

What Happens When you Call 911 – Tips to Be Prepared

Any time you are in a position to wonder whether or not you need to call 911 for emergency services, you will undoubtedly feel very stressed, scared or worried. When you know what to expect, it can be less stressful. Fortunately, Camp Lejeune Dispatchers are well trained to handle the calls and help you stay as calm as possible and get the emergency help that you need to you as quickly as possible. Here are some important tips that you should familiarize yourself with, so that you are a little more prepared to call 911

1. **Do your best to remain as calm as possible.** If you are hysterical or frantic, it will make it more difficult for our dispatchers to understand the situation and be able to help. Take a deep breath and try to stay focused on getting help. Although you are in an emergency situation, it is critical that you try to stay calm and let the dispatchers do their job. They understand that you are most likely very upset and scared, and they will do their best to help you through this.
2. **Know your exact location, or be as specific as possible.** One of the first things that our 911 dispatcher will ask you is where you are currently located. Although many of the 911 call centers have the capability of identifying your location, your location must be confirmed before emergency personnel is dispatched. If you are calling from a cell phone then this may not be quite as exact and can lead to a delay in emergency services arriving. **When providing a location, be sure you give your exact building or residence number (IE: HP57 or 1231). If not at a building, be sure to give an exact location (IE: Birch St at Holcomb Blvd)**
3. **Stay on the line, answer questions, and follow directions.** Our dispatchers are required to go through a sequence of questions with you. This will start with your location, call back number, name, and nature of the emergency from there, we will proceed to call type specific questions. These questions will assess the situation, provide valuable information to our responders and directions to help you. Once questions are complete, the 911 dispatcher may tell you to unlock a door, or begin CPR or instruct you on some type of basic first aid. Listen carefully and do exactly as you are told, it could mean the difference between life and death in some cases. Don't worry, these questions do not slow down the response!

Calling 911 can be a very stressful experience, but knowing what to expect can make it much easier!