

A Guide for Calling 9-1-1



What is 9-1-1?

- ✓ 9-1-1 is the telephone number to call for police, fire or medical emergency help. The police will respond to a crime in progress, to prevent someone from being harmed, to prevent property damage, and when suspicious activity is reported.

When should 9-1-1 be called?

- ✓ If you see someone who is asking for help, or is hurt – or being hurt by someone else!
- ✓ If you smell smoke or see fire where it should not be!
- ✓ If you see someone committing a crime!
- ✓ If you see a dangerous situation!
- ✓ If you see a suspicious situation!

What are examples of suspicious situations?

- ✓ Unusual noises
- ✓ Someone at a house when the neighbor is away
- ✓ Cars, vans, or trucks moving slowly with no apparent destination – or without their lights on
- ✓ Someone being forced into a vehicle
- ✓ A stranger sitting in a car on your street
- ✓ A stranger in a car stopping to talk to a child

How do I call 9-1-1?

- ✓ Go to the telephone and dial the numbers 9-1-1.
- ✓ Be calm and speak slowly.
- ✓ Say what the problem is and where it is, your name, phone number and address. Answering these questions will not delay the response.
- ✓ You will be asked questions, so answer the best you can. (Be ready to describe any person doing a bad thing!)
- ✓ DO NOT HANG UP until you are told it's OK to hang up.

What if the situation is not an emergency?

- ✓ Say “not an emergency” when the 9-1-1 Call Taker answers. Be ready to say why you are calling, such as suspicious activity, unusual situation, or safety concern.

Children: Remember 9-1-1 is not for jokes – it is for when you have a serious concern!
Parents: Make sure your children know your house number and street name!