



How to Get Help in a Hurry!

Dial 9-1-1

Remember This Number

9-1-1 is the only number you need to know if you have an emergency and you need help fast. This simple number can get you the police, the fire department, medical aid or other emergency help. This guide will tell you how.

When to call 9-1-1

You should always dial **9-1-1** when it's a *REAL* emergency and you need help fast!

- If someone is hurt and needs an ambulance
- If you see a fire
- If you see a crime like someone stealing something or hurting someone

REMEMBER: Calling for help is not a joke.

Only use the special **9-1-1** number when it's a real emergency

How to Call 9-1-1

1. **Do not hang up until the dispatcher tells you to do so.** Even if you can't talk, **HELP** can find you if **YOU DO NOT HANG UP!**
2. If safety permits, stay on the line.
3. Answer the dispatcher's questions clearly, briefly, and calmly. You will be more effective.
4. You can dial **9-1-1** from any telephone. You don't need money to call 9-1-1 from a pay telephone.
5. If it is nighttime and you are at a residence, turn on all lights inside and outside.
6. Know your location.
7. Cell users should be aware that your cell number and location may not be displayed for the dispatcher, and the call may go to a center miles away. You will be asked to give more detailed geographical information.
8. Internet-connected phone users must register their current address with their IPS **before** an emergency happens. It is important to update your address if you relocate.

Teach your children how and when to use 9-1-1 and make sure that they know the consequences of "pretending" that there is an emergency.