

## When should I call 911?

Call to report a **crime**, a **fire**, a **medical emergency**, a **serious injury**, or any situation requiring the **response of a fire truck, ambulance, or police car**.

## When should I call another number?

If you are depressed or in crisis, or need help with human service referrals, it is best to call **LIFE LINE** instead of 911.

**LIFE LINE 275-5151 (TDD: 275-2700)**

**LIFE LINE** also operates the Finger Lakes Regional Poison Control Center. For assessing poisonings and ingestions, call:

**LIFE LINE 275-5151 (TDD: 275-2700)**

## Other important numbers

Rochester Gas & Electric	546-1100
Rochester Telephone Company	777-1611
Rochester City Hall	428-7000
Thruway Road Conditions	1-800-THRUWAY
Weather	235-0240
Life Line	275-5151
Life Line TDD	275-2700
...and you can add these numbers:	
Landlord	_____
Doctor	_____

Please do not call 911 with concerns about telephone problems, cable TV, power outages, traffic or weather conditions, community events, parade schedules, or for legal advice.

## What information should I provide the 911 operator?

We know it is hard to answer questions when you're upset, but 911 operators are trained to ask for very specific information to speed response and improve service.

For example, if a crime has just occurred, we would ask for a suspect description, whether or not weapons were involved (and if so, what sort), and for a description of vehicles involved and the direction of travel.

**Remember: if your call is a priority-one emergency, the initial information will have already been sent to the dispatcher as the telecommunicator is asking for more details.**

Please be prepared to:

- describe the exact location where help is needed, including cross streets and town (there are streets in different parts of the county with the same names)
- give us the telephone number of the phone you're using (this confirms our computer read-out)
- tell us the exact nature of the problem (for example, "break in in-progress," "fire in the back room," "elderly man having a heart attack")

## Why do operators want me to stay on the phone in certain emergencies?

There are times a 911 operator will request that you stay on the phone to provide continuing information to assist the emergency vehicle personnel who are on the way to you. Sometimes it is to assure your safety in one room while police enter and search the property. Please stay on the phone if you are requested to do so, and answer any questions asked of you.

## Hints for making the best use of 911:

- Teach your children how—and when—to use 911
- If you dial 911 in error, do not hang up. Just tell the operator you made an error. (This way, we know you have not been interrupted in reporting an emergency and we will not send an emergency response.)
- If your call to 911 is not urgent, be patient waiting for response from police or other personnel. Responding agencies prioritize calls by the urgency of the situation, not by the time that they are received.

**911. Caring people, here for you.**

## What is 911?

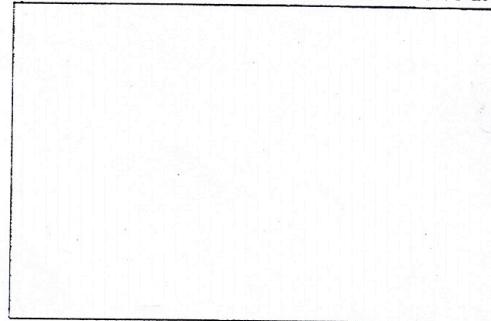
911 is the quickest route to police, fire and ambulance response.

When you dial these three numbers, your ordinary phone becomes a hot-line to emergency services in the county.

911 is the direct line to a trained and caring person who knows exactly how to help when you're in trouble.

And it doesn't stop there. 911 staff are trained to assist you in reporting your emergencies and in dispatching the appropriate equipment and personnel. For a poisoning or mental health crisis call, 911 will arrange for dispatch of a vehicle and a Life Line counselor will take over the call until help arrives.

PEEL OFF AND PLACE ON OR NEAR YOUR PHONES



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**CARING PEOPLE, HERE FOR YOU**

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