



Responding to an Emergency

How to call 9-1-1

When calling any emergency service, try to stay calm and provide the following information:

- Your location and any landmarks that will help the emergency response team find you
- The extent of the emergency, and the number of people involved
- Any additional information that will assist the operator in dispatching the emergency response team, such as medical condition, the type of fire (building, chemical, etc.)
- Stay on the line -- do not hang up until the operator tells you to

Teach your children how to use the emergency system. They should know:

- How to dial the phone number
- Their phone number, address, and local landmarks
- That it is okay to answer all the questions the operator may ask

Discuss potential emergency situations with children so that they know when they should call.

Ask the fire chief for informational pamphlets which will assist your family in developing good emergency procedures.