

# WHEN TO CALL 9-1-1

If you or someone else is experiencing *any of the following*, call 9-1-1 immediately

- Severe difficulty breathing, especially that does not improve with rest.
- Chest pain
- A fast heartbeat at rest especially if associated with shortness of breath or feeling faint
- You witness someone faint/pass out or someone is unresponsive (comatose)
- Difficulty speaking, numbness, or weakness of any part of the body
- Sudden dizziness, weakness or mental changes (confusion, very odd behavior, difficulty walking)
- Sudden blindness or vision changes
- Heavy bleeding from your mouth, nose, vagina or bottom
- Bleeding from any wound that won't stop with direct pressure
- Broken bones visible through an open wound, or a broken leg
- Drowning
- Choking
- Severe burns
- Allergic reaction, especially if there is any difficulty breathing
- Extremely hot or cold
- Poisoning or drug overdose
- New severe headache
- Sudden intense severe pain
- Someone is threatening to hurt or kill themselves or someone else



## What if I'm not sure?

If you're not sure about the answer to the above questions, call 9-1-1 and the trained dispatcher will help advise you. It is better to be safe and let the 9-1-1 call taker determine if you need emergent assistance. Always err on the side of caution. When in doubt, call.

## Who will answer my call and what information will they want?

9-1-1 calls are answered by trained dispatchers who will ask you questions to determine what kind of help you need. As soon as you call, a response is in action but *you must stay on the line to answer more questions* until the dispatcher tells you to hang up. You may be asked:

- What happened?
- Where are you? (Be specific. This is especially important if you are using a cell phone as the dispatcher may not be able to track your exact location like is possible when you use a land-line)
- What is your name?
- What is your phone number?

## What if I call 9-1-1 by mistake?

If you call by mistake, **do not hang up**, just stay on the line and tell the dispatcher that everything is OK. If you hang up, they may send a police officer or fire truck to your location to investigate if there is a problem