

CALLING 911

A simple guide to help you during an emergency.

When the Dispatcher Answers


911 Dispatcher: “911. What is your emergency?”

 **You say:**

- “My name is _____.”
 - “I am at _____.”
 - “I need help.”
 - “_____ is happening.”
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Answering Questions

911 Dispatcher: “Is anyone hurt?”

 **You say** (choose one):


- “Yes, someone is hurt.”
- “No, no one is hurt.”
- “I am not sure.”

911 Dispatcher: “Are you safe right now?”

 **You say:**

- “Yes.”
- “No.”

911 Dispatcher: “Stay on the phone with me.”

 **You say:**

- “Okay.”

Helpful Things

You Can Say Anytime

If you are feeling upset or need the dispatcher to change how they are talking, you can use these phrases:

- “I have a disability.”
 - “I need you to speak slowly.”
 - “I need extra time.”
 - “Please repeat that.”
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Important Reminders

- **Stay on the phone:** Do not hang up until the dispatcher tells you to.
- **Answer the best you can:** It is okay if you don't know every answer.
- **Ask for help:** It is always okay to ask.
- **You are doing the right thing:** Calling 911 is the right choice in an emergency.