

# 911, I NEED HELP

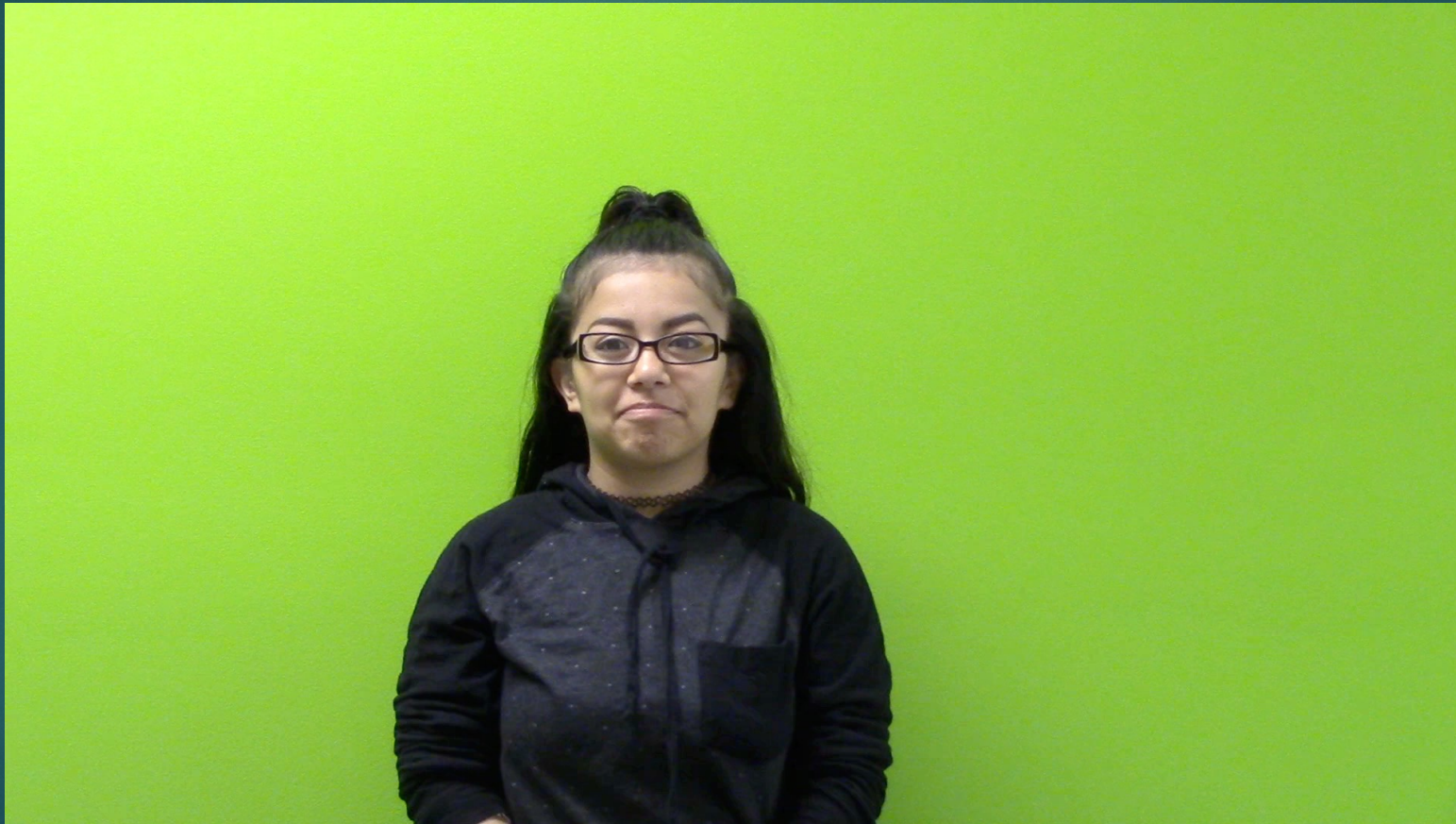
How do I get help when I need to call 911?



# What is a 911 Emergency?



# What can you do when you have a 911 Emergency?



# Can I use my cell phone to call 911?

- I'm deaf and I cannot speak
- Do they know how to sign?

**No**

- Do they have video chat at 911?

**No**

- How will I get help, this is an emergency!!!



TEXT



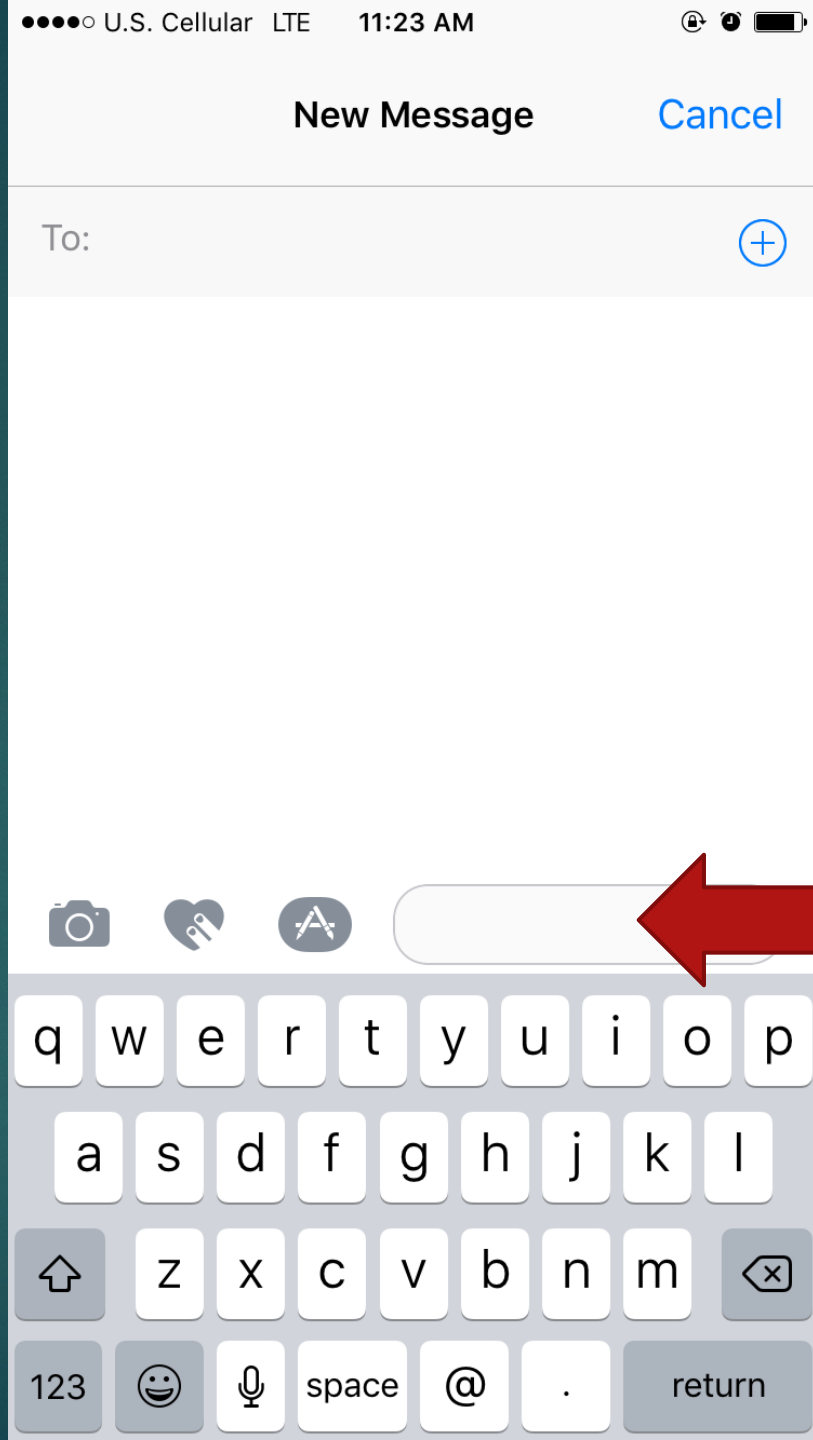
New Message

Cancel

To:




**911**

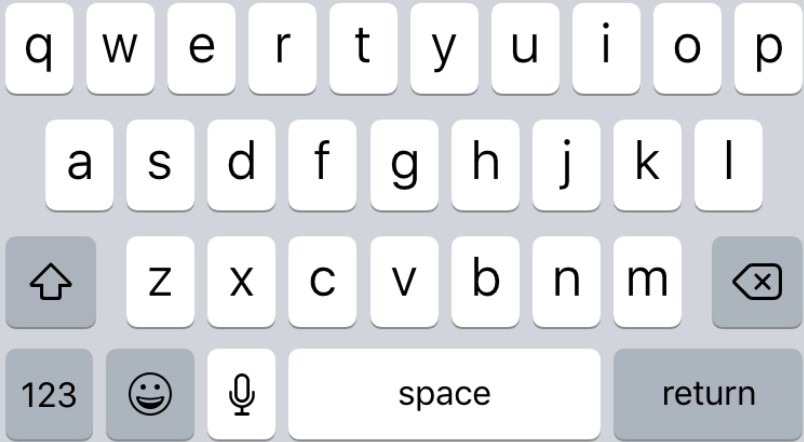


**Type message about emergency help that is needed.**

New Message Cancel

To: 911

> Need police and EMS.  
Wreck in front of ENCSD.  
1311 US HWY 301 S. people  
hurt. Car & truck. 



**Once you have typed  
your message of help,  
send the message to  
911 just like any other  
text**



# Important things to know about texting 911

- ▶ **1. It is a one way conversation and they cannot ask important questions until you send your text.**



# Important

2. It is important you give the specific information on your first text. It will get help to you sooner.



# Important

- ▶ **3. 911 operators must be sure they send the right kind of help so give them correct information.**



# Important

- ▶ 4. **You** must type in the address of where you need help. Cell phones don't give addresses like land lines do.



# Important

- ▶ **5. If help is needed as a result of an assault, they will send police first with EMS standing by until the area is safe.**



# Example: EMS call



- ▶ **Need EMS at ENCSD, 1311 US HWY 301 S. Man having chest pains, fell on floor, passed out. He is in Vestal Cafeteria. I am deaf.**



**\* Why tell 911 you are deaf? Because they will follow up with instructions or questions.\***

# **Example:** Police Call



- ▶ **Need police at 1311 US HWY 301 S. Wilson ENCSD. 2 boys fighting, no weapons, in front of Massey building. I have blonde hair, purple shirt, tan shorts; other boy has brown hair, red shirt blue pants. My name is Billy Smith. I am deaf.**

# **Example: EMS Call**



- ▶ **Need EMS on McAdams playground at ENCSD, 1311 US HWY 301 S, Wilson. Student Sam Sand fell and cut his left leg and it is bleeding bad. I am John Smith. I am deaf.**





# **Example: EMS Call**



- ▶ **I need a police officer. I am Jean Blue. Someone stole my computer out of my car. ENCSD, 1311 US HWY 301 S. Wilson. Car behind Vestal building Red Dodge van. I am with the car. I am deaf.**

# Example: Fire Department Call



- ▶ **Need fire department.  
Kitchen on fire. 123  
Adams St. Wilson.  
No one in house.  
Started at stove.**



# Things to remember



- ▶ **1. When you text 911 be sure it is an emergency.**

# Remember



▶ **2. Give type of emergency:**

▶ **-EMS**

▶ **-Fire**

▶ **-Police**



# Remember



- ▶ **3.**
- ▶ **Location/  
address;  
building/  
address)**

# Remember



▶ **4. Description of people involved and/or vehicle involved**

# Remember



- ▶ **5. Let them know you are deaf in first text so they know the call is not someone making prank calls.**

# Remember



- ▶ **6. Also lets 911 know that being able to obtain information by phone call is not an option.**



▶ **Check with the county you live in to see if they have texting option.**

▶ **Wilson County provides this service, but not all counties do.**

