



## **Making an Accurate 911 Call**

When calling 911, you will most likely be in a frantic, or anxious state of mind. It is important to remember to try and stay calm and speak clearly so that the call-takers can help you to the best of their ability.

### **Do's**

Answer all questions to the best of your abilities. Your answers should be brief but also helpful

When the call-taker answers the phone, briefly describe your situation, and then stay on the line

Be patient with them

Be prepared to give location details

Be prepared to describe the people involved with the emergency

Be prepared to describe any vehicles

Listen carefully to the call-takers instructions

Stay on the line with them until they tell you it is okay to hang up.

### **Top Tips from 911 Call takers:**

Learn your compass directions (north, east, south, west)

Stay calm

Wait for the call-takers to ask you the questions, don't ask them questions

Keep your eyes open