

Telecommunicator will ask you a series of questions. Remain calm and be prepared to provide the following information:

- What kind of emergency you have or what kind of help you need.
- Where is the emergency?
- The telephone number you are calling from.

If you are reporting a medical emergency be prepared to provide the following additional information:

- What is wrong with the patient?
- Age of patient.
- Is the patient conscious?
- Is the patient breathing?

9-1-1 TIPS FOR SENIORS

- Invest in a touch-tone phone with large, easy-to-read numbers. Put a 9-1-1 reminder near the phone.
- The use of a desk style telephone will allow the user to pull it to the floor in case they have fallen and cannot get up.
- The 9-1-1 system allows the dispatcher to "know" where you are calling from even if you cannot speak - for instance, if you are experiencing a stroke or if there is an intruder in your home. Just dial 9-1-1 and leave the phone off the hook. Do not hang up.
- Keep your medical history taped to the refrigerator in an envelope clearly marked with your doctor's phone number(s).

HELPFUL TIPS

- Always dial 9-1-1 for local police, fire or medical emergency assistance. Dialing "0" will not always connect you with an operator nearby. It may connect you with an operator many hundreds of miles away.
- Post your address, phone number and the closest intersection to your home by each telephone for anyone (babysitter, friend, visitor and family members) to be able to give the vital information needed for quick response.
- Be sure your house number is visible from the street or clearly posted where your driveway joins the main road.
- Be sure to explain to your children what is and is not an emergency! If they are ever in doubt tell them to call 9-1-1.



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**WHEN SECONDS
COUNT
CALL 9-1-1**

WHAT IS 9-1-1?

Plain and simple — 9-1-1 is a three-digit telephone number that you can call 24 hours a day for police, fire or emergency medical services.

9-1-1 saves valuable time in an emergency. According to nationwide statistics, it can take up to 2-1/2 minutes to find your telephone directory and another 30 seconds to locate the correct number. In an emergency, 3 minutes is a long time - time that can be saved by remembering to call 9-1-1!

WHEN TO CALL 9-1-1

In an emergency (when you believe that the immediate response of the police, a fire truck or an ambulance is needed).

Some examples of when to call 9-1-1:

- When you see fire or smoke.
- When you or someone with you is in danger.
- When you see a crime is being committed or has just occurred.
- When you believe that an ambulance is needed because someone is hurt or sick.
- When someone is trying to get in your house.
- When someone suspicious is prowling around your house or neighbors house.
- When a child is approached by a stranger.

WHEN NOT TO CALL 9-1-1

Some examples of when not to call 9-1-1:

- To report utility problems (such as power outages, phone and water repairs).
- To obtain weather reports.

- To ask for directions or road names.
- For general information pertaining to police reports, jails.
- Keys locked in vehicles, unless someone is locked inside.
- To request a cab.
- To request an ambulance for non-emergency routine transports.
- To find out what time the parade begins.

REMEMBER...9-1-1 is to be used for emergencies (when you believe that the immediate response of the police, a fire truck or an ambulance is needed). Know your address and telephone number.

For police information, call your local police. (Numbers are listed in the telephone directories of the town or city the police department is located in).

ANYONE CAN CALL 9-1-1

Anyone can call 9-1-1, no matter how old you are. There have been children on Rescue 9-1-1 that have helped their parents and they were only 3 years old!

The sight-impaired can use the digits, 9-1-1 on the telephone.

The hearing and speech impaired can use a special phone called a TTY/TDD machine to access 9-1-1.

HOW TO CALL 9-1-1

To call 9-1-1 from a home phone or a simple business phone, pick up the phone and press the numbers, 9-1-1.

To call 9-1-1 from a Centrex or PBX business extension, obtain an outside line and then press the numbers, 9-1-1.

To call 9-1-1 from a pay phone, no money is needed, simply pick up the receiver and press the numbers, 9-1-1.

To call 9-1-1 from a cellular phone or mobile phone, press the numbers 9-1-1 and press the "send" or "snd" button (this button is usually green).

9-1-1 AND HOW IT WORKS

When you dial 9-1-1 in St. Clair County, your call will be automatically routed to the 9-1-1 answering point that provides emergency services for the location from which you are calling. There are nine 9-1-1 answering points in our county.

The exception to this rule involves wireless (cellular) 9-1-1 calls. They will be routed to the St. Clair County PSAP. 9-1-1 Operators in St. Clair County receive a map display of either the area covered by the cell site antenna face that receives the wireless call or, the exact location of the wireless phone that made the call. In either case the phone number of the calling wireless phone is available to the 9-1-1 Operator.

In some cases the answering point that receives your initial call may need to transfer you to a secondary answering point. You will be told that you are being transferred and to hold on. Do not hang up during the transfer.

WHAT DO I NEED TO DO WHEN I USE 9-1-1?

9-1-1 is only a telephone number. Quick response depends on the important information that you provide. The 9-1-1