

## What to expect when calling 9-1-1

When you call 9-1-1, even by mistake, do not hang up the phone

CRESA 9-1-1  
Public Education  
Announcement

# When Calling 9-1-1 Expect to...

### When an accidental call is made to 9-1-1

Maybe you have thought, "Oh I will just hang up and no one will know." In actuality, this will take more time and cause more work for the call-taker. If you make an accidental call simply remain on the line and tell the call-taker you placed the call by accident. When you hang up without an explanation the call taker must call you back to confirm you are not having an emergency.

"Why are you asking me so many questions???"



### Why Don't They Just Send Help? Why Am I Asked So Many Questions?

In many instances the call taker is trained to help you help any victims, patients or even the police while you are waiting for responders to arrive. When a call is placed to the 9-1-1 center the call taker will gather enough information to start a call for service. The call will arrive on the dispatchers screen for dispatch while the call taker is still getting pertinent information from you...the caller. Frequently this small step can help save lives or even apprehend a suspect. The calmer you can remain while the call taker asks questions the easier and quicker the call will go.

### Questions you can expect to be asked when calling 9-1-1.

1. What is the nature of your emergency? (Police, Fire or Medical)
2. What is the address where help is needed? Never assume that the correct information will display for the call taker.
3. Some details about the call. What kind of crime? What type of medical complaint?
4. If the call is medical in nature the call taker will ask a series of questions specifically designed to determine how fast the paramedics should get there and how much equipment they may need. These questions will also help the call taker give necessary instructions to assist the patient.
5. Should the call be a police matter expect to be asked enough questions to determine if anyone is in danger and what the police may expect when they arrive at the scene. This kind of information helps to keep everyone safe including your first responders. Descriptions and the location of the people or vehicles involved may also be asked. These questions assist in the quick apprehension of suspects. Often what you remember is what you repeat right away so these questions may be asked quickly, one right after another.

### Teach your children how to call 9-1-1

You may not consider that your children can help in an emergent situation but teaching them the number to call and **their address** is often enough to get some help started while the call taker tries to get more.

When you teach your child about 9-1-1 please remind them that it is okay to call 9-1-1 when necessary but it is **NOT** a game.



"Help is on the way while we are talking."



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For More information go to:

<http://www.911voip.org/voip.htm>

