

911 Emergency Calling Tips For Hard of Hearing Callers

- **Begin by telling the 911 dispatcher that you are Hard of Hearing.**
- **If you are having difficulty understanding the dispatcher, tell them, and tell them that is why you are not responding to their questions.**
- **Tell the dispatcher the address where you need emergency response and the phone number you are calling from.**
- Tell the dispatcher what the emergency is.
- If **medical**, describe what has happened to the best of your knowledge and to whom, male or female, age, prior medical condition, any known allergies and medication they may be taking.
- If **fire**, describe where in the home/building the fire is and the cause to the best of your knowledge. Also, if you are seeing flames or smoke and the color of the smoke.
- If **Police** are needed, describe what has happened, where it happened, if it is currently happening or how long ago it happened. Describe the suspects (Height, weight, race, hair color & style), the direction they went and what they are wearing, especially type and color of clothes, shoes and accessories they are wearing **AND ANY AND ALL WEAPONS THEY HAVE!** Are medical services needed?
- Calls from cell phones go to the Highway Patrol first and are then transferred to 911, so you may be talking to one or two people. Tell each person that you are Hard of Hearing! Don't assume the second person was told by the first person.
- The dispatcher is dispatching the emergency services while they are talking to you. The questions they ask and the information you give do not delay services.
- If there is ever a problem with a dispatcher/call taker ask to speak to a shift supervisor.

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