

WHAT IS 9-1-1?

9-1-1 is an emergency telephone number that provides **IMMEDIATE** and **DIRECT** access to **FIRE, POLICE, and MEDICAL SERVICES.**

WHEN SHOULD YOU CALL 9-1-1:

Dial 9-1-1 when a situation requires the IMMEDIATE response of Law Enforcement, Medical Assistance, or Fire Response. Some situations that you should call 9-1-1 for include, but are not limited to the following:

Crimes in Progress

Life Threatening Situations

Fires

Motor Vehicle Accidents

Injuries Requiring Emergency Medical Attention

Hazardous Chemical Spills

Smoke in Building

If you are not sure if a situation is an emergency, call 9-1-1 if you feel you need help fast. If you don't know whether to call 9-1-1 or not, calling is the right thing to do!

WHEN NOT TO CALL 9-1-1:

Directory Assistance

Road and Weather Information

Keys locked in Vehicle

Animal Complaints

Legal Advice

Excessive Noise



VITAL INFORMATION

HOME ADDRESS: _____

HOME PHONE: _____

NAMES OF ALL HOUSHOLD OCCUPANTS: _____

EMERGENCY CONTACTS

NAME: _____

ADDRESS: _____

PHONE: _____

RELATIONSHIP: _____

NAME: _____

ADDRESS: _____

PHONE: _____

RELATIONSHIP: _____

NON-EMERGENCY CONTACTS

LAW ENFORCEMENT

ADDRESS: _____

PHONE: _____

FIRE DEPARTMENT

ADDRESS: _____

PHONE: _____

HOSPITAL:

ADDRESS: _____

PHONE: _____

OTHER:

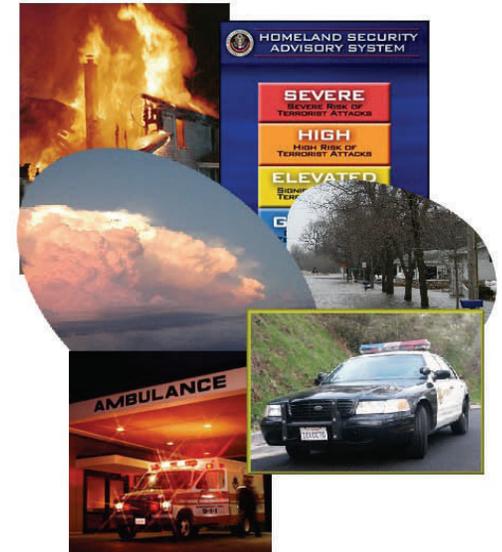
ADDRESS: _____

PHONE: _____

North Dakota

EMERGENCY SERVICES
COMMUNICATIONS

911



CALLING 9-1-1

North Dakota 911 Association

www.nd911.homestead.com

WHAT HAPPENS WHEN YOU

CALL 9-1-1?

When you dial 9-1-1, your call is routed to a Public Safety Answering Point (PSAP) based on your location. Once the PSAP receives your call, it is answered by a Dispatcher who is trained in providing emergency medical dispatching, radio communications and related skills. The Dispatcher will ask you several basic questions...

- *What is the emergency?
- *Where is this happening?
- *When did this happen?
- *What is happening now?
- *Who is involved? Description
- *Is anyone injured?

The reason for these questions is to provide you with the proper response, whether you need a Law Enforcement Officer, Ambulance, or Fire Department.

Other information you may need:

Include the exact location or address of the emergency. Provide nearby intersections, landmarks, building name, floor, room, or apartment number, as well as directions to the address, if possible. Carefully listen to and answer all the Dispatcher's questions. **DO NOT HANG UP** the phone until the 9-1-1 Dispatcher tells you to.

You will be asked to verify the address and phone number of the location you are calling from, so it is very important to know this information right away.

When the *type of emergency* is determined, the Dispatcher will then page the appropriate response team(s), ex. *Sheriff, Police, Ambulance, or Fire Department.*

9-1-1 CALLS FROM CELL PHONES:

Cell phones may also be used to activate the 9-1-1 system. Depending on the capabilities of your cellular phone, complete location information may not be available to the 9-1-1 dispatcher answering your call. If your phone is equipped with the appropriate global positioning chips and is in sight of a satellite, location information can be received along with your 9-1-1 call at all North Dakota PSAPs.

9-1-1 CALLS FROM PAY PHONES:

You do not need money to call 9-1-1 from a pay phone. If there is an emergency just pick up the phone and dial.

CALLING 9-1-1 FROM OTHER DEVICES:

As technology continues to advance, so does the means at which we communicate with each other. Voice over Internet Protocol (VoIP) allows computer users to make calls using any computer with an internet connection. This type of service and the continuing expansion of wireless devices used to make calls may or may not provide location information to a 9-1-1 dispatcher. **Always make sure to know your current location and call back number.**

DIALING 9-1-1 BY MISTAKE:

If you dialed 9-1-1 by mistake, stay on the line and tell the dispatcher that you have misdialed. If you hang up before talking to a dispatcher, the call will still be delivered to the 9-1-1 Center. Valuable time may be lost verifying that you have no emergency.

Remember:



Attempt to stay calm when you are talking to a 9-1-1 dispatcher. Take a deep breath. Listen to and answer each question. Do not hang up after dialing 9-1-1 until the dispatcher tells you to do so (even if you did not mean to dial 9-1-1).

TEACHING YOUR CHILDREN ABOUT CALLING 9-1-1:

While many children are familiar with dialing 9-1-1 in an emergency situation, they often do not know other important information, such as their address or how to reach a parent at work. You should begin teaching children this important information at about age three:

- ◆ Teach your children their full names, their parents' names, their home address and phone number with area code.
- ◆ Teach your children the name of your employer and the phone number.
- ◆ Teach your children what an emergency is and when to call 9-1-1.
- ◆ Teach your children how to hold the phone properly so that they can speak clearly into the phone.
- ◆ Teach your children that is against the law to call 9-1-1 as a joke or prank.
- ◆ Teach your children not to be afraid to call 9-1-1.
- ◆ Teaching your children to call you at work before calling 9-1-1 wastes valuable time. Give them permission to call 9-1-1 if they think there is an emergency.

