

IN AN EMERGENCY DIAL 9 1 1

WHEN DO I CALL 9-1-1?

If you:

- Witness or are the victim of a crime
- You smell suspicious smoke or see a fire
- You witness or are involved in a serious accident
- There is an emergency illness suspected poisoning
- When a child/senior citizen or a person with disabilities is lost, confused, frightened or needs special assistance
- There is any situation that is potentially dangerous and you are not sure to call



WHAT DO I SAY?

The dispatcher will ask you:

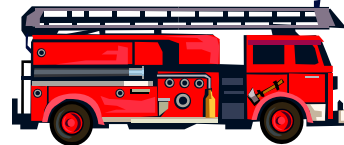
- The phone number you are calling from
- Your name
- Your address
- What the problem is



Remember to stay calm, speak clearly and stay on the line until the dispatcher tells you it's ok to hang up.

WHAT DO I DO IF THERE IS A FIRE IN MY HOME?

Do not stay in your home to call 9-1-1. Stay low and get out of the house immediately. Call 9-1-1 from a neighbor's house. If you carry a cell phone, don't forget to give the dispatcher important information about your location. In Marin County, dial 472-0911 from your cell phone to be connected directly to the local dispatch.



WHY WAS THE 9-1-1 SYSTEM CREATED?

When a person is victimized or witnesses a criminal action, the feelings of anxiety are so overwhelming that trying to look up the telephone number for the police can be an impossible task. Likewise, when a person has a sick child and does not know where to turn, or smells smoke in their home, 9-1-1 can put them in touch with people who know what to do.

The universal 9-1-1 system was also created to assist children, senior citizens and those who have language barriers.

9-1-1 CAN SAVE YOUR LIFE!!!

9-1-1 helps save peoples lives every day. Unfortunately, there are instances where 9-1-1 was dialed as a joke, a trivial or nuisance call. Remember, dialing 9-1-1 is serious and calling unnecessarily can endanger someone else's property or life when they really do need help. 9-1-1 is ONLY for emergencies.

WHAT IS CONSIDERED AN EMERGENCY?

An emergency is an event or occurrence demanding immediate action; or any condition endangering or though to be endangering life or property.