

FINAL (4/16/2007)
Questions & Sample Answers / ECHO-TV Show # 307-308
“Calling 9-1-1 in an Emergency”
(Recording Show: Tuesday, April 24th, 2007 / 3:00-8:00 pm @ TPT)

1. Why is this show important to talk about in our community?

Sample Answer:

- Immigrants, refugees, New Americans or visitors may not be aware of 9-1-1 or the proper use of 9-1-1 as an emergency line of communication.
- Call 9-1-1 for emergencies including accidents that cause life-threatening injuries or crimes hurting people or property.
- We also want to be sure drivers know about Minnesota’s “Move Over Law” so when they see emergency workers ahead of them, drivers know to move over to ensure the safety of emergency workers and others on the highway.

2. Tell us about the proper use of the 9-1-1 emergency phone number....

Sample Answer:

- About a third of the calls to 9-1-1 are non-emergency calls and that can interfere with dispatchers trying to help callers who need help right away from the police, fire department or medical workers.
- Call 9-1-1 right away when:
 - To report a crime you may see or be the victim of
 - To report a fire you see on the street, at home or at work
 - To seek medical help or for help with a life-threatening emergency
 - Teach your children how to use 9-1-1 so they know how to use it when it’s okay to call 9-1-1
- Don’t call 9-1-1 when:
 - You need directions to the store, clinic or other location
 - When you lock your keys in the car (call a locksmith – not 9-1-1)
 - To complain about a parking ticket, noisy neighbor or barking dog
 - Dispatchers might tell you if your call is not an emergency and ask you to seek help from other resources
 - If you accidentally call 9-1-1, call back and let the dispatcher know

FINAL (4/16/2007)
Questions & Sample Answers / ECHO-TV Show # 307-308
“Calling 9-1-1 in an Emergency”
(Recording Show: Tuesday, April 24th, 2007 / 3:00-8:00 pm @ TPT)

3. Will the 9-1-1 dispatcher understand me if I have limited English speaking skills?

Sample Answer:

- Some dispatchers are bi-lingual and speak languages other than English.
- Tell the dispatcher what language you speak and **don't hang up** while the dispatcher finds an interpreter or connects to a “language line” so you get help for your emergency.
- You do not have to give your name and can call 9-1-1 anonymously

4. What will the 9-1-1 dispatcher need to know about the emergency situation?

Sample Answer:

- When you call 9-1-1, keep your voice calm and speak slowly so the information you share is clearly understood. In an emergency, it's hard to be calm but speaking clearly can save time and improves communication.
- Be prepared to tell the dispatcher what is happening. For instance, say “I’m calling to report a fire,” or “I’m calling to report a crime,” or “I’m calling because my friend is seriously ill and needs an ambulance....”
- The dispatcher will also need to know your location including address and street number. If you’re not sure of the address, look for landmarks, large buildings, street signs or paperwork nearby that may reveal the address.
- For some medical emergencies, the dispatcher might ask you for information about the patient or situation. The dispatcher may also ask you to offer some basic medical care to the patient before the ambulance arrives.

FINAL (4/16/2007)
Questions & Sample Answers / ECHO-TV Show # 307-308
“Calling 9-1-1 in an Emergency”
(Recording Show: Tuesday, April 24th, 2007 / 3:00-8:00 pm @ TPT)

5. Why does the dispatcher ask questions?

Sample Answer:

- The more questions 9-1-1 dispatchers ask, the more information they can pass on to the emergency workers responding to your 9-1-1 call.
- Briefly answer to the best of your knowledge any questions from the dispatcher and DO NOT HANG UP until told to do so.
- Dispatchers make sure all emergency calls to 9-1-1 get the help right away based on need and type of emergency.

6. Can I call 9-1-1 from a pay phone or cell phone?

Sample Answer:

- Calls to 9-1-1 are free on any phone including pay phones and cell phones.
- Some cell phones are programmed to dial 9-1-1 with the touch of one button causing up to 30 percent of 9-1-1 “false alarms.” So carry cell phones carefully to avoid accidental calls to 9-1-1.

7. What do you mean by the “Move Over Law”?

Sample Answer:

- Minnesota has a law called the “Move Over Law” which was created to help protect police officers, fire fighters, ambulance workers and tow truck drivers from getting hit by passing motorists.
- “Move Over” means that when drivers approach an emergency vehicle with its lights flashing, oncoming drivers are supposed to move over one full lane on the highway and out of the way.
- If drivers can’t move over a full lane, they should at least slow down.

FINAL (4/16/2007)
Questions & Sample Answers / ECHO-TV Show # 307-308
“Calling 9-1-1 in an Emergency”
(Recording Show: Tuesday, April 24th, 2007 / 3:00-8:00 pm @ TPT)

8. Why was the “Move Over” law created?

Sample Answer:

- Unfortunately there are many cases where police officers or other emergency workers stopped to help others but were run over by oncoming drivers.
- Emergency workers including police officers, fire fighters, tow truck drivers or ambulance workers don't have as much room on the road to assist others so by “Moving Over” a lane, oncoming cars are less likely to crash into vehicles parked on the side of the road.
- Sometimes emergency workers pull over and put their flashing lights on to warn other drivers of an accident just ahead of them..... that's why it's important that drivers pay attention, move over and slow down when they approach emergency vehicles.

9. What do I do if I look in my rear view mirror and I see flashing lights on an emergency vehicle coming up behind me? (Yield law)

Sample Answer:

- Don't panic when a police car or other emergency vehicle follows you! Instead slow down and prepare to pull over right away.
- Drivers should pull over and yield to the right and stop the car in a safe spot on the side of the road, a highway ramp and under a light at night.
- If you don't speak English, tell the police officer that you need an interpreter that speaks your language and one will be sent over to help you and the police officer.

FINAL (4/16/2007)
Questions & Sample Answers / ECHO-TV Show # 307-308
“Calling 9-1-1 in an Emergency”
(Recording Show: Tuesday, April 24th, 2007 / 3:00-8:00 pm @ TPT)

10. If people in our community are interested in working with police or fire departments or medical services who should they talk to?

Sample Answer:

- Contact the local police or fire department in your neighborhood for information.
- There is training available for emergency and medical workers and there is a need to be sure to add more workers who speak languages other than English

11. Is there anything else our expert guest might like to add?

Sample Answer:

(Optional question only if time permits)