



FACT SHEET

Call 9-1-1 only to report a life-threatening situation requiring police, medical or fire emergency assistance. Do not call 9-1-1 unnecessarily. 9-1-1 lines must be kept open for people with true emergencies.

When to call 9-1-1

- To get help for someone who is hurt.
 - For example:
 - If someone is seriously injured.
 - If you see someone hurt in an accident.
- If you see someone acting suspiciously, stealing, or breaking into a home or building.
- If you smell smoke or see a fire.
- If you see people fighting and hurting each other.
- If you see someone being robbed or beaten.
- If you believe emergency assistance may be needed but are not sure, call 9-1-1 and describe the situation.
- If you call 9-1-1 by accident, don't hang up. Explain what happened to the 9-1-1 call-taker.

When not to call 9-1-1

- Never call 9-1-1 as a joke.
- Never call 9-1-1 to ask for information.
- Never call just to see if 9-1-1 is working.

What to say when you call 9-1-1

- Tell the person what is wrong.
- Tell the person your name, address and telephone number.
- Stay on the line until the operator tells you to hang up; they may have to ask you more questions.

Teach your children the correct use of 9-1-1

- Parents should use the information on this sheet to talk to children about how and when to use 9-1-1. Knowing the right thing to do can save lives.



Keep phone lines clear during emergencies

- During emergencies, telephone services become overloaded. You can help keep service available for those who need it most by making only calls that are critical.
- Limit fax machine and computer use as well; their use also ties up phone lines.