

## How to Call 9-1-1 Effectively

### Here's How:

1. **Stay calm.** It's important to take a deep breath and not get excited. Any situation that requires 911 is, by definition, an emergency. The dispatcher or call-taker knows that and will try to move things along quickly, but under control.
2. Start by telling the call-taker what kind of emergency you have. If a law enforcement center has answered the call, they will need to transfer calls for fires and medical emergencies to the appropriate center. You will hear clicking - **do not hang up!**
3. Wait for the call-taker to ask questions, then answer clearly and calmly. Even though many 911 centers have enhanced capabilities - meaning they are able to see your location on the computer screen - they are still required to confirm the information. Bear with this line of questioning, you don't want the ambulance to respond to the wrong location.
4. If you are in danger of assault, the dispatcher or call-taker will still need you to answer quietly, mostly "yes" and "no" questions.
5. Let the call-taker guide the conversation. He or she is typing the information into a computer and may seem to be taking forever. There's a good chance, however, that emergency services are already being sent while you are still on the line.
6. In some cases, the call-taker will give you directions. Listen carefully, follow each step exactly, and *ask for clarification* if you don't understand.
7. Keep your eyes open. You may be asked to describe victims, suspects, vehicles, or other parts of the scene.
8. Do not hang up the call until directed to do so by the call-taker