

ECHO Phone

Emergency, Community and Health Outreach



Emergency Preparedness: Appropriate Use of 9-1-1 System

EZ Route File Name: MHA 911Sys

Level: Green Call Flow

Node: Monthly Health Topic (in all languages)

TRANSLATION DEADLINE: FRIDAY, NOVEMBER 17, 2006

If you need the police, an ambulance or firefighters right away, you should pick up the phone and dial 9-1-1. You can call 9-1-1 for free from your cell phone, home phone, or a public phone. Each 9-1-1 call center [office that receives calls] has an interpreter for you. But you must clearly tell the operator that you are speaking [your language—**TYPE YOUR LANGUAGE HERE!**].

REMEMBER that the 9-1-1 telephone number is used only when you need help right away. It's NOT supposed to be used for any other situations, such as noise complaints or missing pets. But when you need immediate assistance—for example, when a house is on fire, or a family member needs to go to the hospital fast, or if you see a crime taking place, like someone robbing a house or hurting another person—dial 9-1-1.

When calling 9-1-1, provide as much information as you can – the address where you are located, your name and phone number, and the type of emergency situation. If you have children and think that they are old enough to recognize an emergency situation and speak clearly over the phone, you should teach them to use the 9-1-1 number as well.

After you give the basic facts of the situation, the operator will ask you more questions-- so you must stay calm in order to give as much information as possible. If you're using a cell phone, tell the operator your specific location so that the response team [paramedics, firefighters, and others who drive to the scene of an emergency] can find you. The operator will tell you what you should do until emergency responders have arrived, so make sure to stay on the phone long enough to hear that advice.

To hear this information again, press #1.

To return to the previous choices, press #2.