

9-1-1

America's Emergency Number



A user's guide.

Have you wondered how you would cope with an emergency?

This guide is designed to prepare you to get
emergency help when needed.

All About 9-1-1

9-1-1 is America's Emergency Number.

It is a nationwide number that allows everyone fast and easy access to help in an emergency. Over 96% of the country is covered by 9-1-1 service. This service is FREE – no costs are charged to anyone unless emergency medical services are provided.



What is an “emergency”?

An emergency is something that you don't expect, when you or someone else may be seriously hurt or in danger, or you see a crime being committed and you or someone else needs immediate assistance.

When should you call 9-1-1?



Knowing when to call 9-1-1 is important, because unnecessary or inappropriate 9-1-1 calls can cause delays in responding to other emergency calls.

- ✓ Fire is out of control
- ✓ Immediate medical assistance is required
- ✓ Someone's safety is threatened
- ✓ A crime is being committed

If you're not sure whether your situation is an emergency, **CALL – it is BEST to be SAFE!**

DO NOT Call 9-1-1 when:

- ✓ You need directions, a weather report or other general information
- ✓ Emergency personnel are already on the scene. **VERY IMPORTANT!**

Unnecessary calls tie up the system, and may prevent someone from getting the emergency services they need.

In most states, repeated false, accidental, harassing or prank calls to 9-1-1 can result in criminal charges.

Non-emergency numbers are available for your local law enforcement agencies and fire departments in your area and should be used when you DO NOT need immediate assistance.



Did you know?

Accidental calls to 9-1-1 account for nearly 25% of all calls! That ties up a lot of the 9-1-1 network and prevents those who need the service from **getting help**.

No money is required to call 9-1-1 on a pay phone.

Since cellular phones have no connection to a fixed location, it's important that you can describe the location of the emergency.

What to do when calling 9-1-1

1. On a landline phone, wait for a dial tone and dial or press 9-1-1.
2. On a cellphone, press 9-1-1 on the keypad and press send.
3. Stay calm so that you can speak clearly.
4. When the dispatcher answers, describe your emergency, and give the location (street address, intersection or landmarks) of the emergency.
5. Stay on the line and follow the dispatcher's instructions.
6. Don't hang up until told it's OK to do so.
7. Stay by the phone in case the dispatcher needs to call you back.



What if you can't speak?

Even if you are unable to speak, by calling 9-1-1 you may be able to get help. After you dial 9-1-1, leave the phone line open, and make any noise you can. The 9-1-1 operator may be able to determine your location. Newer cellphones have a Global Positioning System (GPS) chip in them that may allow emergency personnel to locate you.

Don't hang up!

If the emergency situation has been resolved, or you were mistaken or called 9-1-1 accidentally, stay on the line and let the dispatcher know. If you end the call abruptly without communicating the reason, the dispatcher is going to assume the worst and will try to call you back or send help anyway, tying up emergency resources unnecessarily. Wait until you are told that it's OK to disconnect.

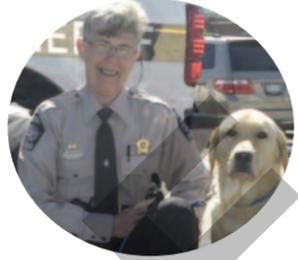
Prepare for an emergency

Post your address prominently in multiple locations. For example, at the end of your driveway as well as on your home. Make sure your address can be seen at night as well as in daytime. This will help emergency responders find you as quickly as possible.

Make sure your neighborhood street signs are present and legible. Report any missing signs or non-functioning street lights to your local authority.

Teach your children to use 9-1-1

- ✓ Make sure they know when they should call 9-1-1
- ✓ Make sure they know how to dial 9-1-1 on the phones available to them
- ✓ Make sure they know what to tell the 9-1-1 operator
- ✓ Make sure they know your address, your names and telephone numbers
- ✓ Review this 9-1-1 Guide with them



CALL 9-1-1
FOR IMMEDIATE
**Police, Sheriff, Fire or
Emergency Medical
Help**



— Complete this form and post near your home phones. Feel free to copy. —

Name _____

Address _____

Home Telephone _____

Emergency contact _____

Telephone _____

Physician _____

Pharmacy _____

Poison Control _____

Law Enforcement (non-emergency) _____


Plan | Prepare ▶ Share

For additional safety planning information visit:

www.planprepareshare.com

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