

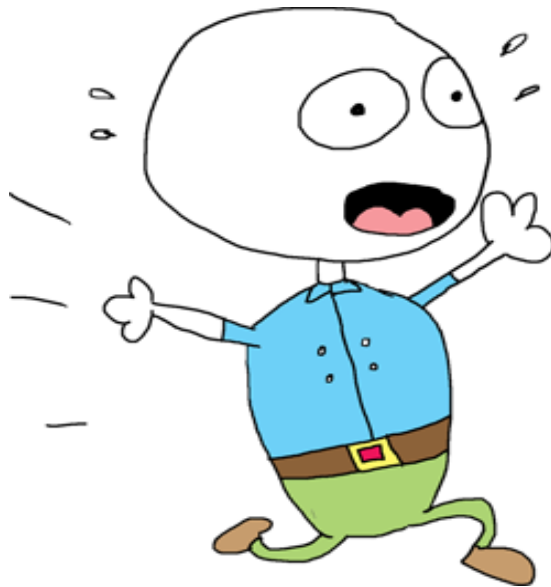
# Guide to Using the 911 System

Everything you ever wanted to know  
and then some.....



## When to call 9-1-1

An emergency is any situation that requires **IMMEDIATE** assistance from the police, fire department or ambulance.



## **HOW to call 9-1-1 .....Step 1**

**Stay Calm.** This allows you to collect your thoughts and provide the needed information that the dispatcher is going to ask you.



## **HOW to call 9-1-1 ..... Step 2**

Make sure to know the address and location of the emergency. Knowing this will allow the dispatcher to help you faster.



Dial 911



Police - Fire - Ambulance

## HOW to call 9-1-1 ..... Step 3

Get to the nearest telephone and dial 9-1-1. Always **call 9-1-1 before calling ANYONE else**. This will allow the dispatcher to get help to you sooner.



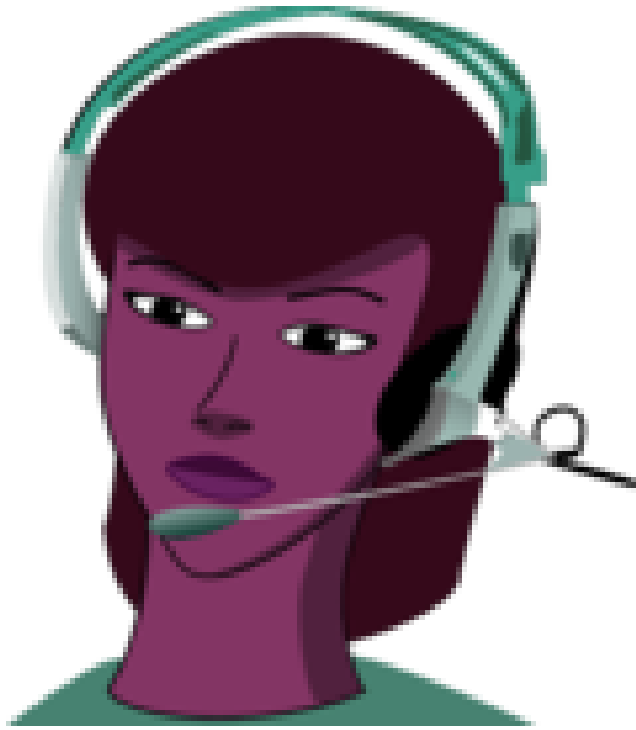
## **Always Remember .....**

In case of a fire – get out of the house or building and go to a safe place, preferably a pre-planned location and locate a phone to call 9-1-1.



## **OK, so how do I do this?**

Pick up the phone and when you hear the dial tone (house phone).....if you are using a cell phone ... make sure it is on and dial 9-1-1. Some phones have a one touch emergency button. Make yourself familiar with your phone ahead of time.



## **OK, so now what ?**

Wait for the phone to ring and a 9-1-1 dispatcher will answer. It is important for you to remain calm and answer ALL the questions that are asked.





**Questions you will be asked ..... Location**  
**– knowing the exact location of the emergency is vital!**

1. What is the address of your emergency?
2. What is the phone number you are calling from?
3. What is the problem/emergency?



**Questions you will be asked .... When talking to the dispatcher.**

- 1. DO NOT hang up the phone until instructed to do so by the dispatcher, they may have additional questions that will help the responders help you!**



## **Talking to the dispatcher.....**

If you are unable to speak because of physical limitation or it is not safe, you should leave the phone off the hook or text if you have a cell phone. This will allow the dispatcher to hear what is happening.



## **So what happens next???**

1. The dispatcher will send the appropriate agencies to respond while asking you any additional information. This does NOT delay them from getting to you.
2. If this is a medical response be sure to follow the dispatcher's instructions. It is helpful to put family pets away, gather medications, unlock the door, turn on porch light.
3. If this is a fire call – get out of the house to a safe place.



## **So, these are the steps.....**

1. When you need help in an emergency....dial 9-1-1 on your phone. **STAY CALM.**
2. Give the dispatcher the exact location of the emergency and the phone number you are calling from.
3. Remain on the line to answer any questions the dispatcher has for you.
4. Remember: the Dispatcher hangs up first - not you!



**To summarize ..... another important point:**

1. For a medical emergency – make sure you follow the dispatcher's instructions and unlock your doors, get medications (or provide a list), secure family pets and put porch light on.
2. For Fire emergency – get out of house and go to a safe place.



## **Something to consider.....**

If you need to dial “9” (or some other number) to get an outside line....dial that number (to get the outside line) and then continue by dialing 911.



## **What to do while waiting for the ambulance in an emergency .....**

- 1. If the patient has fallen** – do not move unless he/she is in danger of further injury.
- 2. If patient is bleeding ...** Apply pressure to the area with a clean dressing (towel, handkerchief, etc.)
- 3. If patient is having trouble breathing or has chest pain...** Help patient get into the most comfortable position and keep he/she calm.





## **What to do while waiting for the ambulance continued.....**

### **4. Have the patient's medical information ready:**

Make sure to have all medications, allergies to medications, past medical history, private doctor, insurance information and personal information ready.



**Southbury Ambulance Association , Inc.**

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