



9-1-1 Do's and Don'ts

DO use 9-1-1 to reach police, fire, or medical services.

DO pay attention to your location and know your address. Know which road you are on, the nearest mile marker or intersection. Know the address of your school and the room number.

DO give your location first. If the call is lost they will know where to send help.

DO lock the key pad on your cell phone to prevent accidentally dialing (pocket dialing) the programmed one-touch 9-1-1.

DO use pay phones to report emergencies including accidents, crimes in progress, or crimes that have just occurred. The 9-1-1 call is FREE.

DO expect the Call Taker to ask questions. Help has already been dispatched even though the Call Taker continues to talk with you.

DO take the battery out of old cell phones. Even though there is no service to the cell phone, 9-1-1 can still be dialed.

DON'T call 9-1-1 to ask when power will be restored during an outage, how road conditions are, or whether schools are open. Contact your utility company or listen to local radio and television for road, weather, and school information.

DON'T hang up when you dial 9-1-1 in an emergency; Call Takers will need information from you in order to send the appropriate help.

DON'T hang up when you dial 9-1-1 accidentally or the Call Taker will have to take time to call you back and verify if you have an emergency, taking them away from actual emergency calls.

DON'T let your cordless phone battery run down away from the charger. Some cordless phones send out a false 9-1-1 signal when they are discharged.

DON'T play with 9-1-1 or make false calls. It is a violation of the law that is punishable by fine or imprisonment.

DON'T text 9-1-1. Washington 9-1-1 Call Centers are currently not capable of handling text messages.