

## Family Preparedness Knowing the 9-1-1 Life Steps

Emergency responders need to know where you are during your emergency. Be prepared by knowing your street address. Children and babysitters should also know your address. Write it down for them and post it by your phone.

<b>9-1-1 SAMPLE TRANSCRIPT</b>		<b><u>ACTION</u></b>
<b>911 Operator:</b>	<b>“911, What is your emergency?”</b>	<b>1. STAY CALM CALL 9-1-1</b>
<b>Caller:</b>	<b>“It’s my husband. He stopped breathing.”</b>	<b>2. BE PREPARED TO DESCRIBE AN EMERGENCY.</b>
<b>911 Operator:</b>	<b>“Okay, what is your address?”</b>	
<b>Caller:</b>	<b>“123 Main Street in Livingston.”</b>	<b>3. KNOW YOUR LOCATION.</b>
<b>911 Operator:</b>	<b>“Help is on the way. Now, I want you to stay on the phone with me.”</b>	<b>4. DON’T HANG UP UNTIL INSTRUCTED.</b>

To ensure you receive help in the optimum time, Emergency Service providers recommend the above Life Saving Steps