CITY OF STAMFORD
innovating since 1641

When to Call 9-1-1?

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- Medical issues
  - Fainting, collapse, seizure
  - Can't breathe, choking
  - Overdose, bleeding
  - Heart attack, other extreme pain
- Violence issues
- Robbery issues
- Vehicle accidents
- Personal safety
  - Stuck in elevator
  - Building collapse or life-threatening hazard

When **NOT** to Call 9-1-1

- General questions for Police
- General questions for Fire
- Minor medical issues
- Tree down – no wires involved
- Parking issues, traffic issues
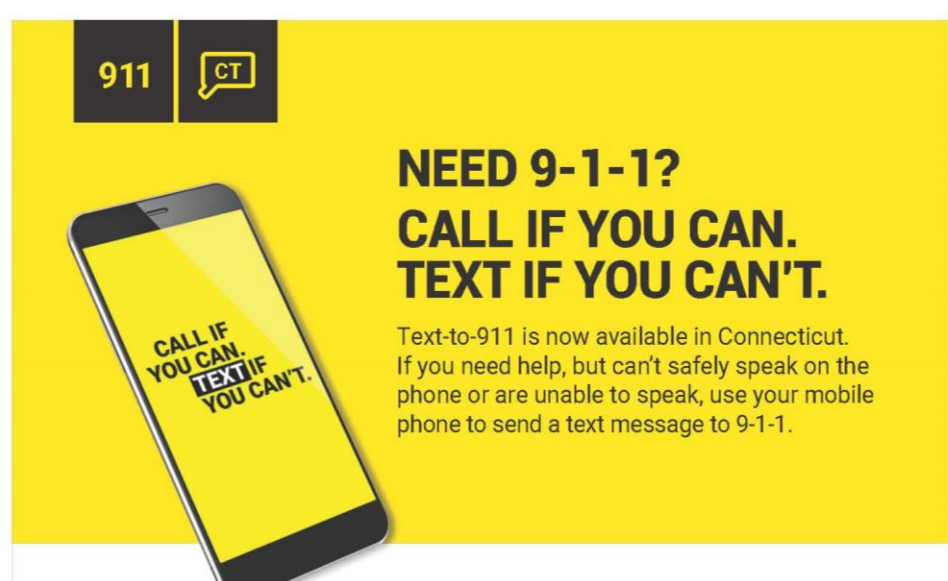- An event that happened in the past

Many of these complaints can be reported by calling the non-emergency numbers:

- POLICE – 203-977-4444
- FIRE – 203-977-5555

Tips:

9-1-1 Calltakers are trained first responders. When you call 9-1-1, they will ask you a series of questions starting with your location. They can guide you to administer first aid to your loved one, if necessary, until help arrives. When you call 9-1-1, it may be a traumatic situation for you – stay calm, **let the phone ring until a calltaker picks up**, stay on the line throughout the call (don't hang up!) and pay attention to the directions you are given.

Learn More:

- https://portal.ct.gov/DESPP/Division-of-Statewide-Emergency-Telecommunications/911-In-Connecticut/9-1-1-Education
- https://www.911.gov/calling-911/

Text-to-911:

911 CT

NEED 9-1-1?
CALL IF YOU CAN.
TEXT IF YOU CAN'T.

Text-to-911 is now available in Connecticut. If you need help, but can't safely speak on the phone or are unable to speak, use your mobile phone to send a text message to 9-1-1.

When to use it

Calling is the best and fastest way to reach 9-1-1. But you should text if:

You're deaf, hard of hearing, or have a speech disability.

You're in a situation where it's not safe to call 9-1-1 for help.

You're having a medical emergency and cannot speak on the phone.

How it works

1. Enter the numbers 911 in the "To" field
2. Text the exact location of the emergency
3. Briefly describe what kind of help you need
4. Push the "Send" button
5. Respond to any questions
6. Follow instructions
7. If you're driving, pull over when it's safe. Do not text and drive!