

# TELEPHONE TIPS DURING EMERGENCIES



## HOW TO REPORT EMERGENCIES

Dial 9-1-1. Speak slowly and clearly.  
State your name and telephone number.  
Answer the dispatcher's questions, including:

**CALL EMERGENCY 9-1-1**  
FIRE  
POLICE  
MEDICAL

1. Type of event (medical, fire, crime)
2. Location of event (address, intersection or landmark)
3. Description of individuals and any vehicles involved

Follow all instructions given by the 9-1-1 dispatcher and stay on the phone.  
Never put yourself or anyone else in danger when reporting an emergency.  
If you accidentally dial 9-1-1, do not hang up. Stay on the line and inform the 9-1-1 call center there is no emergency.

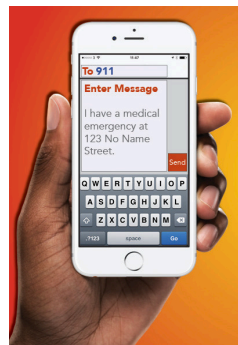
## TEXT TO 9-1-1 IN SANTA CLARA COUNTY

**Call if you can. Text if you can't.**

If you need help but are unable to speak, use your mobile phone to send a text message to 9-1-1 for help.

Enter "9-1-1" in the "To" field. In the "Message" field include your location address, city, and type of emergency. Text in English, use simple words, do not use abbreviations or slang.

If Text to 9-1-1 is not available, you will receive a message to dial 9-1-1 to report an emergency.



## HOME & BUSINESS TELEPHONES



Today, most homes and businesses utilize Voice over Internet Protocol (VoIP), which requires an internet connection to make and receive telephone calls. Rural areas may still be serviced by traditional landlines.

If using a VoIP service:

1. Always verify your physical address with the 9-1-1 dispatcher when reporting emergencies
2. Notify VoIP provider of any changes to physical location of VoIP equipment
3. Ensure VoIP equipment has a battery back-up in the event of a power outage

## CELL PHONES

Cell phones provide 9-1-1 dispatchers with an approximate location of the caller. When reporting an emergency from a cell phone, provide the dispatcher with detailed location information, including street names, direction of travel (e.g., north or south) and any nearby landmarks (e.g., store or restaurant).



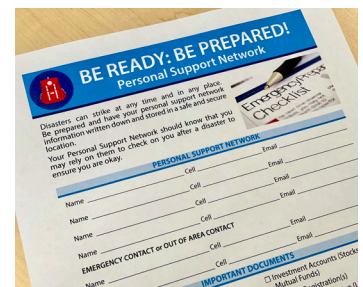
If calling 9-1-1 on or near a freeway, your call may initially be routed to the California Highway Patrol (CHP). Depending upon your location or type of help needed, your call may be transferred to another 9-1-1 call center. Be prepared to repeat information you may have already provided.

## DURING A DISASTER OR EMERGENCY

Following a disaster or large-scale emergency, communications networks may become overloaded or damaged. Local phone service, including calls to 9-1-1, may be interrupted.

To help reduce phone system overload:

1. Only dial 9-1-1 if you have a life-threatening emergency
2. If attempting to call 9-1-1 and you cannot get through, try texting 9-1-1 if you have a smart phone
3. Limit phone calls and use text messaging, email and social media to communicate with others
4. Stay informed and look for important information from official sources
5. Use battery powered radio to receive news alerts if power is unavailable



# TELEPHONE TIPS DURING EMERGENCIES

## ALERT SCC

AlertSCC is Santa Clara County's official emergency alert and warning system used to send emergency notifications and instructions to anyone who lives or works in Santa Clara County. AlertSCC also provides important information and instructions during emergencies.



Sign up to receive alerts at [AlertSCC.org](http://AlertSCC.org)

## ZONEHAVEN

During an emergency, every second counts. Zonehaven is being implemented throughout Santa Clara County and assigns each area to a designated zone. If there is a wildfire or public safety emergency, community residents have instant access to zone evacuation status information and can view the impacted areas.



To find your zone, visit [community.zonehaven.com](http://community.zonehaven.com)

## PREPARE FOR EMERGENCIES

Assemble an emergency supplies kit and develop a family communications plan.

1. Maintain emergency supplies to last at least 3-days following a major disaster, including non-perishable food and water, first aid kit, battery radio, flashlight, etc. If possible, keep a 7-day supply of needed medications
2. Establish a Family Communications Plan including an out-of-area friend or relative as a single point of contact to relay important messages
3. Learn how to locate and shut-off (if necessary) electricity, water and gas



For more emergency preparedness information, visit [www.sccfd.org](http://www.sccfd.org)



Follow Us @sccfiredept



## NON-EMERGENCY SERVICE PHONE NUMBERS

**DIAL 9-1-1 TO REPORT EMERGENCIES**

### 2-1-1

2-1-1 is a free, non-emergency and confidential referral and information help line (in multiple languages) that connects people to essential health and human services, including food, housing, transportation, and much more. 2-1-1 also provides 24-hour access to services and resources before and after disasters.

Call 2-1-1 or visit [211bayarea.org](http://211bayarea.org)



Free • Confidential • Multi-Lingual

UNITED WAY SILICON VALLEY

### 5-1-1

5-1-1 is the Bay Area transportation and traffic information hotline. Dial 5-1-1 to learn about road closures, hazards and other travel information.

5-1-1 can also assist with non-emergency vehicle needs, such as towing, fuel and flat-tire assistance.

To receive Bay Area emergency transportation alerts (traffic incidents, road closures, transit disruptions, etc.) text 511Alert (no space) to 888-777 or visit [511.org](http://511.org)



### 7-1-1

7-1-1 is a Telecommunications Relay Services (TRS) that allows persons with a hearing or speech disability to use a text telephone (TTY) to communicate with others.

Calls between TTY users and voice users are aided by a relay operator and can be initiated from any telephone in the United States. This free service is especially helpful to allow communication during or after a disaster.



**SANTA CLARA COUNTY FIRE DEPARTMENT | (408) 378-4010 | WWW.SCCFD.ORG**

Proudly serving Campbell, Cupertino, Los Altos, Los Altos Hills, Los Gatos, Monte Sereno, Saratoga and the surrounding unincorporated communities