

CALLING 911

The Harford County 911 Telephone System exists to assist citizens with police, fire and medical emergencies. It is not to be used for non-emergency calls which can create delays in handling other very serious emergencies that require immediate attention. **DO NOT CALL 911 FOR NON-EMERGENCY TRANSPORTATION!** Instead, use a taxi or call a private ambulance service listed under “ambulance” in your local telephone directory.

What happens when you call 911?

The 911 call taker answering your call will electronically receive your address and telephone number. If you are calling for someone else at a different location, be sure to relay that information. Remain calm and give direct answers to the questions asked.

Critical Information Needed by the Call Taker/Dispatcher

- **What is the emergency?** I need police, fire department, ambulance.
- **Where is the emergency?** Give the address, including building number/name, apartment number and nearest cross street.
- **What’s the problem? What happened?**
- **Who needs help?** Age/number of people involved.
- **Are they conscious?, Are they breathing?**



You may be asked additional questions so the dispatcher can send the right type of help. All questions are important.

Fire Emergency

- If your house is on fire, LEAVE the house and call from a neighbor’s or mobile telephone.

Police Emergency

- Be prepared to answer questions on the description of the suspect, weapons and vehicles involved.

Medical Emergency

- The dispatcher may also provide you with critical pre-arrival instructions such as CPR or methods to control bleeding.

How you can help before first responders arrive

- Assure the patient, help is on the way.
- Stay on the line with the dispatcher until he/she tells you to hang up.
- If possible, send someone to wait out front to direct emergency personnel in.
- Turn your outside lights on.
- Secure pets, especially dogs, in a separate area.
- Have a visible address that is easily read from a distance.



911

