

## 9-1-1 for Children

In an emergency every second counts. Teaching your child how to use 9-1-1 is a valuable lesson that could not only save your life and the lives of others but also get help quickly during a crime, fire, or medical emergency.

- Tell your child to always call from a safe place. If the house is on fire, tell them to get out and dial 9-1-1 from a neighbor's house.
- Refer to 9-1-1 as nine-one-one. Many times people will refer to it as nine-eleven which confuses children and causes them to look for the eleven button on the telephone.
- Teach your child their name, address, and telephone number. Always make sure to keep all this information near the telephone.
- Keep a telephone within a child's reach, and make sure your child knows how to use each telephone. Also remind them that calling from a payphone is free, and they do not need money. Let them know that the phone company will provide the name and address for the pay phone they are calling from, and not worry about knowing that information.
- Tell your friend that the 9-1-1 dispatcher is their friend and can be trusted. Also tell them to remain calm, speak loudly, answer all the dispatcher's questions and not hang up until told by the dispatcher.
- Teach your child not to call 9-1-1 as a joke or prank. Calling 9-1-1 could not only get them in trouble, but could also delay help in a real emergency. Tell them that if they accidentally dial 9-1-1 to let the dispatcher know they made a mistake.

**Encourage your child to use 9-1-1, even if they are in doubt.**

## When not to call:

9-1-1 has been designated as the national emergency number. Unfortunately, delays in answering true emergency calls are often caused by people calling 9-1-1 for less than compelling reasons. If you have any doubt as to whether someone's life or property is in peril, we urge you to call. However, listed below are some of the many reasons why people improperly call 9-1-1:

### Do **NOT** call 9-1-1

- For weather, traffic, or highway condition information.
- For school or office closure information.
- For directions.
- For legal advice.
- To report or check on a power failure.
- To find the number for another government office.
- To "test" your telephone.
- To check the time.
- To report potholes or minor road conditions.
- To report parking or other minor violations.

By reserving 9-1-1 for emergency use only, you can help make sure that persons needing immediate assistance can get through and get the help they need.

### Important Contact Numbers

Communications Non-emergency number	327-3811
Sheriff's Office Main Number	327-1700
Sheriff's Office Prisoner Info	327-1574
Anonymous Crime Tip	327-3297
Mayor's Action Center	327-4622
Indiana State Police Road Conditions	1-800-261-7623

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# Marion County Sheriff's Office

## Facts About

# 9-1-1



Emergency 911  
Communications

The First Line of Defense

*Sheriff John Layton*



## What is an Emergency?

- Any crime that is going on at the time of your call.
- Suspicious activity happening at the time of your call.
- Fire or medical emergencies.
- Robbery or burglary in progress.
- Fights or person shot or stabbed.
- Any life threatening incident.

**These are just a few of the emergencies for which you would call 9-1-1**

## What Information is Required

9-1-1 Dispatchers follow a procedure, and need to know the following information:

- They need to know the address where you need the police, fire or ambulance.
  - What is going on at the address.
  - Name of person calling.
  - Telephone number of the person calling.
  - If you are calling and lost, note landmarks surrounding you, and relay them to the operator.
- Follow these easy steps when you call:
- Stay calm.
  - Answer the dispatcher's questions.
  - Have your address and phone number ready.
  - Know what the problem is.

## Helpful Hints

- When calling 911, do not hang up and call back. Calls are answered on a first come, first serve basis and if you have to call back, you will go to the end of the incoming calls. **This delays getting the assistance you need. Stay on the line.**
- After calling 9-1-1, keep your line free in case the dispatcher needs further information.
- You can ask to remain anonymous when calling 9-1-1.
- When calling for fire or ambulance, you will be transferred to their dispatchers. You will hear a click or short dial tone. **Do not hang up. Stay on the line.**
- Cell phones do not tell us where you are. You need to give a location.
- Be ready with answers to the following:
  1. Who is involved in the crime (be descriptive)?
  2. Are there weapons involved?
  3. In a medical emergency, how many people are hurt and what happened to them?
- Report accurate location of the emergency



## What is a Non-Emergency?

Examples of non-emergencies include:

- Your house or car are broken into, but it is not in progress.
- Vehicle accident but there are no injuries.
- Vandalism
- Non-life threatening incidents not in progress.
- Remember, there may be a delayed response for non-emergencies since 9-1-1 emergencies take priority.

The non emergency telephone number is 327-3811



## If you have additional questions...

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## **“ 9-1-1 Tips and Information”**

We all know “Crime” never takes a holiday. Spring, summer, fall, Holiday Season. Criminals are opportunists. They see what they want and will take it. If someone knocks at your door, day or night, ALWAYS use CAUTION WHEN ANSWERING. If you are not expecting someone, answer through door UNOPENED. Do not open the door but acknowledge you are home. If you have a screen door keep it latched also. The doors are a barrier for your protection. If you have a “security Peephole” use it. If a subject unknown to you becomes aggressive or does not leave when asked, **call 9-1-1** and state to dispatcher that you have a “suspicious person unknown to you, at your door and they are refusing to leave”. Always call in suspicious activity. Remember you can remain anonymous when calling 9-1-1. At the least give the dispatcher the information on what you see, hear, if subjects are on foot or in a vehicle, description of vehicle, direction of travel if they leave. Caution your children also to not answer the door to strangers. Teach them how to call **9-1-1**. **If you are an apartment resident the same cautions apply. Do not open a door to anyone you do not know and if you feel uncomfortable/threatened, always call 9-1-1.**

**Stay Safe.**

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