



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



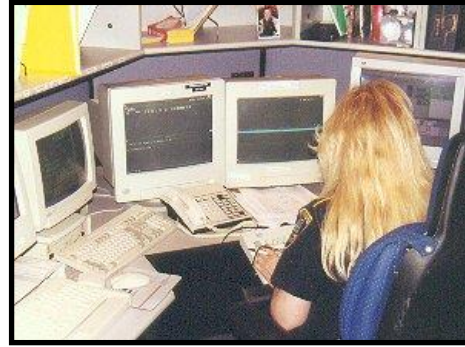
WHEN NOT TO CALL

- ◆ 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.).

