

# When to Call 911

An emergency is any situation that requires *immediate* assistance from the Lebanon Township Fire & Rescue Department or Police. In any emergency, call 911 as soon as possible.

If you dial 911 by mistake, or if a child in your home dials 911 when no emergency exists, do not hang up—that could make 911 officials think that an emergency exists, and possibly send responders to your location. Instead, simply explain to the call-taker what happened.

## You should call 911 if:

- There is a fire
- There has been a motor vehicle accident
- The person has a life or limb threatening condition or injury
- The person is having any symptoms that require immediate medical attention, such as uncontrollable bleeding
- The person's condition is life-threatening or could become life-threatening on the way to the hospital, e.g., a heart attack or allergic reaction
- The person has swallowed a poisonous substance
- The person is experiencing sudden, severe pain anywhere in the body
- Moving the person could cause further injury, like a neck or back injury
- The skills and/or equipment of an EMT or Paramedic are needed
- Traffic conditions or distance might cause a delay in getting the person to the hospital

### Examples of NON-EMERGENCY situations include:

- Minor injury or illness, like the flu, not requiring immediate help
- Chronic or recurring aches and pains
- Minor cuts

## Some symptoms of a medical emergency

Change in mental status, such as unusual behavior, confusion, or difficulty arousing

Fainting or loss of consciousness

Intent to commit suicide or murder

Sudden dizziness, weakness or change in vision

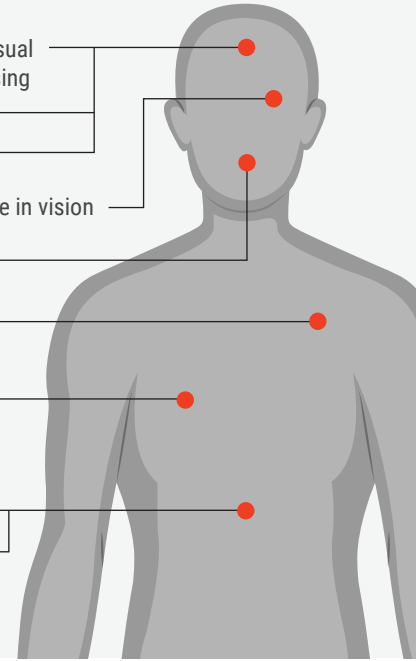
Coughing up or vomiting blood

Chest pain

Gasping for air

Severe or persistent vomiting

Upper abdominal pain or pressure



## When you call 911, be prepared to answer questions, which may include:



### The location

and address of the emergency



### The phone number

you are calling from



### The details

and nature of the emergency

Do not hang up until the call-taker instructs you to do so. You may be given instructions for what to do until help arrives, such as step-by-step instructions to aid someone who is choking, needs first aid, or needs CPR.

While waiting for help to arrive, if given specific instructions, carry them out. Do not move someone who is injured unless they are in danger. Make it easy for us to find you; send someone to meet us or turn on porch lights. Other things that you can do include placing pets in a room away from rescuers, gathering medical information, and creating easy access to the patient—clear a route, if necessary.

**If you're not sure whether the situation is a true emergency, don't guess, call 911!**

