

For Parents/Caregivers & Self-Advocates

Who Will Answer Your Call?

- Your phone call will be answered by a trained professional.
- They will ask you very specific questions.
- Your answers to these questions will help determine which emergency service they should send (firefighters, police, ambulance, etc).
- There is important information that you will need to know to answer these questions.

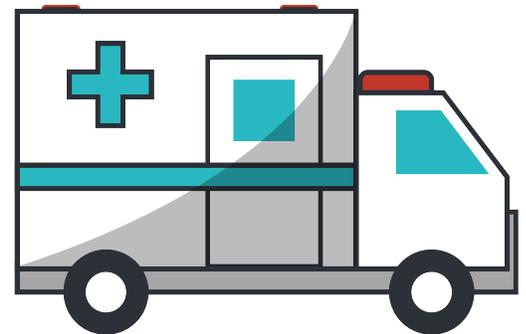


What Kind of Questions Will They Ask?

- What is the address of the emergency?
- What is your callback number (your phone number)?
- There are 4 questions that all 9-1-1 emergency personnel need to know.
 - What is the emergency?
 - What is the person's approximate age?
 - Is he or she conscious (awake)?
 - Is he or she breathing?

Important Things You Need to Do

- Be calm and listen carefully!
- If you're able, do exactly what the emergency person asks you to do.
- Don't tell them to "hurry". They're aware of the situation and are getting help as they're talking to you.
- They may ask you to do nothing until help arrives.
- They may tell you get out of an unsafe environment
- They may ask you to stay on the phone and assist in providing care for the ill or injured person.



Resources: Alamance County 911 Central Communications. What to expect when you call 9-1-1. <https://www.alamance-nc.com/ccom/calling-911/what-to-expect-when-you-call-9-1-1/>.