



# SMART STEPS: HOW TO CALL 9-1-1



## CALL 9-1-1 WHEN:

- Someone is hurt or there is a serious injury.
- Someone is very sick, having pain, choking or can't breathe.
- Someone won't wake up and you don't know why.
- You are lost.
- You are home alone and are afraid. *Do not open the door to strangers.*
- Someone is making you feel afraid or following you. *Do not get in the car with a stranger. Get to a safe place fast.*
- There is a fire or you smell smoke or something burning. *Get out of the house and call 9-1-1 from another place.*
- There is a tornado or electrical wires are down. *Do not touch the wires.*
- You find a gun. *Do not touch the gun—call 9-1-1.* Call 9-1-1 if you hear gun shots in or close to your house.
- Someone has been shot, stabbed or there is a fight.
- Someone is stealing and it is happening now. *If you think someone is stealing in your house, do not go in. Call 9-1-1 from another place.*

- When you call 9-1-1, the phone may ring many times. *Do not hang up.* Stay on the line.
- When the operator answers "9-1-1, what is your emergency?" tell the operator what happened so he/she knows whether to send the Police, Fire Department, or an Ambulance. Give as much information as you can.
- Speak slowly and clearly.
- Give the operator your name and the *address of the emergency.* Give the telephone number you are calling from.
- The operator may ask you several questions. Answer them. *Do not hang up until the operator tells you to hang up.*
- If you call 9-1-1 by mistake, don't hang up. Tell the operator what happened and explain that there is no emergency.

- For minor injuries or illnesses such as small cuts, minor bruises, or toothaches. *Call your doctor.*
- If your power goes out; your furnace stops working; you can't get cable television; your pipes burst; or the toilet or sink over-flow. *Call the appropriate service.*

If you're not sure if the situation is an emergency, call 9-1-1 right away and ask the operator.



## TIPS FOR PARENTS:

- Keep a phone where your child can reach it in an emergency. *Note: If your child calls 9-1-1 from a cell phone, the operator won't know the location. Make sure your child can provide the address of the emergency.*
- Put a 9-1-1 page by each phone (see reverse side).
- Place your phone number on each telephone in the home.
- Prepare children for potential emergencies in advance. (Does anyone in the household have a heart condition? Diabetes? A life-threatening allergy? Do children know the fire escape plan?)



## DO NOT CALL 9-1-1:

- If your pet or an animal is in trouble. *Call the vet or animal control.*
- If you just want to see if it works or for a joke. *You may be hurting others who need help right away.*
- For information. *Look in your phone directory for the best numbers to call for directions, road conditions, weather, or community events.*



## HOW TO CALL 9-1-1:

- Always call from a safe place (free from fire, smoke and danger). You can call 9-1-1 from a pay phone at no charge.

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