

# Steps to follow when making a 9-1-1 emergency phone call



## Step 1: Call 9-1-1.

Using a phone, press the numbers: 9-1-1.

## Step 2: Listen and stay calm.

Listen and stay calm. The person who answers the phone is called a dispatcher. The dispatcher will ask you about your emergency.

**DISPATCHER: "9-1-1 what is your emergency?"**

## Step 3: Tell the dispatcher your full name and your emergency.

You will answer the questions by stating your first and last name and telling the dispatcher what your emergency is.

**YOU:** "My name is \_\_\_\_\_ (first) \_\_\_\_\_ (last) and my emergency is \_\_\_\_\_."

## Step 4: Tell the dispatcher where you are.

The dispatcher will ask you where you are. If you are at home, tell the dispatcher your physical house address.

**DISPATCHER: "What is your location? Where are you?"**  
**(physical address, not your post office box number)**

**YOU:** "I am at \_\_\_\_\_.  
My address is \_\_\_\_\_."

## Step 5: Answer the dispatcher's questions. Give them as much information as you can.

The dispatcher will ask what is going on (is there anyone hurt, what is going on?) and how many people are hurt. Tell the dispatcher as much information as you can.

**DISPATCHER: "Can you tell me what happened? Is anyone hurt?"**  
**"How many people are hurt? Can you tell me where they are hurt?"**

**YOU:** (Explain what happened and tell the number of people hurt. If you are hurt, tell the dispatcher where your body hurts.)

## Step 6: Give the dispatcher your phone number and your parent/guardian's phone number.

The dispatcher will ask you for the phone number from the phone you are using and ask you for your parent/guardian's phone number.

**DISPATCHER: "What is your phone number? What is your parent/guardian's phone number?"**

**YOU:** "My phone number is: \_\_\_\_\_.  
My parent/guardian's phone number is \_\_\_\_\_."

## Step 7: Stay on the phone until you are told it is safe to hang up.

The dispatcher will ask you to stay on the phone with them. You must stay on the phone until you are told it is safe to hang up.

**DISPATCHER: "Please stay on the line until I tell you to hang up."**

**YOU: "OK."**

**DISPATCHER: "You may now hang up."**

