

HELP US HELP YOU: Your Guide to Calling 9-1-1 Emergency Services

To best respond to an emergency situation, 9-1-1 call takers need your help. Familiarize yourself and those living with you and/or visiting your home with the following tips to ensure that the 9-1-1 call taker will be able to process your emergency call efficiently and send assistance as quickly as possible.

9-1-1 NEEDS TO KNOW WHERE TO SEND HELP

- When calling 9-1-1, one of the first things you will be asked to provide is the location of the emergency you are reporting.
- The 9-1-1 call taker may not automatically know your location or may ask you to confirm it.
- Make sure you provide as much detail on your location as possible, such as apartment number, landmarks, cross streets, and/or mileposts.

REMAIN CALM, BE PREPARED

- Try to stay calm, give the information, and follow all instructions.
- 9-1-1 call takers are trained to get information from you. Listen carefully and answer their questions as concisely as possible.
- Remember that even if the call taker is still asking questions or giving instructions, help is being sent by a dispatcher.

HELP 9-1-1 HELP YOU

- The more you know what to expect when you call 9-1-1 the faster 9-1-1 can get you the help you need.
- You can save a life! Follow all the instructions the 9-1-1 call taker gives you, and don't hang up until the call taker tells you to. If you get cut off, call back and explain what happened.

www.fairfaxcounty.gov/911

*Always There,
Always Ready...
24/7/365*

FOR NON EMERGENCIES CALL 703-691-2131

UNDERSTANDING CELL CALLS

- It is preferred that you call 9-1-1 in an emergency, but if you can't call you can send a text to 9-1-1.
- Pull over to a safe place when driving, if possible. This reduces the chance of a dropped call.
- Lock your phone when you aren't using it so 9-1-1 isn't dialed by mistake. If you do accidentally dial remain on the line to tell the call taker it was an accident.
- Do not give old phones to children as toys. A wireless phone with no active service can still dial 9-1-1.
- If you are not sure if you have an emergency to report, call 9-1-1 and let the call taker decide.

CALL IF YOU CAN, TEXT IF YOU CAN'T

