CALLING 911

When you call 911, be prepared to answer the call-taker’s questions, which may include:

- The location of the emergency, including the street address *
- The phone number you are calling from
- The nature of the emergency
- Details about the emergency, such as a physical description of a person who may have committed a crime, a description of any fire that may be burning, or a description of injuries or symptoms being experienced by a person having a medical emergency

Remember, the call-taker’s questions are important to get the right kind of help to you quickly. Be prepared to follow any instructions the call-taker gives you. Many 911 centers can tell you exactly what to do to help in an emergency until help arrives, such as providing step-by-step instructions to aid someone who is choking or needs first aid or CPR.

Finally, do not hang up until the call-taker instructs you to.

*NFF ADDRESS: 2410 Campus Shore Drive MRC BUILDING – room 240 Raleigh – NC - 27695*