11. Put your house/apartment/condo number on your front, outside wall or curb to aid responders.

12. Provide answers to the calltaker calmly. Try not to lose your composure. The calltaker understands any fears you may be feeling and will do his or her best to help you stay in control.

Call 9-1-1 before calling a family member or friend. Once help is on the way, arrangements can be made to notify them.

13. If you have trouble answering the calltaker’s questions or following his or her instructions, hand the phone to someone else at the scene, if possible.

14. Remain on the line until the calltaker says it is OK for you to end the call.

15. If you call 9-1-1 by mistake, stay on the line. When the call is answered, tell the calltaker the call was made accidentally and there is no emergency. Otherwise emergency help may be sent unnecessarily.
9-1-1

What's the problem, tell me exactly what happened?

The following tips will help you be prepared to make an emergency call to 9-1-1.

1. Invest in a touch-tone phone with large, easy-to-read numbers. If your phone has a switch that can go from pulse dialing to touch-tone dialing, make sure to select touch-tone dialing.
2. Use a landline phone to call 9-1-1, if possible, because cell phone calls do not always provide 9-1-1 with an address or phone number.
3. Call 9-1-1 right away, even if you are unsure that a real emergency exists. Never be afraid to call. Let the calltaker help you. Take action immediately in an emergency, even if it is during the middle of the night.
4. If calling from a cell phone, study your surroundings. The calltaker might need more specific information, including landmarks and cross streets, for responders to locate you.
5. Post a reminder near your phone to dial 9-1-1 in an emergency. Never dial “0” first or help will be delayed.
6. Remember that 9-1-1 is a 24-hour service and all calls are free, including those made from a pay phone. It may take a few seconds to route the call. Never hang up. If you get disconnected, call back.
7. Be respectful to your 9-1-1 calltaker but don’t be intimidated. Your certified calltaker is trained and wants to help you. Be sure to give him or her as much information as possible.
8. Call 9-1-1 before calling a family member or friend. Once help is on the way, arrangements can be made to notify them.
9. Post your phone number and address by the telephone or on the refrigerator. It is not uncommon to forget your address or phone number during an emergency situation, especially if you have recently moved. A child making a call to 9-1-1 might not remember this information unless it’s written down. Emergency responders cannot help you if they cannot find you.
10. Compile critical information and put it in a safe place known to other family members or close friends. Include an updated record of the following information for everyone living in your household: name, phone numbers, personal contacts’ phone numbers, doctors’ phone numbers, allergies, blood type, and medications.

9-1-1 calltakers are trained to ask the questions necessary for your particular emergency. Your answers to ALL of their questions will help them quickly provide the best possible response for your situation.