

Calling 911 from Home



If you live in a community that has E-911 and you place a call to 911, the operator will automatically be given the location you are calling from and the phone number. However, you need to be prepared to verify this information for the 911 operator. Be prepared to give the 911 operator the following information:

- 1 The **location/address** where help is needed. Be specific!
- 1 The **phone number** you're calling from.
- 1 Describe the **problem** and indicate if it has just happened or is still in progress.
- 1 Give your **name** and any information on who is involved.
- 1 **Answer all other questions** as quickly and accurately as possible.
- 1 **Follow all of the directions** given to you by the 911 operator.
- 1 **Stay on the phone** as long as it is *safe* to do so.

Remember

911 Calls from Payphones are Free but make sure you provide the 911 operator the information as given above!

Calling 911 from your Cellular Phone



If you are traveling in your car or using a cellular phone and you place a call to 911, the operator **WILL NOT** automatically be given the location you are calling from and the phone number. Wireless technology does not currently provide that information to the 911 operator like your home phone does. When calling 911 from your cellular phone, first you need to pull out of traffic in a safe location and be prepared to give the 911 operator the following information:

- 1 The **location/address** where help is needed. Be specific! When traveling, you need to be aware of your location and note the county you are in, milemarkers, highway directions, exit numbers and major landmarks.
- 1 The **phone number** you're calling from. Once you have placed your call to 911, leave your cellular phone turned on in case the 911 operator needs to recontact you for more information.
- 1 Describe the **problem** and indicate if it has just happened or is still in progress.
- 1 Give your **name** and any information on who is involved.
- 1 **Answer all other questions** as quickly and accurately as possible.
- 1 **Follow all of the directions** given to you by the 911 operator.
- 1 **Stay on the phone** as long as it is *safe* to do so.

*If you cannot reach 911 from your cellular phone, hang up and dial *GSP(*477) if you are travelling in Georgia.*

Calling 911 from Work



If you are at work and you need to place a call to 911, remember to **dial any necessary prefixes** to get an outside line first. The 911 operator will automatically be given the location of your workplace but not necessarily to exact location that you are calling from. Many businesses have PBX telephone systems and the main building address may be provided but help is actually needed in another building or warehouse. When calling 911 from your workplace, you need to be prepared to give the 911 operator the following information:

- 1 The **location/address** where help is needed. Be specific! Tell the 911 operator which building, what floor, room number and specific directions of how to reach the location of the emergency. If possible, send someone to **meet the emergency personnel** who are responding so that they can be directed to the exact location.
- 1 The **phone number** you're calling from. Include extension number if necessary.
- 1 Describe the **problem** and indicate if it has just happened or is still in progress.
- 1 Give your **name** and any information on who is involved.
- 1 **Answer all other questions** as quickly and accurately as possible.
- 1 **Follow all of the directions** given to you by the 911 operator.
- 1 **Stay on the phone** as long as it is *safe* to do so.

What to do if you can't speak

If you have an emergency but are unable to speak, either because of a medical problem or because someone is threatening you, dial 911 and when the operator answers tap on the phone. This indicates to the 911 operator that you are not able to speak. The 911 operator will begin to ask you questions and tell you to tap once for yes and twice for no. Remember, if you are in a community with 911 and calling from a wireline (as oppose to cellular) phone, the operator will have your location information and ***will send help***. Stay on the phone until the 911 operator tells you to hang up or as long as it is safe to do so.

This brochure was designed and produced in a joint effort by the following public safety organizations who are dedicated to enhancing emergency communications for the citizens of Georgia:

Brochure Designed by:
Cheryl J. Greathouse
Member of APCO & NENA
State of Georgia Communications Instructor

Association of Public-Safety Communications Officials, International (APCO)-Georgia Chapter

The members of the Georgia chapter of APCO are employees of various emergency communications agencies and related agencies at the local and state level whose mission is to foster the development and progress of the art of public safety communications by means of research, planning, training and education; promote cooperation between towns, cities, counties, states, and federal public safety agencies in the area of communications; and through its efforts strive toward the end that the safety of human life, the protection of property and the civic welfare are benefited to the utmost degree; and aid and assist in the rapid and accurate collection, exchange and dissemination of information relating to emergencies and other vital public safety functions. Our experience, knowledge, and expertise, combined with that of our other members, helps all of us achieve our goal of excellence in public safety communications.

National Emergency Number Association (NENA)-Georgia Chapter

The members of the Georgia chapter of NENA are employees of various emergency communications agencies and related agencies at the local and state level whose mission is to foster the technological advancement, availability, and implementation of a universal emergency telephone number system. In carrying out it's mission NENA promotes, research, planning, training and education. The protection of human life, the preservation of property and the maintenance of general community security are among NENA's objectives.

Call 9-1-1 for Emergencies



An Action Guide for Handling Emergencies