

NEVER CALL
9-1-1 AS A
JOKE OR A
PRANK!



CITRUS HEIGHTS POLICE
DEPARTMENT

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WHEN
TO CALL
9-1-1

AND WHAT TO DO

HOW TO CALL

1. Stay Calm
2. Make sure you know where they need to go. Look for the address if you can.
3. Click the phone icon on the cell phone or pick up the receiver of a standard phone & wait for a dial tone.
4. Press the number 9, then 1, then 1 again. On a cell phone press the call button after you're done
5. Wait while the phone rings for a dispatcher to answer and ask about your emergency



WHEN YOU NEED:

1. Police
2. Fire
3. Ambulance

WHAT TO DO

- Follow directions
- Stay on the phone
- Do NOT call just to ask questions

WHAT IS 9-1-1?

A phone number



911 is the number to dial on the phone when a PERSON needs help in an EMERGENCY.

Who answers 911 calls

Specially trained dispatchers at Police or Fire Stations who send the help you need in an emergency.

Who comes when you call?

Police, fire or ambulance (medical) come to help in an emergency.

- **POLICE** come if there is a crime
- **FIREFIGHTERS** come if there is a fire
- **AMBULANCE** comes if someone is seriously hurt or unconscious.

