



## WHEN TO USE EMERGENCY 911

Your house is burning, you or someone in your house needs immediate medical assistance or you witness a crime in progress. How do you get emergency help fast?

Dial 911.

The 911 emergency hot-line is setup to handle life threatening emergencies, but more than half of the calls to 911 either do not require emergency assistance or involve improper usage of the system.

911 dispatchers have received reports of UFO sightings, request for local weather reports, and even a request from a businessman who asked the dispatch to call his secretary to cancel his next appointment.

Non-emergency calls that can be serviced through your local police or fire departments' regularly listed telephone number include stranded pets, citizen complaints, request for general information and reporting completed crimes with no suspects. Check the white pages of the phone books for each agency's non-emergency number.

If you do have a life-threatening emergency, Moore Protection offers the following tips to improve the 911 dispatchers ability to respond to your call:

- Wait for the operator to come on the line – do not hang up.
- If you do not speak English, state your native language and an interpreter will be called.
- When the operator asks the nature of the emergency, answer as briefly as possible. For example, “My mother isn’t breathing,” or “Someone is breaking into my house.”
- Verify your address – if you live in an apartment or trailer park, confirm the apartment number or space number.
- Stay on the line until you have answered all of the operator’s questions. Don’t worry that the questions are slowing the response time – help will be on the way as you speak.
- If you can’t reach 911, call the operator.
- If you have recently moved or have an unlisted phone number, call your telephone company to make sure the police have the correct address on file.

### **Moore Protection Inc.**

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By following these guidelines, residents can greatly improve the 911 operator's ability to dispatch emergency assistance to the correct location.

However, it is not enough for adults to know the proper usage of 911. Children should also know how and when to dial 911 to get emergency assistance. Children are never too young to learn about 911.

Children must learn the seriousness of calling 911 and that the phone is not a toy. Teach your children to dial 911 with an unplugged phone. In addition to knowing how to dial 911, make sure your children know their own phone number and address, including the city and state.

For additional information on emergency assistance through 911, call Moore Protection at 310-540-7229 or your local Police and/or Fire Departments.

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