

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



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.).



