

Eastside Literacy Tutor Support
Student Handout - **CALLING 911**

WHEN to call 911:

- When a crime is in progress (a prowler in your yard, a person seen breaking into a home or car, or a fight with or without weapons).
- When you smell smoke or see fire
- During a heart attack or other serious medical emergency
- Any situation requiring the **immediate** response of a fire truck, ambulance, or police.
- When life and/or property are in **immediate** danger.

Otherwise, call your local police non-emergency desk, city information or complaints department, hospital, or doctor's office. Make a list of these numbers and keep them near your telephone.

When you call, you may be asked for this information:

- The location of the emergency
- Your name, address and telephone number you are calling from
- The nature of the emergency

Example Call:

OPERATOR: Emergency, What are you reporting?

CALLER: I have a medical emergency. My mother is having a heart attack.

OPERATOR: Where is your mother?

CALLER: She is at my home at 110 Bayview Lane in Kirkland. Please send an ambulance!

OPERATOR: What is your name?

CALLER: I am Martha Muffin.

OPERATOR: What is your mother's name?

CALLER: Norma Smith.

OPERATOR: Stay on the line. We are on the way.