

Message

TEENAGERS:

Be aware of activities that are uncommon or suspicious. ALWAYS ACT ON YOUR BEST INSTINCT.

Do not fear the police. They are always there to help you. All 9-1-1 calls are taken seriously, even if you are a teenager calling. They respond to every emergency in the same fashion. They will always listen to you. They should not be the people who you worry about. They want to help you and can't if you don't call.



ALWAYS REMEMBER:

**The Telecommunicators
at 911 are
there 24-7-365
and are trained to help you.
Don't hesitate to call!**

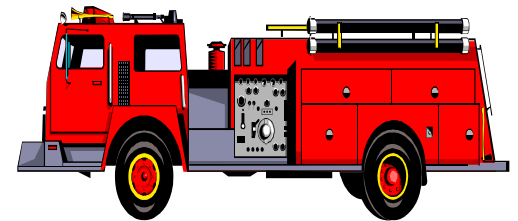
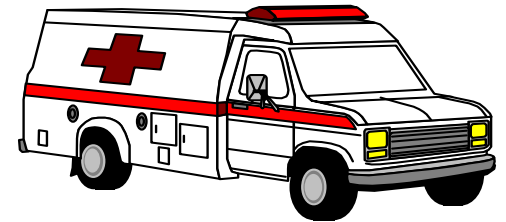
**When in doubt
CALL 9-1-1**

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Center
100-B Southwest Blvd.
Newton, NC 28658
828-465-8330

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**Calling E-911=
A Teenager's Guide**

**To Catawba County
Emergency
Services**



Should I Really Call



9-1-1 listens and believes all callers! Do not think that since you are a teenager they will not help you. Telecommunicators are ready for your call 24-7: THEY WANT TO HELP YOU!

Do NOT be afraid to call 9-1-1 if you think that there is an emergency. An emergency is a situation that threatens human life or property and demands attention right away. The situation you are worried about may escalate if you do

not call, so make the choice to call 9-1-1.

The 9-1-1 Telecommunicator will decide whether or not your call should be handled by 9-1-1 or whether you should be referred to another number or agency as appropriate. If referred, stay on the on line. The Telecommunicator will transfer you.

what do I say if I call 9-1-1?

The person answering the phone is a trained 9-1-1 dispatcher. They are trained to ask you many questions.

- WHAT is happening
- WHERE are you and WHERE the situation is
- WHEN the incident(s) occurred
- WHO are the people involved
- Are there any WEAPONS involved
- Are there any INJURIES



9-1-1 CALLING TIPS:

- TAKE A DEEP BREATH AND STAY CALM!
- BE BRIEF, CLEAR AND ACCURATE – ANSWER ALL QUESTIONS THE DISPATCHER ASKS
- STAY ON THE TELEPHONE WITH THE DISPATCHER (WHILE SAFE)
- GIVE LOCATION CLEARLY
- DESCRIBE ONE PERSON/SUSPECT AT A TIME AND DESCRIBE THEM FROM HEAD TO FEET