

When you have to call 911 –

- 1. Give your name, phone number, location, & nature of the emergency.**
 - 2. LOCATION, LOCATION, LOCATION**
 - 3. Stay on the phone!**
 - 4. Provide as much detailed information as possible as clearly as possible.**
- **Medical calls**
 - Type of patient (i.e. trauma, heart attack, poisoning, stroke, etc.)
 - Condition of patient (unresponsive, seizures/convulsions, difficulty breathing, symptoms, etc.)
 - What happened, if you know, to get the patient in this condition
 - **Wrecks**
 - Number of vehicles
 - Type of collision (head-on, fender bender, etc.)
 - Exact location (provide highway/road number & name; milemarkers; relation to landmarks - use North, South, East, West instead of “before you get to” or “just past”; nearby street address)
 - Injuries – number of injured & are they trapped in the vehicle
 - Is the road blocked?
 - Are there any hazards for responding personnel? (power lines down, tank truck leaking, gas lines leaking, etc.)
 - **Fires**
 - Structures/Houses
 - Is anyone inside?
 - What is visible? (Smoke – Light or Heavy, Flames, Fully engulfed)
 - Are other structures in danger?
 - Brush/Forest
 - Are structures in danger?
 - Is this a controlled burn? (i.e. Is anyone around the fire tending it & do they have a permit?)
 - **Police**
 - What is going on?
 - Are there weapons involved & what type?
 - Are you (caller) in immediate danger?
 - Descriptions of those involved
 - Names, if known
 - Clothing
 - Male/Female
 - Skin & Hair Color
 - Build
 - Vehicle descriptions (make, model, color, tag)
 - Direction of travel