



HOW TO USE 911 EFFECTIVELY

Dialing 911 in an emergency will be more effective if you follow these tips. Teach children the proper way to use the system and the information that will be asked of them. Adults may reminders, too. Most of all it is important to **stay calm** in an emergency when seconds and vital information counts.



Tips for Kids

Review with children and teens the importance of using 911 appropriately.

- Do not make a test or crank call to 911.
- Do not call 911 and hang up. You must stay on the line until the dispatcher tells you to hang up.
- Be able to describe the emergency situation. Listen to the dispatcher's directions.

Tips for Seniors

- Stay calm and focused on the dispatcher's questions and directions
- Make important medical information accessible to Fire Rescue personnel. Pick up an [EMS Go Packet](#) at Weston Fire Station 81 or call 954-389-2015.

Dial 9-1-1 in an Emergency

April is National Public Safety Month. Residents and visitors are urged to remember these ABCs if you need to call for help:

- **AnsWER the dispatcher's questions**

If you don't know the exact address, provide landmarks or cross streets. If you are in a building, be sure to give the floor and/or office number.

- **Be sure to stay on the line.**

You will delay response if you hang up. If you accidentally called 911, stay on the line and let the dispatcher know. If you hang up, the dispatcher will call your number back. A law enforcement officer will be dispatched if there is no answer or a busy signal. This will needlessly take resources away from genuine emergencies.

- **Carefully follow instructions.**

Until first responders arrive, the dispatcher may provide you with instructions for keeping the patient safe and comfortable. You can give aid until help arrives.

Call 911 to save a life, stop a crime or report a fire. For additional tips, and information on what not to do, visit Broward County's [911 website](#).