

9-1-1 Calling Tips

- Call 9-1-1...
 - To report a crime in progress
 - To report a fire
 - To save a life
- Stay calm and speak clearly.
- Be sure to listen carefully and answer all of the Telecommunicator's questions to the best of your ability.
- Do not hang up until the 9-1-1 call taker has obtained all of the information that is needed.
- If you cannot speak, you can still communicate with the call taker by using your phone's key pad. Once the call taker answers –
 - Press the # 1 if you need POLICE
 - Press the # 2 if you need FIRE
 - Press the # 3 if you need an AMBULANCE
- Cordless phone will not work during power outages, so it's important to always keep a corded phone in your home in case of an emergency.
- If you have a Voice Over Internet (VoIP) phone it's important to be aware of ANY and ALL limitations it has on calling 9-1-1.

***And please remember,
9-1-1 is for emergencies only!***

**** Save a Life * Stop a Crime * Report a Fire ****



DIAL 9-1-1

IN AN EMERGENCY



Massachusetts State 911 Department
* 1380 Bay Street, Building C * Taunton, MA 02780 *
* Phone: 508-828-2911 * Fax: 508-828-2585 *
www.mass.gov/e911

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IMPORTANT CONTACT NUMBERS FOR YOU TO KNOW

NON- EMERGENCY INFORMATION

Police Department: _____
Fire Department: _____
Ambulance: _____
Poison Control: 1(800) 222-1222
Local State Police: _____
National Suicide Prevention Lifeline: 1(800) 273-TALK (8255)

OUR FAMILY PHYSICIAN

Doctor's Name: _____
Phone: _____
Our Pharmacy: _____
Phone: _____

OUR LOCAL HEALTH CARE FACILITIES

Hospital Name: _____
Phone: _____

PERSONAL INFORMATION

Name: _____
Our Address: _____
Our Phone Number: _____

“IN CASE OF EMERGENCY” CONTACTS

Name: _____
Phone Number: _____
Other Phone: _____
Relationship: _____

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January 2009

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