

# What to Do in an Emergency

**Emergencies don't happen often, but when they do, you need to be prepared. Knowledge is your best defense against the unknown. When you learn how to handle the various emergencies that may arise, you'll be better able to protect yourself and your loved ones.**

## CALLING 9-1-1

**If you're in a situation where you need immediate assistance from the police, fire department, or emergency medical personnel, call 9-1-1. Possible situations might include:**

- Car accidents, especially if someone is injured.
- Fires.
- Crimes that are being committed.
- Medical emergencies, including allergic reactions, chest pains, or uncontrollable bleeding.

**When you call 9-1-1, be prepared to answer the dispatcher's questions. You will usually be asked about:**

- The nature of the emergency.
  - The location and street address of the emergency.
  - The phone number from which you are calling.
- Other details about the emergency, like information about injuries or descriptions of the alleged perpetrator(s).

**Follow the instructions the dispatcher gives you. Don't hang up until you are instructed to do so.**

**During large-scale emergencies like natural disasters, voice networks may be overloaded, preventing you from speaking with 9-1-1 dispatchers. By planning ahead, you can ensure that you and your family members will be ready to handle adverse situations.**

## Develop an emergency plan that addresses:

- How you and your family will get in touch with each other.
- A meeting place near your home and one outside of your neighborhood.
- In-home escape routes and community evacuation routes.
- Shutting off utilities.
- Handling special needs.
- Caring for animals.

**Build a disaster supplies kit with enough supplies for at least three days. Because you don't know when an emergency will happen, keep kits in your home, at work, and in your car. The kit should include:**

- Bottled water
- Non-perishable food
- A manual can opener
- A first aid kit
- Batteries
- Flashlights
- Blankets
- Waterproof matches

- A battery-operated radio
- Cash
- Photocopies of identification and credit cards
- Infant and/or pet supplies
- Toiletries (toothbrush, toothpaste, moist towelettes)
- A whistle to signal for help
- Warm clothing, if necessary

**Be Prepared, Stay Calm and Save the Day**