

One Page On How To Use 9-1-1 Properly

~It Is For Emergency Use Only~

~It Is Here To Help YOU~

The numbers 9-1-1 on your telephone is your one-stop shop for all of your emergency needs. It is your **Emergency Hotline!**

Following is some very important information about how to properly use 9-1-1.

1. Dial 9-1-1 from any working telephone. Listen to the county answering; if you get the wrong county ask them to transfer you to the correct county where the emergency is occurring.
2. As the phone rings; take a deep breath, stay calm and prepare to speak normally and clearly. It is hard to understand if you scream.
3. When you call for help, what you say is important. Always follow the four steps in the order they are listed below.
 - a. **FIRST** give is **WHERE YOUR EMERGENCY** is occurring at.
 - b. **SECOND** give the **TELEPHONE NUMBER** you are calling from in case the call is disconnected.
 - c. **THIRD** give **EXACTLY WHAT THE EMERGENCY IS** and most important details.
 - d. **FOURTH** give **YOUR NAME**.
 - i. As soon as you give enough of the above to allow for help to be dispatched, the Communications Officer / Dispatcher will send the proper units while asking you other very important questions.
4. After units are already on the way, the Communications Officer will begin to ask you other questions and give you instructions, be prepared for these and answer / follow them as best you can. Some examples of these types of questions and instructions are:
 - a. Questions / Instructions about medical conditions such as CPR or how the injury occurred; this helps you to help others and helps the EMS crew prepare on the way there so that they can better and more quickly serve you once they arrive.
 - b. Questions / Instructions about your location such as description of the house, 9-1-1 numbers, animals in the yard, instructions to turn lights on or unlock a door etc. These questions and instructions further help in a quick and safe response by public safety.
 - c. Questions / Instructions about other parties involved such as location of any weapons involved, directions on securing weapons, questions about people descriptions, vehicle descriptions, other party locations, direction of travel, etc. These questions and instructions continue to aid in a safer and better response.
5. The most important thing is to follow all of the Communication Officer's instructions and remember that they are getting you help and YOU have to help them to help you.
6. Don't stay on the phone after giving your location for the emergency if it's unsafe. Just lay the phone down with the line open.
7. If you can't talk at all, just dial 9-1-1 and lay the phone down with an open line. The address will usually display on the Dispatcher screen if you are calling from a home phone, if you are calling from a cell phone it will give a tower location that the call is bouncing off of but we may be able to work with the cell phone company and our equipment to get a location and closer to where you may be. It is important to know that the location provided automatically IS NOT always correct and MUST be confirmed. So, if you are unable to talk to give a location, we will work quickly to try to find an accurate location and we will send help as soon as we are able to get a location. Therefore, if you dial 9-1-1 and don't say anything into the phone; try to talk loudly enough (if it is safe) to allow the Dispatcher to hear clues of where you may be and what may be going on.
8. If you are in a house fire, go outside and call 9-1-1 from there; do not stay in the house. You should always safely get away from a fire.
9. DO NOT prank call 9-1-1! DO NOT hinder another trying to make a valid 9-1-1 call! This is ILLEGAL!
10. 9-1-1 is for EMERGENCY ONLY. Our non-emergency; 24-Hour telephone number is 706-677-1234.
 - a. Examples of non-emergency dispatch calls are:
 - i. Reports of events that have already occurred (ex: something stolen 2 days ago and need a report, barking dogs)
 - ii. General Questions (ex: to ask about the weather forecast, to tell about power outages, get directions etc.)
 - b. Examples of emergency calls are:
 - i. Need an ambulance or fire services for anything (medical needs, auto accidents, fires etc.)
 - ii. Need a law enforcement unit for anything (burglary, auto accident, fights etc.)
 - iii. Road Hazards (such as trees down, livestock or other large hazards)
 - c. Examples of calls that should go to other agencies:
 - i. Power outages should go to your power company.
 - ii. Phone number questions should go to 4-1-1.
 - iii. Traffic condition questions should go to 5-1-1.
 - d. Examples of calls that should never come into a 9-1-1 center:
 - i. To get a phone number.

*Remember, we are here to help you get help quickly and when you really need it. Calling 9-1-1 is for **real emergencies** – situations when you need police, fire, or an ambulance in a hurry. When people don't use 9-1-1 properly, or abuse the system by calling with non-emergencies and making silent or abusive calls, they tie up the four 9-1-1 phone lines and make it hard for others who really need help right away to get through. It is scary to think that it could be your family or friend that can't get through because someone is abusing the system; help us to make sure your family, our family and everyone can get help if needed – **always use 9-1-1 properly**. Thank you for helping us to help you.*