

SAFETY CORNER

Public Safety Newsletter

TOPIC: 911 Saves Time When Seconds Count
Written By: Marlene Haines – Director of Communications
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WHAT IS 9-1-1?

9-1-1 is a universal emergency telephone number designed to give citizens an easy-to-remember telephone number to use when summoning police, fire, or ambulance to an emergency requiring immediate attention.

IS 9-1-1 AVAILABLE EVERYWHERE?

Unfortunately no! A few areas in South Dakota and the nation do not have 9-1-1 services available to reach help. In those areas, residents and visitors must use seven or ten digit telephone numbers to summon the emergency services needed. Those numbers can commonly be found inside the front cover of the telephone book.

WHY CALL 9-1-1?

9-1-1 has many advantages:

- It is easy to remember in moments of stress.
- It is quicker to dial than a seven or ten digit number.
- It is one number to use in summoning the police, fire or ambulance.

WHEN TO CALL 9-1-1?

- To get help for someone who is sick or injured and requires immediate medical attention.
- If you see a crime in progress or about to occur.
- To report a fire.
- To obtain help when there is danger of loss of life or property.
- To report a drunk driver.
- When you feel you are in danger.
- To report a major accident.
- **WHEN YOU NEED POLICE, FIRE OR AMBULANCE NOW!**

WHEN NOT TO CALL 9-1-1?

- Never call 9-1-1 as a joke.
- Never call 9-1-1 just to see if it works.
- Never call 9-1-1 for routine questions or to ask for information.
- Never call 9-1-1 for prank calls.
- **IF YOU CALL 9-1-1 BY MISTAKE, PLEASE STAY ON THE LINE AND EXPLAIN THAT YOU REACHED A WRONG NUMBER AND ANSWER ANY QUESTIONS ASKED BY THE DISPATCHER. SHE/HE WILL BE TRYING TO DETERMINE IF YOU ARE BEING FORCED TO HANG UP DURING A CRIME IN PROGRESS.**

HOW DO I USE 9-1-1?

- Dial the digits 9-1-1 from any telephone. 9-1-1 will work wherever 9-1-1 service is available.
- Describe the emergency. This will help the dispatcher determine what type of help to send.
- Location. Give the exact location of the emergency or describe how to get to the scene of the emergency. When traveling with a cellular telephone, make it a habit to know exactly where you are.
- Answer all questions. Stay on the line until the dispatcher says it's OK to hang up.
- Follow all directions. The dispatcher may be able to give you instructions to assist before emergency crews arrive.

Sincerely,

Marlene Haines
Director of Communications

If you would like to learn about certain topics please email cindy@mitchelldps.com and reference Safety Corner.

