

When calling 911

*It is very important that the caller remain **calm**. It is difficult to understand a caller that is not calm. The dispatchers understand that you have an emergency and will do their best to assist you. The dispatcher will need to ask the caller a series of questions to understand what is happening. The dispatcher will want to know the following information:*

- ***Where - Where is this happening?***
- ***What - What is happening?***
- ***Who - Who is this happening to?***
- ***When - When did this happen?***
- ***Why - Why is this happening?***
- ***Weapons – Are there any weapons?***

*The dispatcher will send assistance once enough basic information has been gathered. The dispatcher may want to gather additional information once assistance has been sent. **Stay on the line** until told to hang up by the dispatcher.*



The 911 system was developed to provide quick access to help for those who need it. 911 should only be dialed in an emergency. An emergency is when an immediate threat to life or property exists.

Some examples of when to call 911 include:

- *Call when there is a physical fight occurring.*
- *Call when something is on fire.*
- *Call when you observe a crime in progress.*
- *Call when somebody is sick or injured.*

Don't call 911 for the following:

- *Don't call when the power is goes out.*
- *Don't call to test your phone.*
- *Don't call to check the time.*
- *Don't call to find out a phone number.*
- *Don't call and hang up.*
- *Don't call as a prank.*
- *Don't call to find out if school is open.*
- *Don't call for a taxi.*