

# Calling 911

## ***You should dial 911 if you need Police, Fire or EMS in Belmont for an emergency***

**Follow all the operator instructions exactly as they are told to you. Never hang up on the 911 operator. Only hang up after the 911 operator does. They will always give you instructions before they hang up, and information on when help will be there.**

1. Speak calmly and clearly to the operator.
  2. Tell them what the emergency is.
  3. Where you are located (address and phone number).
  4. How old the person is who needs help.
  5. Are they conscious or unconscious?
  6. Are they breathing?
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**If you call 911, by mistake, DO NOT hang up the phone.** If you happen to call by accident, stay on the line until you can tell the call taker that you called by accident, and there is no emergency. This saves the call taker from having to call you back and confirm there is no emergency, or sending police with the lights and sirens to check your address.

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### **How you can help before the emergency team arrives?**

Reassure the person who is hurt. Tell them help is on the way. Comfort them without moving them.

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**Don't use the phone again.** Keep the telephone line clear in case the emergency team needs to call you.

- Make sure your front light is on so that the emergency team can see your house number clearly.
- If there is a pet in the room, put them someplace out of the way to keep them, and the emergency team safe.
- Once the emergency team arrives, move out of their way.

- Answer all their questions as honestly and clearly as you can. If you don't know an answer, tell them you don't know.
  - Now you can call your family and friends for emotional support. Ask your family or friends to meet you at the hospital.
  - If you have nightmares or have been affected in some other way by the emergency, seek support from family and friends.
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## ***Teach your children how to use 911. It could save your life***

If you have a VOIP telephone, visit [911 Voip](#) for tips on how 911 works with VOIP.