



**9-1-1**

## **WHEN TO CALL --WHEN NOT TO CALL--WHAT TO SAY**

### **WHEN TO CALL**

- ◆ For life threatening medical emergencies including:
  - Difficulty breathing
  - Choking
  - Constant chest pain
  - Severe bleeding
  - Unresponsive
  - Drowning
  - Electrocution
  - Drug Overdose
  - Seizures
  - SEVERE injuries
- ◆ To report a crime in progress
- ◆ To report a fire
- ◆ Carbon Monoxide alarm is sounding



### **WHEN NOT TO CALL**

- ◆ For minor injury or illness
  - Flu or common cold
  - Ongoing aches and pains
  - Minor cuts and burns
  - Broken fingers or toes
- ◆ Routine transportation to hospitals or clinics.
- ◆ To report a crime that has already occurred
- ◆ To report lost or found property
- ◆ To report parking problems
- ◆ To ask questions of the Fire or Police Departments
- ◆ For information during severe weather or disasters

**WHEN IN DOUBT DO NOT HESITATE CALL 9-1-1**



## WHAT TO SAY

- ◆ Try to stay calm
- ◆ Speak slowly and clearly
- ◆ What is the emergency?
  - Heart Attack, Fire, Vehicle Crash, Crime in progress, etc.
- ◆ Where is the emergency?
  - Exact address (including apartment or building name and/or number)
  - Nearest cross street(s)
- ◆ Who needs help?
  - Age
  - Male or Female
  - Number of people
- ◆ Are they conscious?
- ◆ Are they breathing?
- ◆ Answer any questions the best you can
- ◆ **STAY ON THE PHONE UNTIL THE DISPATCHER TELLS YOU IT IS OK TO HANG UP**



## BEFORE HELP ARRIVES

- ◆ Let the patient /victim know that help is on the way
- ◆ **DO NOT MOVE THE PATIENT** unless absolutely necessary
- ◆ Keep the phone line clear
- ◆ Have someone wait outside (if possible) to help direct emergency crews
- ◆ Turn on porch light or flashers to assist emergency crews
- ◆ Start first aid (CPR, Heimlich Maneuver, etc.) **IF AND ONLY IF YOU ARE SURE OF WHAT YOU ARE DOING**

