



## How to Dial 9-1-1 Tip Sheet



### **MAKING THE 911 CALL FOR A FIRE; WHAT INFORMATION TO KNOW:**

*Your full street address including:*

- *Street name*
  - *Street number*
  - *Town or City*
  - *Closest cross-street.*
- It is important to know the phone number you are calling from, in case emergency personnel have additional questions
  - As a helpful tip, this information can be recorded on an index card kept near the exits to the home, a tag on house keys, at the point of safety or meeting place, or in a vehicle or other structure on the property.

### **MAKING THE 911 CALL; WHAT TO EXPECT**

When you call 911, let the operator drive the call; they will ask for specific information.

Knowing the correct information will help to assure a timely response.

Callers should not interrupt, and they should be ready to answer questions about the emergency and the location they are calling from.

*Be prepared to answer questions about your situation, such as:*

- *Is everyone is out of the house?*
- *What is the location of the fire or other emergency?*
- *Where you are relocating to?*

Don't hang up until the 911 operator tells you to do so.

They can provide information about when responders will be there, and may want to keep you on the phone to gather additional information which they can share with responding units.

**REMINDER: DON'T DELAY EVACUATION TO CALL 911!**