



April is National
9-1-1 Education Month.



Do you know how to make 9-1-1 work for you?

For forty years, 9-1-1 has served as the vital link between the American public and emergency services. Public education and awareness initiatives throughout the years have contributed in large measure to the incredible and ongoing success of the emergency communications system as a whole. It is imperative that 9-1-1 professionals, teachers, government officials, media representatives, and industry leaders are equipped with the tools necessary to continue these efforts in the face of an ever-changing telecommunications landscape, and that citizens of all ages are well versed in the role they play in ensuring effective and efficient emergency response for themselves and their fellow citizens.

Residents often take for granted that 9-1-1 call takers know exactly where they are calling from, but this isn't the case when dialing from the cell phone! It is imperative to provide 9-1-1 your exact address especially for those in large apartment complexes and rural locations.

Don't hang up! Stay on the line and tell the call taker your call was an accident so they can record it in their system. If you hang up before speaking to them, 9-1-1 won't know whether you are in danger or need assistance and will automatically dispatch help to check on the situation. This can waste valuable resources for other people who are experiencing emergencies.

Educate your children about 9-1-1. You never know when you may need to call 9-1-1 or when your children will have to call on your behalf. Make sure your kids understand how to dial 9-1-1 and the important information they will need to relay such as name and address. There are numerous resources to help you convey this important information.

- **Call If You Can, Text If You Can't:** Text-to-9-1-1 service is available in an increasing number of communities around the country. The service benefits individuals (or persons) who are deaf, hard of hearing or in a situation where they cannot speak and make a voice call. However, a traditional voice call, if possible, is still the best way to reach emergency services.
- **Know Your Location:** Wireless calls to 9-1-1 provide location information, but 9-1-1 call takers may need more specific information. Be prepared to provide detailed information on where you are so that help can get to you as quickly as possible.
- **Stay Calm and Don't Hang Up:** Until you are instructed to do otherwise, stay on the line so you can provide any necessary information or assistance to the 9-1-1 call taker. Even if you accidentally call 9-1-1, don't hang up. Inform the call taker that you dialed accidentally and that there is no emergency.

Visit the National 9-1-1 Education Coalition website for more materials and resources!

<http://www.know911.org/>