



THINGS TO KNOW ABOUT 9-1-1

WOULD YOU BE PREPARED?

Prepare: To make yourself or someone else ready and able to deal with a future event

 Thinking and talking now about what you would do during an emergency could help prepare you!

9-1-1 Is...

- An emergency telephone number that you can call 24 hours a day, from any kind of telephone, to request immediate assistance when you see a person's life threatened, property endangered, someone injured or a crime that has been committed.

*Remember though, **never** put yourself in danger! If a crime is happening **call 9-1-1 right away!***

WHEN TO CALL 9-1-1

Call 9-1-1 to report any emergency, **Police**, **Fire** or **Medical**.
Don't waste time; call as soon as you think help is needed.

Examples of WHEN TO CALL 9-1-1

- ✦ Car crash with injury
- ✦ Someone is hurt, bleeding or having difficulty breathing
- ✦ Fire of any type (house, other building or car)
- ✦ If you see a crime
- ✦ Dangerous situation such as a gas leak or power line

If in doubt, let us send them out!

WHEN NOT TO CALL 9-1-1

DO NOT call 9-1-1 if the problem is not an emergency. If 9-1-1 is called for non-emergencies, services for someone with a real emergency may be delayed.

Examples of **WHEN NOT TO CALL 9-1-1**

- ✦ Loud party or music
- ✦ Barking dogs or cats up a tree
- ✦ To ask for general information or directions
- ✦ To report a power outage
- ✦ To check for severe weather reports

Berwyn's non-emergency number: 708-795-5600

Berwyn 9-1-1 Telecommunicator taking an **EMERGENCY CALL**



WHAT DO YOU THINK THE ANSWER IS.... YES OR NO?

- ? If a pass code is needed to unlock my cell phone, can I still call 9-1-1 from that phone
- ? If I do not speak English can I call 9-1-1
- ? If I am hearing impaired can I call 9-1-1
- ? Can a text message be sent to 9-1-1



WHAT DO YOU THINK THE ANSWER IS.... YES OR NO?

If a pass code is needed to unlock my cell phone, can I still call 9-1-1 from that phone?

- ☑ **Answer: *Yes***, cell phones in the US must have the ability to call 911, whether locked or unlocked

If I do not speak English can I call 9-1-1?

- ☑ **Answer: *Yes***, Berwyn 9-1-1 contracts with Language Line for translation assistance

If I am hearing impaired can I call 9-1-1?

- ☑ **Answer: *Yes***, Berwyn 9-1-1 Telecommunicator's have access to, and are trained in, TTY equipment and can also work with Relay Center's

Can a text message be sent to 9-1-1?

- ☑ **Answer: *No***, the current 9-1-1 system is designed for voice communications.



QUESTIONS TO EXPECT WHEN CALLING 9-1-1...

To get help quickly, please be ready to answer these questions:

- **Where** is the emergency?
- What number are you calling from?
- What exactly has happened?
 - Clearly describe what has taken place
 - What is on fire?
 - If reporting a crime, vehicle and suspect descriptions are very important
 - Is the person conscious and breathing?
 - Is the person visibly injured?
 - Type and number of vehicles involved?

When Calling **9-1-1**

- **Remain calm**
- **Speak clearly and slowly**
- **Always listen to the **9-1-1** Telecommunicator and do exactly what they tell you during the call**
- **DO NOT** hang up! **Stay on the line until the Telecommunicator tells you to disconnect**
- **Be familiar with your area**

Emergency Medical Dispatch

An Emergency Medical Dispatcher (EMD) is a professional Telecommunicator, tasked with the gathering of information related to medical emergencies by quickly narrowing down the caller's type of medical or trauma situation, so as to better dispatch emergency services, and provide quality instructions before help arrives.

- ❑ EMD's utilize scripted protocol questions that are designed to gather the most specific and useful information for the Paramedics**
- ❑ EMD's give scripted instructions to the caller to help the patient**
- ❑ EMD's then give the critical information to the Paramedics while they are responding to the call**

Different Phone Types

- **Traditional hard-wired landline phones**
- **Wireless (Cell phones)**
- **VOIP (Voice Over Internet Protocol)**
- **Old, inactive or donated cell phone**

Landline Phones



These phones automatically route to the 9-1-1 Center servicing the community of location and deliver caller name, address and phone number (based on billing information)



Wireless (Cell Phones)

These phones route to the 9-1-1 Center servicing the cellular tower that the call is originating from. The call delivers with carrier name (i.e. AT&T, Sprint), tower address, callers number and latitude/longitude (if device capable)



Voice Over IP (VOiP)

These phones route to the 9-1-1 Center based on the subscribers own data entry. The call delivers similar to landline phones with caller name, address and phone number. Calls can also be placed from computers (i.e. laptops and tablets)



Inactive Cell Phones

- *A 9-1-1 call can be placed from an inactive cell phone (one without a service plan)*
- **Remember to remove the battery when younger siblings are playing with the phone**
- **The 9-1-1 system will not receive location information**
- **Give the call-taker your location immediately**
- **YOU** must call 9-1-1 back if the call is disconnected. Inactive cell phones **cannot** receive any incoming calls

HISTORY OF 9-1-1

On February 16, 1968, Senator Rankin Fite completed the first 9-1-1 call made in the U.S. in Haleyville, Alabama, and was introduced into the region by the City of Chicago in the 1970's.

Meanwhile, in Berwyn...

- **1981 – BASIC 9-1-1 service was implemented. Only the callers phone number was displayed on received 9-1-1 calls**
- **1992 – ENHANCED 9-1-1 service was implemented. The callers phone number AND location was now displayed on received 9-1-1 calls**
- **2000 – The Berwyn Emergency Telephone Systems Board declared its intent to accept wireless 9-1-1 calls**
- **March, 2001 – The new state-of-the-art Enhanced 9-1-1 Center became operational**
- **January, 2009 – The 9-1-1 Center went through a complete remodel including a new 9-1-1 phone processing system**
- **1st Quarter, 2012 – Phase II wireless calls began to be received and processed which provided plotting of wireless 9-1-1 caller location based on latitude and longitude**

Things to Remember

- **Dial 9-1-1 in an emergency**
- **Stay calm**
- **Give the 9-1-1 Telecommunicator the location of your emergency and your phone number.**
- **Describe what type of help is needed (Police, Fire, Ambulance).**
- **Stay on the line and answer all questions**
- **Don't hang up until you are told to do so**





CITY OF BERWYN 9-1-1



**EMERGENCY 9-1-1
POLICE
AMBULANCE
FIRE**



**NON-EMERGENCY
708-795-5600**