

9-1-1

YOUR EMERGENCY CONNECTION

9-1-1 is an easy-to-remember, vitally important phone number that can connect you to much needed police, fire or EMS assistance in a matter of seconds.

How does 9-1-1 work?

Immediately after you dial 9-1-1, you will be connected with a certified emergency communications operator who will evaluate your situation and dispatch proper emergency assistance personnel.

When to use 9-1-1

The 9-1-1 system should be called when emergency conditions exist that warrant an immediate response. Such emergency situations include:

- a fire
- someone in need of immediate medical attention
- a crime being or about to be committed

DO NOT USE 9-1-1 FOR YOUR NON-EMERGENCY CALLS. Assistance agencies still retain their seven-digit business numbers for situations such as weather conditions, calls to utility companies and general public information.

How to use the 9-1-1 system

You may call 9-1-1 from virtually ANY phone (cell, touch tone, rotary, coin operated, etc.). After calling and being connected, you should advise the operator of your emergency. When doing so, always:

- stay calm
- speak clearly
- give exact location and the best possible directions you can
- answer all questions with the most accurate information possible

What can YOU do to help?

In addition to using the 9-1-1 system in emergency situations, there are a few important steps you can take in making yourself and your home more accessible in times of need:



Place a set of address numbers on both the FRONT and the BACK of your home, or make sure your apartment and complex are well marked.



Be sure that the area around your home is well lit, making it easier for emergency crews to see and harder for criminals to hide.



Parents - Be sure to educate your children on the use of 9-1-1, should the situation arise where you need help and they are the only ones who can provide it.

****REMEMBER****

You should always remain on the phone with the communications operator until the assistance you requested has arrived or you are instructed to hang up. By utilizing 9-1-1 and common sense, you can work along side law enforcement and emergency personnel to keep you and your family safe, now and in the future.