



Graham Fire & Rescue

911 PROCEDURES



In case of a true emergency, 9-1-1 is the number to dial from your home, cell or public pay telephone. 9-1-1 gives you immediate access to Fire, Medical Aid, Rescue, Police, and Poison Control.

Call 9-1-1 when life and/or property are in immediate danger from smoke or fire, rescue or emergency medical assistance is needed or you are aware of a crime being committed.

Do not dial 9-1-1 for information such as road or weather conditions, area power outages or directions. 9-1-1 calls may be made from a pay phone without the use of coins.

When calling 9-1-1, give the following information:

- ✓ Nature of emergency
- ✓ Exact address and cross street
- ✓ Your name and the telephone number from which you are calling.

Wait for questions or instructions from the 9-1-1 dispatcher. **DO NOT HANG UP UNTIL TOLD TO DO SO.** Even though you may feel you have given all the information you are aware of, the dispatcher may ask you for additional information that may aid in a proper and timely response by emergency personnel.

The following symptoms and situations are examples of emergencies that should be reported to 9-1-1:

- ✓ Severe bleeding
- ✓ Injuries from falling
- ✓ Head injuries
- ✓ Broken or dislocated joints or bones
- ✓ Impaired breathing
- ✓ Chest pain
- ✓ Unconsciousness
- ✓ Severe electrical shock
- ✓ Fire or smoke conditions
- ✓ Motor vehicle accidents

Do not hesitate to call 9-1-1 in potential emergency situations since time is of the utmost importance. If you are not sure about the seriousness of the situation, call 9-1-1 immediately.