

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

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

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



WHEN IN DOUBT DO NOT HESITATE

CALL 9-1-1