

A few reasons you  
might need to call  
9-1-1 are ...



• You or a friend are hurt

• You see a crime

• You are lost

• You are reporting a fire

NEVER DIAL  
9-1-1  
AS A JOKE

# How to Use 9-1-1

Pick up the phone.

Dial **9**, then **1**, then **1** again.

I Need  
**HELP!**



**A special 9-1-1 operator  
will answer and ask  
you questions.**

**What is  
your  
name?**

**What's  
your  
emergency?**

**Where are  
you  
located?**

**DON'T  
hang up  
until  
the operator says  
it's OK**



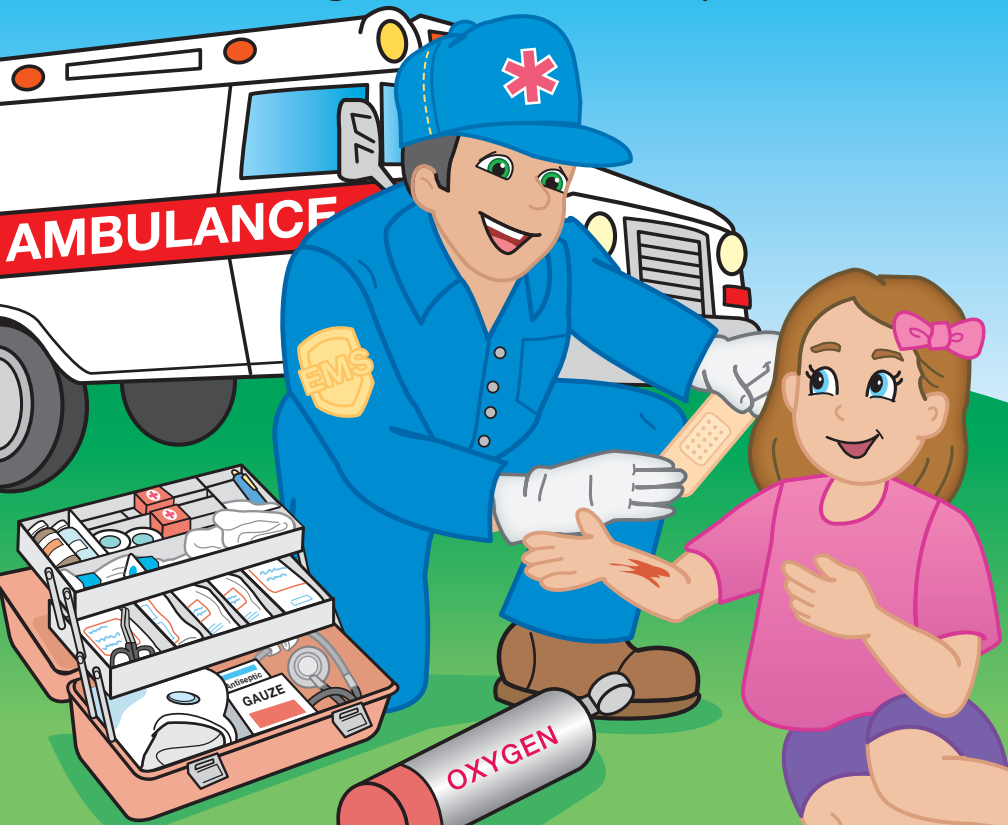
# What Is An Emergency?

An emergency is a situation that requires help from someone with special training.



It's OK to be scared, but it's important to stay calm

**For some emergencies, an ambulance with emergency medical services (EMS) might be called to help.**



**A police officer may be needed  
to help with a car accident.**



**... or the fire department would be sent to put out a fire.**



If you have an emergency and need the police, the fire department, or an ambulance **CALL...**



### WHAT TO DO WHEN 9-1-1 ANSWERS YOUR CALL

- Stay calm and speak clearly
- Tell 9-1-1 what the emergency is
- Tell 9-1-1 where you need help
- Stay on the phone until the operator tells you to hang up