Making a Telephone Call to 911

❖ Call 911 when you need the presence of a police officer, firefighter or rescue squad.

❖ When calling for the police we will ask:
  - The exact location of the problem
  - What is happening
  - If the suspects are still in the area/descriptive information
  - Direction of travel of suspects
  - Verification of your location and telephone number
  - Who we should send the officer to meet with and where

  o We may keep you on the phone to update information or to give instructions if an incident is in progress or if you request we stay on the phone.

❖ When calling for a rescue squad we will ask:
  - The exact location of the patient
  - What has happened & questions related to their present condition
  - Applicable medical history (if known)
  - Age/sex/level of consciousness of the patient
  - Verification of your location and telephone number

  o We may keep you on the phone to give pre-arrival instructions with such incidents as cardiac/respiratory arrest, child birth and uncontrolled bleeding or if you request we stay on the phone.

❖ When calling for firefighters we will ask:
  - The exact location of the fire/smoke or odor
  - What is on fire
  - How big is the fire
  - Questions related to what is on fire i.e. anyone in the house? Anyone hurt?
  - Any exposure problems
  - Verification of your location and telephone number

❖ We will dispatch police, fire or rescue to assist with the emergency.

❖ IF EVER IN DOUBT ABOUT WHETHER OR NOT TO DIAL 911, PLEASE DIAL 911 AND WE WILL HELP YOU DECIDE WHAT LEVEL OF HELP YOU NEED. Our administrative/non-emergency number is 977-9041