

# Homework Help – Heart Disease & Stroke

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## Calling 9-1-1

Most communities now have a 911 emergency service. Use the left side of the box below to help you think about the questions a 911 operator might ask. Use the right side to start making an **Emergency Information Chart** with your family. This chart should be kept by the phone at home. It will make it easy for anyone to provide important information, even under stress. It is also a good idea to keep a list of other emergency phone numbers beside your phone.

If you're not at home when an emergency happens, you can call 911 from a pay phone. The call is free...you don't have to put any money in the phone.

You might be really stressed, but it's important to remain calm, speak clearly, and answer all of the operator's questions. Help is on the way as soon as you give your address. The operator will ask more questions (below) to help the emergency staff be more prepared when they arrive at your location.

### **Important!**

Normally you would not give personal information to a stranger over the phone. It's okay to give it to a 911 operator because you have to trust somebody in an emergency. Your community has provided a service that works closely with police, fire department and hospitals.

You should always do what the operator says. For example, the operator might ask you to open the front door - the paramedics can't get in easily if the door is locked. Don't ever hang up the phone until the operator tells you. The operator may want you to keep telling them about how the patient is doing. They can also give you information and help you feel calm until the ambulance arrives.

**NEVER play with 911.** 911 is for real. If you call 911 as a joke, you might prevent someone who is sick from getting help. And that's not funny at all. The 911 operator has something called a "ringback". If you call and hang up, the operator can ring back to your phone. Normally a "ringback" helps emergency crews find people more easily in an emergency. It can also help them find you if you're playing with 911.

resource: <http://www.toronto.ca/ems/kids/abpage15.htm>

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Questions a 911 Operator might ask	How would you answer?
What is your name? (first and last)	My name is:
Where are you now?	What if you're not at home?
What is the street address? <i>They will need your house number, apartment number and street name.</i>	My street address is:
What is the nearest large intersection? <i>To get to your place quickly, they want to know the biggest streets near your house.</i>	The nearest major intersection is:
<b>At this point the operator has sent emergency crews to your location. Stay on the phone to give the operator more details about the problem.</b>	
What is your telephone number?	My telephone number is:
What emergency service do you need? <i>Ambulance? Fire fighters? Police?</i>	If you're calling because someone is sick, you need an ambulance.
What language do you speak? <i>Emergency services are offered in 150 languages as well as TTY (for people who have difficulty hearing)</i>	I speak:
Who is sick or hurt? (first and last name)	Do you know the last names of all adults at your home?
How old is the sick or hurt person?	Do you know how old everyone is?
Is the person awake? Breathing? Bleeding?	How could you tell whether someone was breathing?
How long has the person been sick or hurt?	If you weren't there at the start, you may not know.
What was he/she doing just before?	Do your best to remember. It's okay to tell the operator that you don't know.
Has anything like this happened before?	You might not know the answer. It's okay to tell the operator that you don't know.
Is the person taking any medication?	How can you find out?