

## Why was the 9-1-1 system created?

When people witness a crime or are victimized, feelings of anxiety can be so overwhelming that trying to look up the phone number for the police department can be an impossible task. Similarly, when people smell smoke in their house or have a sick child and do not know where to turn, 9-1-1 can dispatch the proper emergency personnel to help. The 9-1-1 system was also created to help senior citizens, children, the infirmed and those who have problems with language.

### 9-1-1 Saves Lives

There are many examples where people have helped save lives and property by dialing 9-1-1.

However, there are many times when 9-1-1 is dialed as a joke or a nuisance call. Dialing 9-1-1 is serious and calling without cause can endanger someone else's life or property when they really do need help.

### If you call Nash County 9-1-1:

Stay Calm. Speak Clearly.

Help is on the way!

When you dial 9-1-1, a telecommunicator will answer, "Nash County 9-1-1. What is the location of the emergency?" Explain where you are and what is happening. Give your name, address and the nearest cross street possible. The telecommunicator will take over from there. Nash County has an enhanced 9-1-1 system, so the telecommunicator will have a lot of information about your location the minute you call, but any specifics can help them come to your aid. The telecommunicator can send help while talking to you. Remember, stay on the line until the telecommunicator tells you to hang up.

## Hurricane Preparedness Tips



Hurricane season begins June 1st and ends November 30th. The greatest number of hurricanes usually occur in August, September and early October.

### HOW TO BE PREPARED

- Listen carefully to local reports that tell you when to evacuate and when it is safe to re-enter your home.
- Be alert to hurricane and tropical storm advisories. **Hurricane Warning** means a hurricane is expected within 24 hours or less. **Hurricane Watch** means "possible" hurricane within 24 to 36 hours.
- Store enough water to last several days.
- Secure outdoor objects or bring them indoors.
- Evacuate low lying or coastal areas and offshore islands as well as mobile homes for more substantial shelter.
- If your house is sturdy and on high ground, stay indoors during the hurricane and away from windows.
- Protect windows with boards, shutters or tape.
- Pets should be brought inside.
- Beware the eye of the hurricane, the calm storm center that is bordered by winds and rains of maximum force in the beginning half of the storm.
- When re-entering a storm area, drive carefully! Watch for downed electric wires, flooded low spots and undermined roads.
- Report all broken or damaged water, sewer and electrical lines to authorities.

**Nash County  
Emergency Services  
Division Of  
Communications  
911**

**911**

*It could save your life.*



**Nash County  
Communications**

**911**

120 W. Washington St.

Suite 1102

Nashville, NC 27856

Phone: (252) 459-9805

## What is 9-1-1?

Do you know what to do in the event of an emergency? In most areas throughout the United States, there is a universal emergency telephone number. In this county, 9-1-1 will connect you to the Nash County Communications Center in Nashville, North Carolina where you can request assistance.

## What do I Say?

When the Nash County Telecommunicator answers, be prepared to give the following information:



1. The street address (Where is the problem?)
2. What is the problem?
3. The phone number you are calling from.
4. Your name.

Remember to speak clearly, stay calm and remain on the line to answer all of the telecommunicator's questions.

## Emergency Medical Dispatch

Callers can receive medical advice and instructions on how to help a patient in distress thanks to Emergency Medical Dispatch. CPR and emergency child birth assistance can be provided by the telecommunicator. First, you will be asked a set of questions. Then, instructions will be given. The telecommunicator will tell you what to do each step of the way. Remember, stay calm. You will be able to handle the situation.



## TDD/TTY Access?

YES! Dial 9-1-1 and strike any key but the space bar to let the telecommunicator know you are on the line.

## What if there is a fire in my home?

Do not use your telephone to call for help. Instead, stay low and get everyone out of the house immediately. Call for help using your neighbor's phone or a pay phone.



Remember, you can dial 9-1-1 from a pay phone for free!

## Reasons To Call 9-1-1:

- If someone accidentally swallows something poisonous, call 9-1-1.  
**Have the victim lie quietly until help arrives.**
- If your home is on fire, shout FIRE! FIRE! Get out of your home as quickly as possible. Crawl on the floor if there is a lot of smoke. Once out of your house, use the nearest phone and call 9-1-1.

**Do not go back into the burning building.**

- If you become lost in a strange place, stay calm and find a phone. Call 9-1-1. Try to describe where you are.

**You are safer playing in your own neighborhood. Stay with your friends and don't talk to strangers.**

- If you are home alone and you see someone trying to get inside your home or a stranger sneaking around, call 9-1-1 immediately.

**Keep all doors and windows locked.**

- If someone is injured in an accident or fall, find the nearest phone and call 9-1-1.

**Keep the hurt person quiet and warm until help arrives.**

## Always Remember

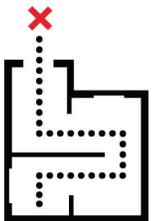
Dangerous and scary things can happen to you. **STAY CALM! THINK!** Help is just a phone call away.

When you're faced with an emergency, the more you can do to save time, the better. Because of this, you should always call 9-1-1 whenever you need emergency help from the police, sheriff, fire or rescue departments. Everyone in your family should know how to call 9-1-1. Even very young children can learn to recognize an emergency and know how to dial three easy digits. You can call 9-1-1 twenty-four hours a day from any working telephone, including pay phones and telephone devices for the deaf. The call is always toll free.

## When should you NOT call 9-1-1?

- To play on the phone.
- To find out billing information.
- To follow-up on previous emergencies.
- To find out information on road conditions, licenses, permits or to speak to an individual office.
- When trying to call non-emergency agencies like the water, light, sewer, or recreation facilities.

**If you have a power failure at your home, call your electrical company, NOT 9-1-1.**



## Emergency Plans

Every family should have an emergency plan. Practice it every month so you'll always know what to do.