

# How to Call 911



You can call 911 from any phone, even a cell phone that works but doesn't have a phone number.



1

## Calm and aware

Keep your eyes open. Notice what's around you. Get to a safe place. If you cannot call 911, tell someone else to. Keep an eye out for emergency vehicles.



2

## Listen and answer

Call 911 and then listen to the call-taker. They will ask you questions like the address, what happened, who is hurt, and what medications they are on. Don't try to tell the whole story. Just listen and answer.



3

## Do not hang up.

The call-taker will stay on the phone with you until help comes. While you are talking, they will send information to emergency first responders so they can come right away. The call-taker may need to tell you what to do before help comes to keep yourself and others safe. If you are on a cell phone without a phone number and you hang up, they will not be able to call you back. If you cannot speak, stay on the line and listen. Some towns are developing 911 texting.



4

## Call 911 ONLY if...

There is a car crash, a fire, a major crime happening right now, or a major medical problem where someone's life is in danger. If you call when it's not an emergency, you will be taking up the call-taker's time so they can't help people in emergencies as quickly.



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## What if it's not an emergency?

If you need help, but it's not an emergency, call a local urgent care clinic, a nurse hotline through your health insurance, or your local non-emergency police phone number.