

A QUICK LESSON IN USING “9-1-1”

9-1-1 is for emergency situations. When should you call 9-1-1?

- To report a **Crime in Progress**.
- To report a **Fire**.
- To **Save a Life**.
- To **Report a motor vehicle collision with injuries**.

When you call 9-1-1 to report an emergency the 9-1-1 Dispatcher will ask you a few simple questions.

- Lexington County 9-1-1 Dispatchers are South Carolina State Certified and trained to ask questions that will help locate, prioritize and initiate a quick response to your call.
- Remember to **Remain Calm and Speak Clearly**.
- Tell what is needed – Police, Fire Department or Ambulance.
- Give your name, phone number and the address where help is needed.
- Be prepared to **Answer Questions** and **Listen for Instructions**.

Does it make a difference if you call 9-1-1 from a cellular phone?

- **YES!** The 9-1-1 Dispatcher may not receive the cell phone number and address from where the call is being placed. So **Know Your Cell Phone Number and Location**.
- GPS information is not always available when you make a 9-1-1 call from a cell phone.
- Always be aware of your surroundings and know the roads you are traveling on and the direction you are headed.
- If the connection is lost the 9-1-1 Dispatcher will attempt to call you back.

Can someone call 9-1-1 who does not speak English?

- **YES!** Interpreters are available to translate for the 9-1-1 Dispatchers.

Will you receive medical instructions when you call 9-1-1?

- **YES!** Lexington County 9-1-1 Dispatchers are trained to provide Emergency Medical Dispatch instructions to help while the ambulance is responding.
- Remember to **Remain Calm and Speak Clearly**.
- Be prepared to **Answer Questions** and **Listen for Instructions**.

What if you accidentally call 9-1-1?

- **If you call 9-1-1 by mistake, do not hang up.**
- Remain on the line and tell the 9-1-1 Dispatcher the call was made in error.
- If a hang up call is received, the 9-1-1 Dispatcher will attempt to call you back. If no one answers or an answering machine picks up, a law enforcement officer will be sent to investigate.

When should you **NOT** call 9-1-1?

- Do **NOT** call 9-1-1 for legal, medical or personal advice.
- Do **NOT** call 9-1-1 to inquire about the weather, time of day or request a phone number.
- Do **NOT** call 9-1-1 to find out why the Police, Fire Department or Ambulance is at the neighbor's house.
- Do **NOT** call 9-1-1 to ask for help raising your children, making them do their chores, homework or making them go to school.
- **Misuse of the 9-1-1 System is not only dangerous, it's a crime.**