

# **When to Call 911**

911 can save your life or the life of a loved one. Please remember that dialing 911 is for an emergency and is serious. Calling unnecessarily can endanger someone else's life or property when they really do need help.

## **CALL 911 WHEN:**

- You witness or are the victim of a serious crime
- You smell smoke or see uncontrolled fire
- You witness or are involved in a serious accident
- There is an emergency illness, injury or suspected poisoning
- When a child/senior citizen/handicapped person is lost, confused, frightened, or needs special assistance
- There is any situation that is potentially dangerous and you are not sure who to call

## **WHAT TO DO IF THERE IS A FIRE IN THE HOME:**

- DO NOT use your home telephone to call
- Stay low and get out of your house immediately
- Call from a neighbor's house, cell phone or a pay phone
- Remember you can call 911 from a pay phone and the call is free

## **WHEN CALLING 911, REMEMBER TO GIVE THE FOLLOWING INFORMATION:**

- The phone number you are calling from
- Your name
- Your address
- What your problem or situation is
- Be calm. Speak clearly and remain on the line to answer all dispatch questions as best as you can.

## **DO NOT CALL 911 TO:**

- Ask for a phone number you can not find in the phone book
- Inquire about road/travel/severe weather information
- Complain about barking dogs or loud noises
- Report animals in the roadway
- Inquire if a particular business or park is open
- Request a copy of an accident report

