

Does the type of phone I use make a difference when calling 9-1-1?

Yes, there is a difference. When someone calls 9-1-1 from a house or business, generally, the house or business address will display on our 9-1-1 computer system. Call Takers will still ask you to confirm the address.

It is important to always remember that there can be human error with how an address is stored in the 9-1-1 database system. Call Takers want to be sure that the address they see is the same location where help is needed.

When you call on a cellular phone, we generally do not know your location. Cellular phones can provide a general area to the 9-1-1 Call Taker, but not specifically. You will need to be prepared to give us your location.



If you are calling from a cellular phone, you may be routed to the closest PSAP (Public Safety Answering Point). Depending on your location being either on or adjacent to a freeway, your call could be routed to the California Highway Patrol (CHP), or to the local police department.

If you are on or near a freeway, give the CHP the location and direction of travel and where help is needed and what type of help is needed. If you are routed to a local police department, advise them that you need either the Fire Department or the Paramedics.

If you have a residential VOIP phone or VOIP service, also known as Voice Over Internet Phone, and you move from one location to another, you will need to remember to update your registered address by going online to manage your VOIP subscription or calling your VOIP provider.

If you have VOIP for Business, you must dial a 10-digit emergency number for your local

Police or Fire department. Dialing 9-1-1 is not currently allowed for VOIP for Business due to current technology limitations.

Medical Alarms



If you have a medical alarm pendant and are able to reach the phone, please call 9-1-1 from your phone. There can be a time delay if you press your pendant and wait for your medical alarm company. The pendant works best if you are unable to reach a phone.

What if I don't speak English?

If you don't speak English, don't worry. We have interpreters to assist. If you call your relative and tell them to call us, we will still need to get your phone number and then can call you back with an interpreter to get more information. It is faster to call 9-1-1 yourself and let us know the language you need, we will connect you and send help.

We are always here to help and happy to do so. Never be afraid to call 9-1-1. If you are unsure and feel you need medical help or have a fire always call 9-1-1.



www.verdugofire.org



 @VerdugoAlert

WHEN TO CALL



9-1-1

WHEN SHOULD SOMEONE CALL 9-1-1?



- If you see smoke or fire.
- When someone's life is threatened or in danger.
- When someone faints or collapses.
- When someone has persistent chest pains.
- When someone has difficulty breathing.
- When someone has slurred speech or paralysis.
- When someone's face is drooping, or when they seem altered, incoherent or confused.
- When there is a traffic collision with an injury.
- When there are wires down on the ground or street.

When you're unsure if you should call 9-1-1, ask yourself this:

- Does the victim's condition seem to be life-threatening?
- Could moving the person on your own cause further injury?
- Do they need the medical skills or equipment of a paramedic or an emergency medical technician?
- Would the distance or traffic conditions cause significant delay in getting the victim to the emergency room?
- Could their condition worsen and become life-threatening on the way to the emergency room?

When deciding whether to call 9-1-1, or to drive to the emergency room, remember that the Hospital Emergency Room always treats patients by highest priority first, whether arriving by ambulance or not.

WHEN SHOULD SOMEONE NOT CALL 9-1-1?



- When needing transportation to the doctor's office or to make an appointment with a doctor.
- When needing a medical prescription filled or for lost medication.
 - ✓ Call your doctor for this situation.
- When seeking treatment for a minor cut or abrasion.
 - ✓ Call your doctor or go to Urgent Care if needed.
- When someone has cold or flu symptoms.
 - ✓ Call your doctor for this situation.
- For medical advice.
 - ✓ Call your health care provider, 9-1-1 will not give any medical advice over the phone.
- When your keys or device fall into the gutter.
 - ✓ Call the city's streets department to assist with retrieval.
- When there's a cat or animal in a tree.
 - ✓ Place food at the bottom of the tree or call animal control.
- When there's a power outage.
 - ✓ Call your power company.
- To pay a bill.

What do I need to know when I call 9-1-1 for a Fire or Medical Emergency?

- Try to stay calm. Most of all, try not to yell or scream.
- When calling 9-1-1 there are several things 9-1-1 Call Takers and Dispatchers need to know:
 - ✓ We need to know the street numbers and street name. If there aren't any street numbers, then the names of the streets that cross each other.
 - ✓ If the address is an apartment or condominium or multi-story building, we will need to know what number or letter or floor is assigned to the location of the problem.
 - ✓ The names of the nearest cross streets.
 - ✓ The phone number that is being used to call from or the phone number where 9-1-1 can call back if there's a need for more information.
- If the situation is for the Fire Department or Paramedics.
- If the situation is for the Fire Department, we might ask:
 - ✓ What is on fire? Can you describe what you see? Smoke, flames? Is anyone trapped? Etc.
- If the situation is for the Paramedics, we might ask:
 - ✓ Is the patient/victim male or female?
 - ✓ What is their age? If not sure, how old do they appear?
 - ✓ Are they conscious?
 - ✓ Are they having difficulty breathing?
 - ✓ Are they having any pain? If so, where is the pain?