



# Village of Fox Crossing Fire Department

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## Reporting an emergency

9-1-1 works 24/7. It is a universal emergency telephone number system that automatically connects to a local central dispatching location or Public Safety Answering Point (PSAP) which notifies the proper emergency personnel that help is needed immediately. Most of the US (including cell phones) uses Enhanced 9-1-1 (E911), which automatically displays the phone number and address of the phone being used.

Some vehicles are now equipped with satellite based radio-navigation technology such as OnStar,™ which in the event of an accident, automatically contacts an emergency response center who relays the information to 911.

Many 911 dispatchers are trained in emergency medical procedures because they often have to give instructions until help arrives.

Only use 911 for situations that require IMMEDIATE action—because a person's life or well being is threatened, property is endangered, an illegal activity is in progress or anytime you feel you need police, fire or paramedic assistance.

## Tips on reporting an emergency

- ✓ Stay calm and speak slowly.
- ✓ Tell what the emergency is in 5 words or less and if anybody is hurt.
- ✓ Give the location of the emergency.
- ✓ Listen carefully to instructions and wait to answer any questions.
- ✓ Have somebody wait outside for emergency help to arrive.
- ✓ If you can, turn on an outside light or porch light (even in daylight) to better indicate your location.
- ✓ Lock up pets in another room.
- ✓ Provide EMS workers with any substance (medicine, drugs, alcohol or poison) the person may have taken.

### Did you know....

- ✓ If you dial 9-1-1 by accident, stay on the line and explain what happened to the call taker. They usually will have an officer respond to verify everything is OK—whether you stay on the line or not!
- ✓ Learn the designated number in your area for non life-threatening incidents, such as 2-1-1 or 4-1-1.
- ✓ If you have VoIP phone service (example: phone service through your local cable company), the location of the caller may not be determined automatically when calling 9-1-1.
- ✓ Some 9-1-1 dispatch centers are now able to receive 'alerts' via text messaging, mobile uploads as well as streaming video.
- ✓ At least 25% of calls to 9-1-1 are accidental cell phone calls.

\*\*\*All information shown in this section is from the National Fire Safety Council Inc.  
Reporting an Emergency brochure. ©MMV\*\*\*

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