

## Rhode Island E 9-1-1 Uniform Emergency Telephone System

# How to Make an Emergency Phone Call

1. Learn to recognize emergency situations. Talk with your friends about what an emergency is, and some possible emergency situations that could happen in their house or apartment. The most important thing to remember in an emergency is to get to a safe location before trying to call for help. If there is a fire, leave the house right away and stay out. Then go to a neighbor's house or pay phone to call 9-1-1 (the call is free). Friends and neighbors should discuss pre-planned instructions in case there is an emergency.
2. Call for emergency help in this way:

## DIAL 9-1-1

When the telecommunicator answers, they will ask, "Is your emergency police, fire or medical?"

- A) Be calm! Speak clearly. Don't talk too fast. Give the telecommunicator a clear and simple description of the emergency.
- B) Tell the telecommunicator where the help is needed, and where you are (if at a different location). If you don't know the address, don't be afraid to tell the telecommunicator you are not sure.
- C) Stay on the telephone. DO NOT HANG UP unless you are told to do so.
- D) If possible, while staying safe, try to stay by the phone in case the telecommunicator needs to call you back.

**IMPORTANT: In case of fire, leave the building immediately. Call for help from another location if you can.**