

Help Us Help You: Your Guide to Calling 9-1-1 Emergency Services



To best respond to an emergency situation, 9-1-1 call takers, dispatchers and first responders need your help. Familiarize yourself and those living or visiting your home with the following tips to ensure that the 9-1-1 call taker will be able to process your emergency call efficiently and send assistance as quickly as possible.

9-1-1 NEEDS TO KNOW WHERE TO GO

- When calling 9-1-1, one of the first things you'll be asked to provide is the location of the emergency you're reporting.
- The 9-1-1 call taker may not automatically know your location or may ask you to confirm it.
- Make sure you provide as much detail on your location as possible, such as apartment number, landmarks, cross streets and mileposts.

REMAIN CALM, BE PREPARED

- Try to stay calm, give information and follow all instructions.
- 9-1-1 call takers are trained to get information from you, listen carefully and answer as concisely as possible.
- Remember that even if the calltaker is still asking questions or giving instructions, help is on the way.

HELP 9-1-1 HELP YOU

- The more you know what to expect when you call 9-1-1, the faster 9-1-1 can get you the help you need.
- You can save a life! Follow all the instructions the 9-1-1 call taker gives you, and don't hang up until the call taker does. If you get cut off, call back and explain that you were cut off.

UNDERSTANDING CELL CALLS

- The current 9-1-1 system is designed for voice communications only.
- Texting 9-1-1 is not an option in most areas; you must dial 9-1-1 and speak with a call taker.
- Pull over when driving, if possible. This reduces the chance of a dropped call.
- Lock your keypad when you're not using your phone, so 9-1-1 isn't dialed by mistake. For the same reason, don't put 9-1-1 on speed dial.
- Do not give old phones to children as toys. A wireless phone with no active service can still dial 9-1-1.
- If you accidentally call 9-1-1, stay on the line and tell the call taker that you do not have an emergency.
- Calling 9-1-1 from a cell phone is always free and it is never necessary to dial an area code.
- If you are not sure you have an emergency to report, call 9-1-1 and let the call taker decide.

*****For non-emergencies call 703-691-2131**

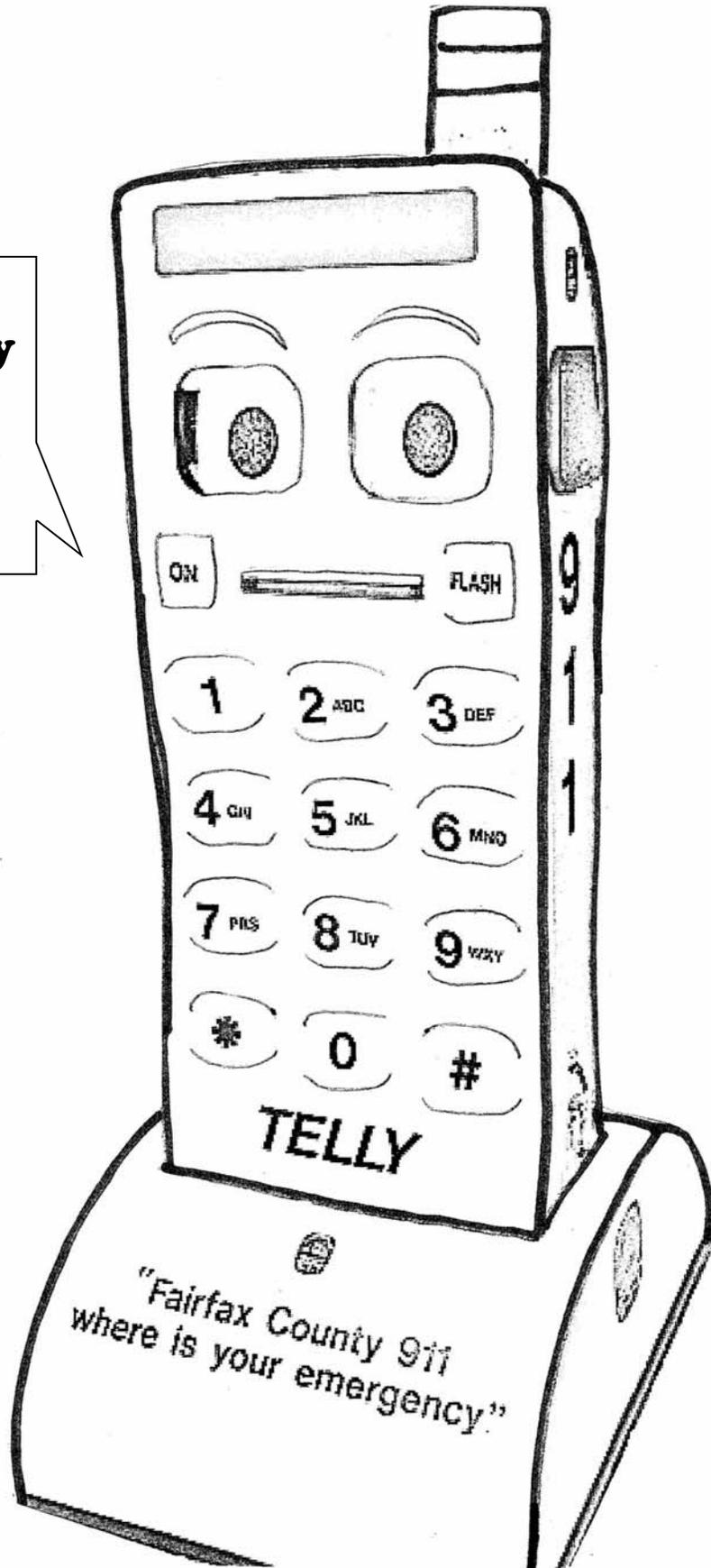
www.fairfaxcounty.gov/911

Always there, always ready... 24/7/365

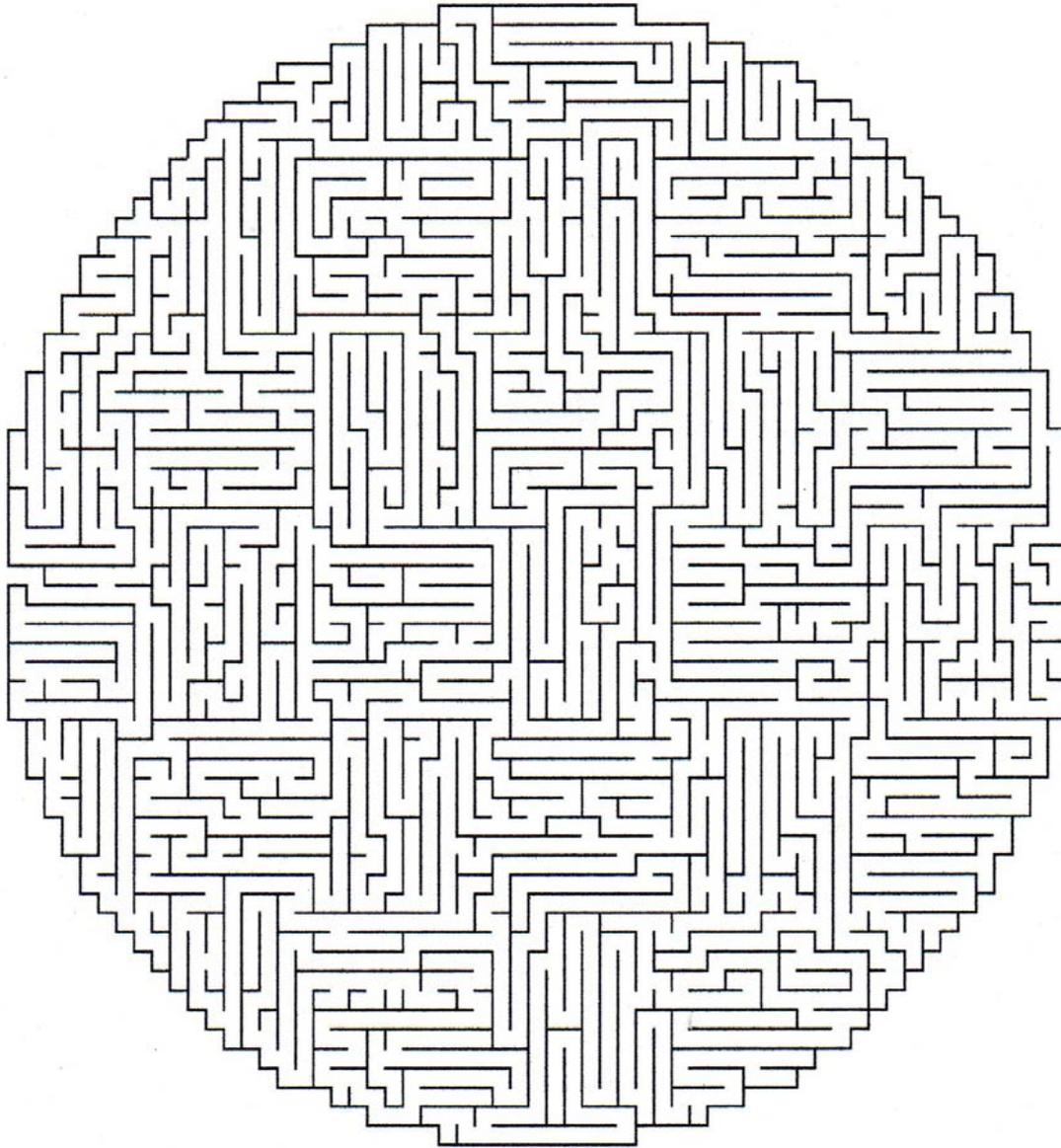


TELLY

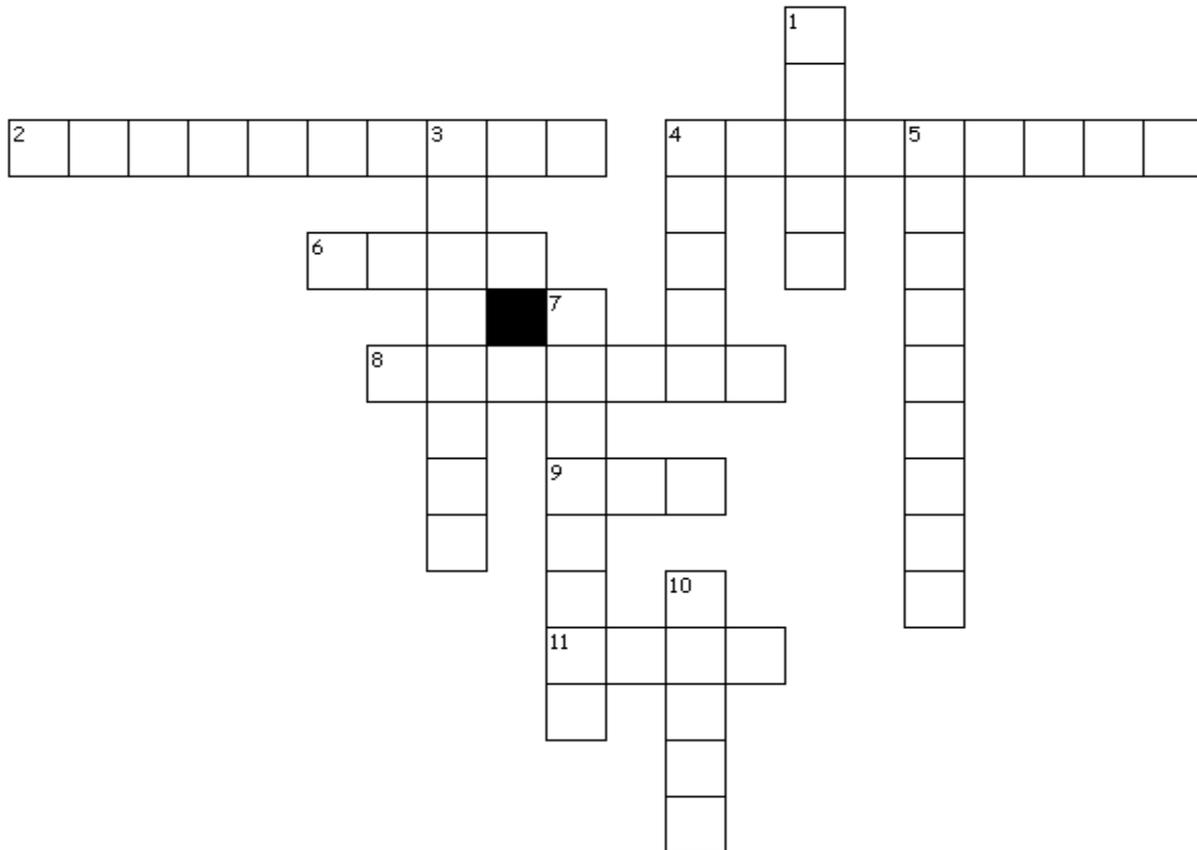
**Fairfax County
9-1-1...
where is your
emergency?**



Help Telly Find the 911 Center



9-1-1 Crossword Puzzle



Across

2. A person who sends policemen or firemen to your emergency
4. Someone who is trained to handle emergencies
6. Acronym for Department of Public Safety Communications
8. Someone who is trained to put out fires
9. Acronym for Emergency Medical Dispatching
11. Acronym for Public Safety Answering Point

Down

1. DPSC's mascot
3. A place you go when you are sick or injured
4. Something you use to call 9-1-1
5. A person who answers your 9-1-1 call
7. To look for wanted criminals
10. What the policemen and firemen use to communicate with DPSC





9-1-1 Word Search

H S R C U S S I R E N E D O N
 B Z M P I N R E C L F I I Y E
 N N S O M L K D G A S D P S M
 Y E T C K A B B S P A N A X E
 T C P E T E F U A R L S S I C
 P J N L L I C T P B Q O P I I
 D L L E R E C N A L U B M A L
 N A E E G H T G V L E N Q C O
 C O M H E R O Y I W N E F C P
 C E P R J U E Z P E O U Z I G
 N E U C S E R M T E H D Z D U
 H O S P I T A L E G P L P E Q
 U O C A A Y O C L Z T F C N G
 M V B R G Z X G L T J G Z T M
 C S P D Y U K N Y E M D B S C

Word Bank

ACCIDENT	RADIO	*CALLTAKER	CRY
*DISPATCHER	*DPSC	*EMD	EMERGENCY
FIREMEN	HELP	HOSPITAL	PHONE
POLICEMEN	*PSAP	PUBLIC	AMBULANCE
RESCUE	SAFE	SIREN	SMOKE
*TELETYPE	*TELLY		UPSET

* Definitions

Calltaker - A person who answers your 911 call
 Dispatcher - A person who sends policemen or firemen to your emergency
 DPSC - Department of Public Safety Communications
 EMD - Emergency Medical Dispatching (when you need assistance because of a medical issue)
 PSAP - Public Safety Answering Point
 Teletype - to look for wanted criminals or stolen items
 Telly - Fairfax County Department of Public Safety Communications mascot