



All 911 Operators are certified as Basic Tele-communicators through the Association of Public Safety Officials (APCO) and certified EMTs or Paramedics through the National Registry of Emergency Medical Technicians.

When should you call 9-1-1?

- Only call 9-1-1 if you there is an actual emergency.
 - For non-emergencies call your local police or fire department or other appropriate agencies.
- Never prank call 9-1-1!

What is an emergency?

- An emergency is a serious condition where a law enforcement officer, fire fighter, or emergency medical help is needed right away.
- Including:
 - A serious medical emergency (chest pains, seizures, bleeding, etc.)
 - Any type of fire (structure, vehicle, brush, etc.)
 - Any crime in-progress (robbery, burglary, prowler, fights, etc.)
 - Any other life threatening situations (traffic accident with injuries, etc.)

What to know when you call 9-1-1?

- Where the emergency is occurring
 - If you and don't know the address of where you are look around and try to find a piece of mail, a street sign or a building with a name on it so that the 9-1-1 operator knows your exact location
- Who is involved
- When the incident occurred
- Condition of those involved

What happens after I call 9-1-1?

- An operator will begin to obtain information about the nature of the emergency.
- The Operator will forward the caller to the necessary public safety agency for additional information and dispatch an EMS ambulance to the caller's location if needed.

Helpful Information:

- Remain as calm as possible while on the phone with 9-1-1.
- Never hang up! Stay on the phone with the dispatcher until they tell you otherwise
- Everyone in your family should know their address.
- If calling is not an option, you CAN text 9-1-1. Pictures, videos, and other types of data will not be received by 9-1-1.