

# Connecticut State Police

## TIPS

### Topics in Public Safety

# 911

## The number to call in an emergency

Police, fire or medical emergencies require immediate help. Never hesitate to call 911 to protect life and property.

911 operators are trained professionals who will ask pertinent questions to get you the help needed in the shortest time possible. In emergency situations, minutes—even seconds—can make a crucial difference – that’s why early intervention is critical. Call 911 *first*, then family and friends if necessary.

#### Call 911:

- For all emergencies that require police, fire or medical assistance to protect lives or property.
- To report a crime in progress.
- To report a fire.
- If someone suffering from life-threatening injuries Medical emergencies include, but are not limited to, an unconscious person, someone gasping for air or not breathing, an individual experiencing an allergic reaction, having chest pain, having uncontrollable bleeding, or any other symptoms that require immediate medical attention
- To report a missing person, in particular a child or elderly person who may be in danger.
- For roadside emergencies and/or motor vehicle accidents, use your cellular phone to call 911.



#### Do NOT call 911:

- For directory assistance..
- To ask for traffic status.
- To report a power outage.
- For directions.
- To request non-emergency transportation.
- To discuss traffic tickets issued by police.
- As a prank with friends.



When in doubt, *always* call 911. Specially trained 911 operators will determine whether or not the situation is an emergency and requires assistance. Remember to speak clearly and calmly and answer all questions posed by the operator. Tell the operator the nature of the emergency and its location.

Teach children to call 911 only in an emergency.

Many times, people dial 911 by mistake or a child calls 911 when no emergency exists. If this occurs, do **NOT** hang up the phone. Hanging up the phone could lead a 911 operator to believe that a true emergency exists, and will send responders to your location. Instead, simply explain to the 911 operator that a mistake was made.



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