



## Calling 911 – What You Need To Know

**1. If you need Police, Fire or Emergency Medical Services in Washoe County, CALL 911.**

**2. When you call 911 – Do NOT hang up the phone.** Calling 911 connects you to dispatchers who are trained to gather critical information as quickly as possible. The sooner you answer their questions the sooner help will be on the way. If you call by accident, wait on the line and tell them it was a mistake otherwise dispatchers will send police to check on you.

**3. Stay calm and speak clearly.** Staying calm may be difficult but it is one of the most important things you can do in an emergency. Speaking slowly and clearly will make it easier for dispatchers to understand your emergency and know where to send help.

**4. Know your address.** Providing an accurate address is extremely important when calling 911. This is information that all adults and children in the household should know. If using a landline, the enhanced 911 system will show the address but dispatchers must confirm it. If using a wireless phone, the center that answers the call may be in a different area, city or state. Knowing your address, city and state is crucial.

**5. Teach children to properly use 911.** Everyone should be prepared and know what to do in an emergency. **Even young children can be very useful** in a crisis if they know how to use the phone and answer questions.

**6. Be sure your address can be easily seen from the street.** Emergency responders need to know they have the right location which is nearly impossible if the address is hard to read. Installing a light to illuminate the numbers, or using reflective numbers will make it easier to see your address at night. Also, please report missing street signs to the city or county to be replaced.

**7. If you have a Voice over Internet Protocol telephone service,** also called Broadband Phone, Net Phone, Voice on the Net (VON) or Digital Phone, please visit <http://www.911voip.org> and review the information on how 911 works with this technology.