



When To Call 9-1-1

WHAT TO EXPECT WHEN CALLING 9-1-1

911 is an emergency phone line not an informational phone line. More than 25% of the calls received by 911 are called "inappropriate calls." It is important to use it properly for the good of all.

Let the 911 call-taker or dispatcher guide the conversation. They are trained professionals who know what details are needed in any situation. 911 call-takers follow a specific order of questions, using your answers to determine what to ask next. By asking the right questions and getting clear responses, they can send the appropriate resources (fire engines, police, emergency medical services, etc.) and give the caller the correct instructions.

When calling, the 911 call-taker will ask you a series of questions, which must be answered as precisely as possible. You will be asked for the phone number you are calling from so you can be contacted back in the event the call is cut off. While answering the questions, keep in mind the professionals you are talking to are not the same people who are going to assist you - help is already on the way during the questioning process.

Please be patient. Call-taker's questions are important and necessary to get the right kind of help to you as quickly as possible. Do not hang up until the call-taker instructs you to do so.

WHAT SHOULD I DO IF I ACCIDENTALLY DIAL 9-1-1?

If you accidentally dial 911, please remain on the line. Simply explain to the call-taker what happened and that you do not require emergency assistance.



Correct Reasons To Call 9-1-1

- ✓ A crime, especially if in progress, such as a theft, armed robbery or burglary
- ✓ A car crash, especially if someone is injured
- ✓ A medical emergency, such as a heart attack, uncontrollable bleeding, or allergic reaction but not limited to: domestic violence or suspicion of child abuse and neglect
- ✓ Fire
- ✓ Power line has fallen on home or vehicle
- ✓ Having a mental health crisis or require immediate medical help.
- ✓ Any other crisis/situation that requires emergency help.



DO NOT Call 9-1-1 IF...

- × You lost power to your residence
- × Minor illness (you or your family members)
- × To ask about community events (fairs, carnivals, festivals)
- × Your pet is missing
- × For driving directions
- × You suspect your neighbor is conducting illegal activity that doesn't pose an immediate threat
- × You think your neighbor's animal is being neglected
- × Restaurant wouldn't accept a coupon
- × Noise complaint

If **LIFE, HEALTH** or **PROPERTY** is in **IMMINENT DANGER**,
● ● ● ● ● ● **Call 9-1-1 IMMEDIATELY!**

Non-emergency, please call 240-313-4345

For more information, visit www.washco-md.net