

What You Need To Know About 911 To Help In Any Emergency

Call 911 for Emergencies Only. 911 should be called for incidents where it is vital that units respond immediately including Fires, any Medical Problems, Car Wrecks, and Law Enforcement incidents that are in progress or that have JUST occurred. In order to handle Emergency calls as quickly as possible with the limited number of 911 phone lines and 911 Call-Takers in any community, calling 911 for any reason other than reporting an Emergency is prohibited.



The most crucial information to give when reporting an Emergency is the address of the Emergency and the phone number you are calling from. A 911 Call-Taker first needs the



address of the Emergency so that in case the call is disconnected, help can still be sent to those in need. Phone companies can not always provide the caller's location to 911 Centers. The 911 Call-Taker will also ask for a phone number so that in case the call is disconnected, you can be called back for further assistance from 911.

The More Information the 911 Call-Taker has, the better the Emergency can be handled.



911 Call-Takers are Highly Trained and understand that to provide the most help for those in need during an Emergency, it is essential to remain calm, gather vital information for responders, and provide instructions to those at the Emergency scene while help is on the way. It has been proven time and time again that in order to save lives, keep people healthier, and protect property and the environment, 911 Call-Takers must do more than simply get and address and say help is on the way, whenever possible, they must gather information and must provide instructions to people at the Emergency scene before responders arrive.

During the extreme stress of an Emergency, it is easy to forget your address and phone number. The form below can be printed, completed, copied, and posted throughout your house so this vital information will be at hand when an Emergency strikes. Include your apartment number, city, state, zip code, and your phone number with area code. Only post this information where it can not be seen from outside of your house.

For Emergencies Only, Call 911

- State Your Address: _____
- State Your Phone Number: _____
- State Your Name
- Explain the Emergency, provide as much information to the Call-Taker as you can
- To help those in need, follow all instructions from the Call-Taker
- Stay on the line as long as it is safe to do so