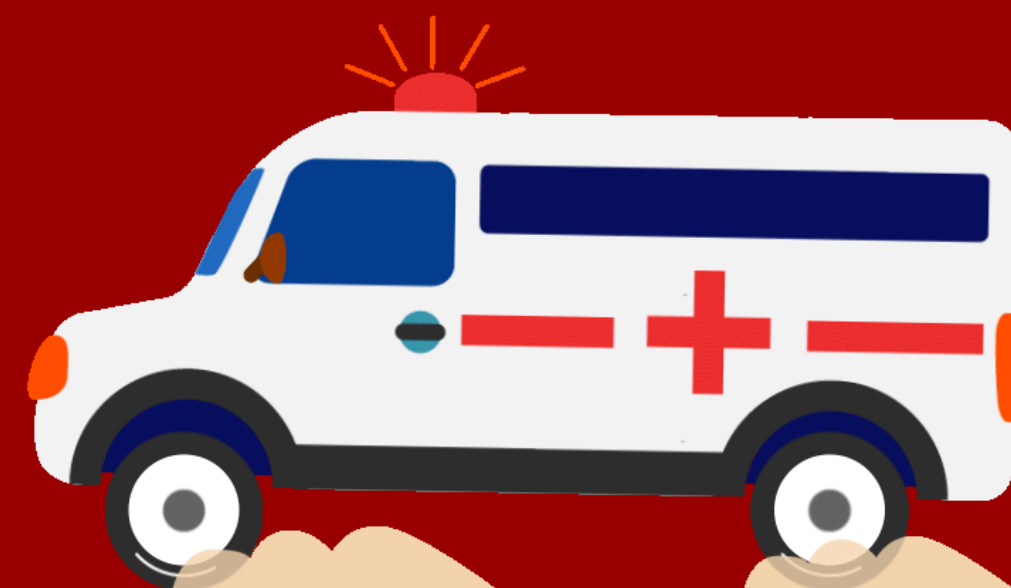


# GUIDE TO CALLING 911





# WHEN TO CALL 911

You should call 911 in any emergency that requires immediate assistance from the police, fire department, or ambulance.

# STEP 1

## *Stay Calm*

This will help with  
collecting your  
thoughts to provide  
info. to the  
dispatcher.



**BREATHE**

# STEP 2

## *Know the Location*

This will allow the  
dispatcher to help you  
faster.



# STEP 3

## *Dial 911*

Use the nearest phone. Call 911 **before anyone else.** This will get you help sooner.



# IN CASE OF A FIRE

*Get to a safe place, then  
call.*

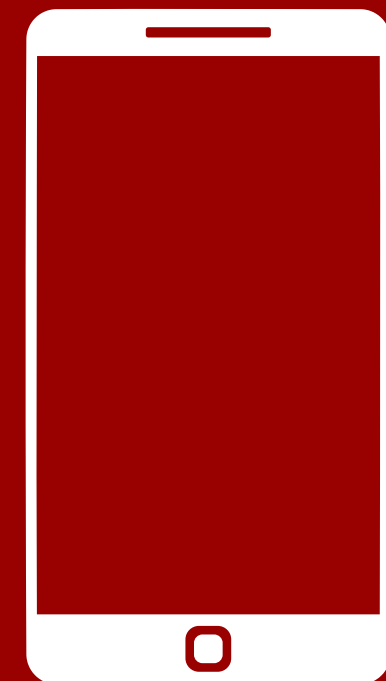
Exit the house or  
building and use the  
nearest phone to dial  
911.



# HOW TO DIAL 911

*If you have a **house phone**:  
pick up the phone  
and once you hear  
the dial tone, dial 911*

*If you have a **cell phone**: Make sure it is  
on and dial 911.*



# WHEN TO TEXT 911

*If you have a **hearing or speech impediment**, or are in a scenario where talking isn't safe/possible, text 911.*

*If you have a **cell phone**: Go to messages and type in 911 and then write your message.*



# WHAT'S NEXT?

Wait for the phone to ring and a dispatcher will answer the call. Stay calm and answers **all** questions.



# QUESTIONS YOU WILL BE ASKED

*What is the  
**address** of  
your  
emergency?*

*What is the  
**phone number**  
you are calling  
from?*

*What is the  
**emergency?***

# WHEN TALKING TO THE DISPATCHER...

- *Do **not** hang up the phone unless the dispatcher says to.*
- *If you are **unable to speak**: leave the phone off the hook or text if you have a cell phone. It allows the dispatcher to hear what's happening.*



# WHAT SHOULD I DO NEXT?

- *The dispatcher will send emergency services, but continue to answer additional questions. This will not cause a delay.*
- *If it's a **medical emergency**: follow the dispatcher's instructions, put pets away, unlock the door, and turn on the porch light, and get medications.*
- *If there's a **fire**: get out of the house and to a safe place.*



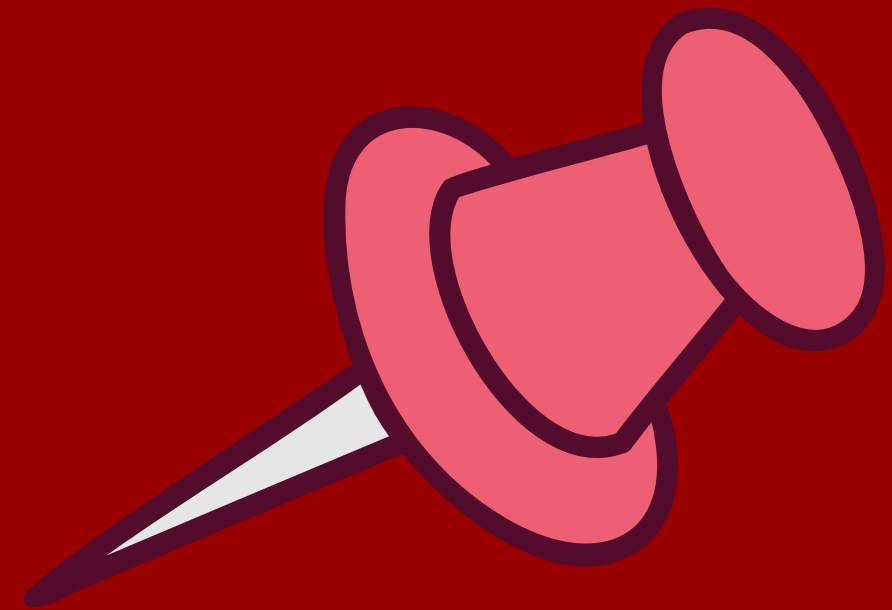
# REVIEW OF STEPS

1. *Dial 911 on your phone and **stay calm**.*
2. *Give the dispatcher the **exact location** and **phone number**.*
3. *Remain on the line.*
4. *Never hang up first unless instructed to by the dispatcher.*



# INFORMATION TO NOTE:

*If you need to dial "9" or another number to reach an outside line, dial that number first, and then dial 911.*



# WHAT TO DO WHILE WAITING:

***If the patient has fallen:*** do not move he/she unless they are in danger of further injury.

***If the patient is bleeding:*** apply pressure to the area with a clean dressing (towel, handkerchief, etc.

***If the patient is having trouble breathing or chest pain:*** get them into a comfortable position and keep them calm.

***Get the patient's medical info. ready:*** include allergies, medications, insurance and personal information.

# **SLIDESHOW COURTESY OF: SOUTHBURY AMBULANCE ASSOCIATION, INC.**

