



# 9-1-1 HELP US HELP YOU

## What EVERYONE Needs to Know

In an emergency, 9-1-1 is the best call you can make. These 9-1-1 guidelines can help you save valuable time – and get help quicker!

### KNOW WHERE YOU ARE

The most important information you can provide to the 9-1-1 operator is your location. Be aware of your surroundings and give as many details as possible. Providing the address is ideal, but if you are outside and don't know the street address, try to find cross streets or landmarks to help. If you're in a building with different levels, let the 9-1-1 operator know what floor, apartment, or office number you are calling from.



**FOR MORE TIPS AND INFORMATION ON  
DIALING 9-1-1, VISIT [WWW.DENCO.ORG](http://WWW.DENCO.ORG).**

### WHEN TO CALL 9-1-1

Use 9-1-1 in emergencies only, when you need immediate help from police, fire, or emergency medical technicians. If you or someone with you is hurt or in danger, call 9-1-1. If you're not sure whether you need emergency help, put safety first and call 9-1-1. The 9-1-1 operator is an expert who can decide.

### WHEN NOT TO CALL 9-1-1

Do not call 9-1-1 for routine informational purposes. Some things that you may consider an emergency, like wanting to know if schools are closed or why traffic on the freeway isn't moving, are not public safety issues. Calling 9-1-1 in non-emergencies wastes resources and ties up the lines for people trying to get help in a genuine crisis. Intentional misuse of 9-1-1 service is a Class B misdemeanor in Texas.

### KNOW YOUR CALLING DEVICE

You can reach 9-1-1 on most devices that can make phone calls. However, the information that the 9-1-1 operator automatically receives can vary, depending on where you are and what device you're using. Telecommunications companies are working to make sure 9-1-1 works everywhere from every device. But you must know your own device and its abilities and limitations. Check with your service provider for more information.

### KEEP CALM

When you call 9-1-1, you should provide all information requested. Do your best not to panic, yell, or cry, as the 9-1-1 operator may be unable to understand what you're saying. The better you can keep your composure, the faster the operator can send help.

### NEVER HANG UP

Once you have dialed 9-1-1, stay on the line until you talk to the operator. The crisis may be over or you may have called by accident, but let the 9-1-1 operator know. Otherwise, the 9-1-1 operator will assume that you are unable to speak for some reason and may call you back or send help regardless, taking time and resources away from those who need emergency assistance. Be sure to wait for the operator to tell you to disconnect before doing so to avoid any misunderstanding. Many times, help is on the way while you are still on the phone; staying on the line will not prevent the 9-1-1 operator from sending help.