



9-1-1 HELP US HELP YOU

What SENIORS Need to Know About 9-1-1

Emergencies can happen to anyone, regardless of age. When you need help, you may be upset and not able to remember exactly how 9-1-1 works. Here are some things to consider ahead of time, to make sure you're able to call 9-1-1 if you are hurt or in danger. Remember, 9-1-1 is a free call and works 24 hours a day on any kind of phone.

CALL 9-1-1 RIGHT AWAY IN AN EMERGENCY

The best way to get help fast is to call 9-1-1. Before you call a family member, a friend, or neighbor, call 9-1-1. Day or night, 9-1-1 is there to assist you in an emergency. 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.

DO NOT DIAL "0"

You may not get a local operator – or even a live person – when you dial "0." Dial 9-1-1 when you need local police, fire, or medical emergency help.

STAY ON THE LINE

The 9-1-1 operator needs information in order to send help. Stay connected to answer questions and don't hang up until the operator says you can. Usually, the 9-1-1 operator will try to stay on the line with you until help arrives. Even if you get confused or can't speak, stay on the line so the operator can listen and determine what help to send. If you call 9-1-1 accidentally, be sure to wait for an answer so the operator will know you are not in trouble.

TRY TO STAY CALM

Emergency situations are upsetting. Try not to panic, and be sure to answer questions as clearly and calmly as you can. The more information the 9-1-1 operator has, the faster you will get help. The operator may have instructions on what to do next (unlock the door, gather your medications, turn on a porch light, etc.), so listen carefully and try to comply as best you can.

POST YOUR ADDRESS BY THE PHONE

Write down your address and phone number to keep by your phone. You may get confused or automatically give an old address when you are upset. Or you may have visitors who don't know the exact address. The 9-1-1 operator needs to verify your location in order to send help to the right place.

POST YOUR MEDICAL HISTORY

Write down important health information along with your doctor's name and number and tape it to the refrigerator or another easy-to-see place. List your medical conditions, medications you take, and contact information for the person you'd like to be notified of an emergency.

CHECK YOUR OUTSIDE HOUSE NUMBER

Make sure the number is large and can be seen from the street, day or night. Emergency responders need to be able to find you.

IF YOU ARE AWAY FROM HOME

No matter where you are or what phone you use, 9-1-1 is the call to make when you need police, fire, or medical help. If you aren't sure of where you are, look for street signs, building names, or other landmarks to help the 9-1-1 operator know your location. The call is free, 24 hours a day, even from cell phones or pay phones.



FOR MORE TIPS AND INFORMATION ON
DIALING 9-1-1, VISIT WWW.DENCO.ORG.