know if there are other people in the building and where any safe exits are.

