



THE BASICS OF CALLING 911

WHEN SHOULD I CALL 9-1-1?

- 9-1-1 should only be called if an emergency response from Police, Fire or EMS is needed. For non-emergencies call the non-emergency number for Grays Harbor Communications at 360-533-8765.
- Examples of when to call 9-1-1 include:
 - A serious **medical** emergency (Chest Pains, Seizures, Bleeding, etc.)
 - Any type of **fire** (Structure, Vehicle, Brush, etc.)
 - Any **crime in progress** (Robbery, Burglary, Prowler, Fights, etc.)
 - Any other **life-threatening situations** (Traffic accidents with injuries, etc.)

WHAT IF I DON'T SPEAK ENGLISH?

- If you speak a language other than English or have trouble conveying the emergency, Grays Harbor Communications Center has interpretation services readily available.
- Let the call taker know immediately which language is needed so they can find the correct interpretation services.

WHAT IF I NEED ASSISTANCE TO MAKE A 9-1-1 CALL?

- 9-1-1 Centers are equipped with TTY devices to assist deaf or hearing-impaired callers. Telecommunicators are trained in handling these types of calls. Callers can also use video or IP relay services that will transfer the call to the correct jurisdiction and assist in interpreting the call.

WHAT WILL I BE ASKED IF I CALL 9-1-1?

- For all 911 calls you will be asked for the location of the emergency, the phone number you are calling from and the nature of your emergency.
- Once the nature of the emergency is established, the call taker will ask you questions pertaining to your emergency and may give you pre-arrival instructions in the case of a medical emergency.

HELP US, HELP YOU!

- Speak calm and clearly while answering all questions. Call takers are trained to ask specific questions that relate to each type of emergency.
- **While being asked many questions, it does not delay the response by emergency personnel. In fact, they are typically dispatched as soon as the location and nature of the emergency is known. Responders are updated of new information as it comes in.**
- In some cases, the call taker may keep you on the phone until help arrives and provide pre-arrival instructions.

WAYS TO HELP THE CALL TAKER KNOW YOUR LOCATION.

- Look at a nearby street sign, house number or mile post.
- Look for a business or common place nearby.
- If available – check official documents such as mail.