



CALL 911 FOR EMERGENCIES

When should I call 911?

Call 911 in situations where the safety of people or property are in danger and you need immediate help from police or firefighters or you need medical aid. Examples of emergencies include a fire, an in-progress crime, or a life-threatening medical emergency.

What if I don't speak English?

South Sound 911 will request the assistance of an interpreter. If you can identify your language in English it will help the person at 911 request the correct interpreter. Interpretations are available in more than 200 languages.



You may hear some clicking and a short conversation in English while the person at 911 connects to an interpreter.

What to do when calling 911...

Remain calm and speak clearly. Identify what the emergency is and the service needed — police, fire or an ambulance — and be prepared to provide the following information:

- **The location of the emergency.** Provide a physical address or location — including city, apartment number, lot, building, floor, suite, street intersection or mile marker.
- **Your name and phone number.**
- **Other details about what is happening.** Describe the suspects or vehicles involved. Are there weapons? Which direction did the suspects go?

Stay on the line to answer all questions as best you can and do not hang up until you are told to do so.



SOUTH SOUND 911

If you need help, but it's not an emergency...

Call the non-emergency line:

253-287-4455 or **800-562-9800**

Call these numbers for incidents that are not an immediate threat to life or property such as a noise complaint, lost or found property, or if your car was vandalized or broken into and the suspects are gone.

Can I text-to-911?

In Pierce County, text-to-911 service is available; however, it is only available in English.



Text 911 if you need EMERGENCY police, fire or medical aid AND you are deaf, hard of hearing, or speech disabled OR you cannot speak due to a medical emergency OR if a voice call might endanger your life or escalate the situation.

A voice call to 911 is still the most efficient way to get emergency help.

What to teach your children about 911...

Teach your children how to dial 911 from a corded phone and a cell phone.

Teach your children their home address and telephone number. Keep the address and telephone number posted by a phone or on the refrigerator so they know where to get the information if they cannot remember it.



Tell your children that 911 is for emergencies only. Prank 911 calls are not allowed.



If you call 911, even by accident, do not hang up. Stay on the line and explain that it was a mistake and there is no emergency. (All calls made to 911 must be completed; 911 will call you back if you hang up!)