

**\*9-1-1#**

## We're Here For You

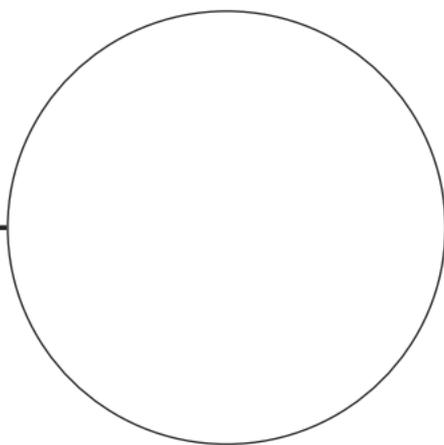
We've added more calltaker **training, certification,** and other **services** through the internationally acclaimed **Priority Dispatch System™**. You will still receive the same **outstanding response** to all of your emergencies, but now we will provide **even faster,** more **targeted** help and in some situations a **"zero-minute"** response through over-the-phone instructions provided to **maintain life support** until help arrives.

### When you call **9-1-1**, you'll hear:

1. "What's the **address of the emergency?**"
2. "What's the **phone number** you're calling from?"
3. "Tell me **exactly what happened.**"

### The calltaker will:

1. **Send help** as soon as possible while **asking more questions.** The additional **information gathered** is **vital** for **responders arriving** on the scene.
2. Provide **immediate** lifesaving, **over-the-phone** instructions, in some emergencies.
3. Remain on the line with you **until help arrives,** if necessary.



## DO:

- **Call 9-1-1 only when experiencing an emergency** where immediate police, fire, or medical help is required.
- **Stay calm**, be patient, listen, and **speak clearly**.
- Know the **phone number** you're calling from and the **address of the emergency**. If you do not know the exact address of your location, **provide as much information as possible**. Describe landmarks, cross street signs, buildings, etc.
- Provide a description of the exact nature of the problem. Stay on the line with the 9-1-1 calltaker and always **answer ALL of the calltaker's questions completely**—help is on the way and the **information** you provide is **vital for responders**.
- **Post critical information by the phone** including your address. Keep an updated record of information for everyone living in your household including:
  - **Name**
  - **Phone numbers**
  - **Personal contacts' phone numbers**
  - **Doctors' phone numbers**
  - **Allergies**
  - **Medications**
  - **Blood type**
- If you **accidentally call 9-1-1**, stay on the line. **Tell the calltaker it was a mistake** and that there is no emergency; otherwise emergency help will be sent.
- Wait to **disconnect the call** until the **calltaker says it is OK** to do so.
- **Prank calls are illegal** in most states and result in fines as well as wasting valuable time and resources.