



Mountlake Terrace Police Department

When do you need to call 9-1-1?

When to Call

As a general set of guidelines, dial the numbers **9-1-1** if you:

- Have an emergency and need police, fire, or medic response.
- Need an officer to take a report (e.g., stolen vehicle, burglary, vehicle prowler).
- See suspicious activity (people in the parking lot looking in cars; strangers loitering where you need to go and you feel frightened; you come home to an open door and you're afraid to go inside). If you have a "gut feeling" you should be talking to the police, call.
- Would like a "welfare check" on someone who typically communicates with you and does not respond after several contacts.
- Have a concern regarding animals. Animal Control responds to complaints regarding excessive barking, lost/found, injured or abused animals.

****When you don't know or are in doubt, **do not** try to determine if you have an emergency; call **9-1-1** and let the dispatcher assist you.****

When the **911** dispatcher answers, he/she will ask what you are reporting. If it's a non-emergency, say so, and then answer the questions. Let the dispatcher lead the conversation, as they are looking for very specific information and need to keep lines clear and use the telephone time efficiently. They are most likely dispatching emergency personnel as you speak if the situation warrants.

Helpful Information

Enhanced **911** provides emergency operators with a computer display of the name, address, and the telephone number of the registered owner of the telephone being used for the call.

- When you call the telephone company to have service installed, be sure to give your correct name and address. Your address may be verified by calling your local building or planning department. Also, notify your telephone company if this information changes.
- The **911** operator will verify your location even though it may be displayed on the computer screen. Except in cases when a caller is unable to speak, the computer information is always verified.
- Telephone number misdials can activate the numbers **911**. If the caller hangs up, the **911** operator is required to call back and ensure no emergency assistance is needed. If there is no response, law enforcement will be dispatched.
- Do you have a cordless telephone? Low batteries may activate **911**. Check batteries regularly.
- Are your address and telephone number posted near all telephones? In an emergency, they are easily forgotten, reversed, or unknown.

- In an emergency, would your house number or mailbox be easy to read from the street, day or night? Your house number or mailbox are critical landmarks guiding police, fire or aid to your door.
- Note that some phone connections, such as party lines, cellular, and some commercial telephone applications may not display subscriber information.

What to Do in a Medical Emergency

In a medical emergency, seconds count. Emergency personnel will be sent as quickly as possible. **911** personnel can offer specific instructions like CPR, Heimlich Maneuver, and childbirth to help until medical personnel arrive. To determine an appropriate emergency medical response, you may be asked:

- The nature of the medical problem
- The approximate age of the individual(s) involved
- Whether the victim is conscious and/or alert
- Is there any difficulty in breathing?

We Hope You Never Need 911, But If You Do

- Stay calm. Don't get excited. Take a deep breath.
- Speak clearly
- State the problem you are reporting
- Listen carefully to the questions asked and instructions given
- Be prepared to answer the following:
 - *Location of the problem*
 - *Your name*
 - *Phone number you are calling from*