

NEED AN EMERGENCY RESPONSE? **CALL 911**

☎ 911 is available from every land line telephone in every city and county in the seven county metro area. When you dial 911, this system automatically sends your 911 call to the proper police or fire dispatch center for the location from which you are calling. These public safety dispatching centers are operated by your local police, fire or sheriff's department and are staffed by highly trained 911 personnel.

☎ Even though the dispatcher receives computer data that can help identify the address from which your land line call was placed, it is important that you stay on the line and *tell the 911 dispatcher what help is needed and where it is needed.* 911 Dispatchers are trained to ask you questions that are helpful in determining which agency should respond and how quickly. By answering these questions you are helping them provide the best possible *response.*

☎ Under Minnesota law, *Minnesota landlords may not limit your right, as a tenant, to call for police or emergency assistance.* Don't hesitate to call 911 when you want a *response* from a public safety agency. If you **don't** need a *response*... you **should not** use 911. Instead, look up the seven digit number for the agency in the blue pages of your phone book.

☎ 911 works from pay phones and cellular phones too. You can dial 911 from any pay phone without depositing a coin. You also can use your cellular phone to call 911 without a charge. If you have a cellular phone (car or portable), you can dial 911 and your call will be answered by the Minnesota State Patrol Dispatchers. If your call requires a *response* from a local agency, your 911 call can be transferred to the proper dispatcher.

☎ There are no costs for dialing 911 to request assistance, but there may be costs for services provided, such as ambulance transportation. These charges result regardless of the number dialed.

☎ All law enforcement, fire, and emergency medical services will respond to your need as quickly as possible. If these agencies are busy, a *response* will be provided in the order of urgency.

911 Also Works With Poison Control

If someone has taken poison, call 911. The dispatcher will notify the appropriate *response* agency and, if necessary, you will be connected with the Poison Control Center. If you only want information about poisons, call the number listed in your telephone directory for Poison Control.

Children — Do You Need Help?



Do you know what to do if you need help?

The emergency telephone number 911 is the number you should use only when you need help from the Police Department or the Fire Department.

Dial 911 when:

1. Someone is hurt badly and needs help.
2. If you see a fire or you smell smoke.
3. If you see someone stealing something or hurting someone.
4. If somebody strange is following you or has hurt you.
5. If you need help fast.

Don't dial 911:

1. To play a joke.
2. To just ask questions.

When you dial 911:

1. Stay calm. Help will be on the way.
2. Dial 911. Tell the person who answers what is wrong, like: "My house is on fire," or "My daddy is hurt and can't move," or "A strange man is following me."
3. Tell them the address where the emergency is.
4. Give them:
your name,
your address,
your apartment number, and
your phone number.
5. Don't hang up until the person you are talking to tells you to. They need to ask you questions to find you as fast as they can.
6. If your 911 doesn't work, dial "0" for operator to get help fast. Give the operator the same information.

