

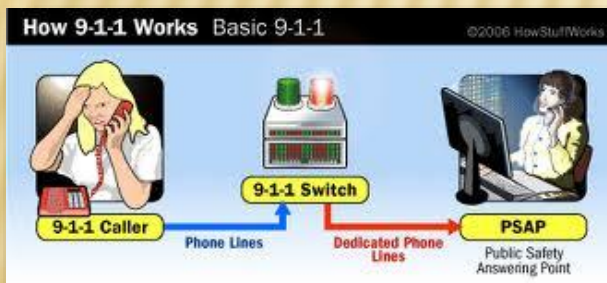
Dialing 9-1-1 by Mistake?!



If you dial 9-1-1 by mistake, *DO NOT* hang up! In areas where dispatchers can trace the call, a fire truck, ambulance or police car may arrive to your residence if suspected they may be needed. Tell the 9-1-1 dispatcher what happened so that he or she knows that there is no emergency. You may hang up when the 9-1-1 dispatcher tells you it is OK.

Please **do not allow** an infant or a child to play with cellular phones—ALL phones can still dial 9-1-1 – active or not active.

If you own a smartphone, such as an iPhone, an “Emergency Call” can still be placed if you have not ‘unlocked’ your phone.



When NOT to call 9-1-1

Emergency dispatchers stress that you should never call 9-1-1 for information, for your pets, to pay traffic tickets or to get keys out of your locked car. Dialing 9-1-1 as a prank is considered a crime in the City of Euclid. Whenever a 9-1-1 operator has to take a non-emergency call, it could delay getting emergency services to someone who really needs them.

For non-emergency calls, please contact (216) 731-1234

To contact an officer who is working with you on a report, contact (216) 289-2700 and enter in the voicemail extension (which is found on back of the business card).

City Jail.....	(216) 289-8522
Detective Bureau.....	(216) 289-8505
Records.....	(216) 289-8474
Juvenile Unit.....	(216) 289-8519
Euclid City Hall.....	(216) 289-2700
Housing Department.....	(216) 289-2900
Euclid Municipal Court.....	(216) 289-2888



Euclid Police Calling 9-1-1

A 9-1-1 emergency is a situation in which someone needs immediate help because he or she is injured or in immediate danger

When to call 9-1-1:

Call 9-1-1 if there's a fire, if someone has held an accident, or if you see a crime being committed. When you call 9-1-1, the emergency dispatch operator will probably ask what, where, and who questions such as:

"What is your emergency?" or "What happened?"

"Where are you?" or "Where do you live?"

"Who needs help?" or "Who is with you?"

Although you may feel a sense of panic when faced with an emergency, try your best to stay in control. The 9-1-1 dispatcher needs the answers to specific questions to decide what type of emergency workers would be sent and where to send them. Give the 9-1-1 dispatcher all the relevant information you can about what the emergency is and how it happened. If someone is unconscious or has stopped breathing, the 9-1-1 dispatcher may give you instructions for immediate help that you can provide, such as administering CPR or clearing the person's airway.

Helpful Tips

- Stay calm and speak slowly and clearly so that the 9-1-1 dispatcher can understand you. We understand you may be frightened and we need to send help right away – refrain from screaming or cursing at us. Stay on the phone and DO NOT HANG UP until the 9-1-1 dispatcher tells you it is okay to



hang up the phone. That way, you can be sure that the 9-1-1 dispatcher has all the information that's needed to get help to you fast. It's easy to assume that 9-1-1 dispatchers can trace where a call is coming from, but that's not always the case.

What information should I know when I call 9-1-1...

- Know the address of where your 9-1-1 dispatcher needs to send help – if an address is not known, note the closest cross street, business names, color of the house, anything description or provide a license plate of a vehicle parked in the driveway.
- If you're calling to report an incident involving a person – we will ask to describe the person. Start at the top (head) and describe them down to the bottom (shoes) if possible. If they get into a vehicle and flee the scene, describe what the officer would be able to see driving by that car – again, start at top (head) and end at the shoulders (shirt color).

C – Color of vehicle (Red, Black, White, etc.)
Y – Year (2017, late 90's, classic car, etc.)
M – Make (Ford, Saturn, Fiat)
B – Body Style (4 door, 2 door, truck, convertible, semi)
O – Other (Rusty, bumper stickers, tinted windows, etc.)
L – License Plate (State and plate number)

Contact us



EMERGENCY DIAL 9-1-1

EUCLID POLICE

545 E. 222nd Street
Euclid, Ohio 44123
(216) 731-1234

www.euclidpd.org