

5.2 CALLING 9-1-1

For all emergencies:
Dial [9-1-1]

- Be prepared to answer the following questions:
 - ✓ Nature of the emergency (e.g. fire, smell of smoke, medical emergency)
 - ✓ Location/address
 - ✓ Building name or number, floor/room or area
 - ✓ Your name and call back number
 - ✓ Describe the situation
- For medical emergencies, the dispatcher will request additional information:
 - ✓ Nature of the medical emergency (e.g., conscious/unconscious, breathing/not breathing)
 - ✓ Victim's age (approximate if uncertain) and sex
 - ✓ What help, if any, is being given
- DO NOT HANG UP UNTIL THE DISPATCHER DOES!
- Send someone to meet and escort emergency response personnel to the incident location, if available.
- If you are the person who called **9-1-1**, identify yourself to emergency response personnel upon their arrival and be prepared to provide additional details regarding the incident. If the area, floor or building has been evacuated – notify your Floor/Area Warden – he/she will direct you to the Incident Command Post and be prepared to provide additional details to emergency response personnel.
- Provide assistance to responding emergency personnel, if requested; do not get in their way.