

9-1-1 for Children

In an emergency every second counts. Teaching your child how to use 9-1-1 is a valuable lesson that could not only save your life and the lives of others but also get help quickly during a crime, fire, or medical emergency.

- Tell your child to always call from a safe place. If the house is on fire, tell them to get out and dial 9-1-1 from a neighbor's house.
- Refer to 9-1-1 as nine-one-one. Many times people will refer to it as nine-eleven which confuses children and causes them to look for the eleven button on the telephone.
- Teach your child their name, address, and telephone number. Always make sure to keep all this information near the telephone.
- Keep a telephone within a child's reach, and make sure your child knows how to use each telephone. Also remind them that calling from a payphone is free, and they do not need money. Let them know that the phone company will provide the name and address for the pay phone they are calling from, and not worry about knowing that information.
- Tell your friend that the 9-1-1 dispatcher is their friend and can be trusted. Also tell them to remain calm, speak loudly, answer all the dispatcher's questions and not hang up until told by the dispatcher.
- Teach your child not to call 9-1-1 as a joke or prank. Calling 9-1-1 could not only get them in trouble, but could also delay help in a real emergency. Tell them that if they accidentally dial 9-1-1 to let the dispatcher know they made a mistake.

Encourage your child to use 9-1-1, even if they are in doubt.

When not to call:

9-1-1 has been designated as the national emergency number. Unfortunately, delays in answering true emergency calls are often caused by people calling 9-1-1 for less than compelling reasons. If you have any doubt as to whether someone's life or property is in peril, we urge you to call. However, listed below are some of the many reasons why people improperly call 9-1-1:

Do **NOT** call 9-1-1

- For weather, traffic, or highway condition information.
- For school or office closure information.
- For directions.
- For legal advise.
- To report or check on a power failure.
- To find the number for another government office.
- To "test" your telephone.
- To check the time.
- To report potholes or minor road conditions.
- To report parking or other minor violations.

By reserving 9-1-1 for emergency use only, you can help make sure that persons needing immediate assistance can get through and get the help they need.

Important Contact Numbers

Communications Non-emergency number	(317) 327-3811
Sheriff's Office Main Number	(317) 327-1700
Sheriff's Office Prisoner Info	(317) 327-1574
Anonymous Crime Tip	(317) 327-3297
Mayors Action Center	(317) 327-4622
Indiana State Police Road Conditions	1-800-261-7623

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Emergency 911
Communications

The First Line of Defense

Sheriff John Layton

What is an Emergency?

- Any crime that is going on at the time of your call.
- Suspicious activity happening at the time of your call.
- Fire or medical emergencies.
- Robbery or burglary in progress.
- Fights or person shot or stabbed.
- Any life threatening incident.

These are just a few of the emergencies for which you would call 9-1-1

What Information is Required

9-1-1 Dispatchers follow a procedure, and need to know the following information:

- They need to know the address where you need the police, fire or ambulance.
- What is going on at the address.
- Name of person calling.
- Telephone number of the person calling.
- If you are calling and lost, note landmarks surrounding you, and relay them to the operator.

Follow these easy steps when you call:

- Stay calm.
- Answer the dispatcher's questions.
- Have your address and phone number ready.
- Know what the problem is.

Helpful Hints

- When calling 911, do not hang up and call back. Calls are answered on a first come, first serve basis and if you have to call back, you will go to the end of the incoming calls. **This delays getting the assistance you need. Stay on the line.**
- After calling 9-1-1, keep your line free in case the dispatcher needs further information.
- You can ask to remain anonymous when calling 9-1-1.
- When calling for fire or ambulance, you will be transferred to their dispatchers. You will hear a click or short dial tone. **Do not hang up. Stay on the line.**
- Cell phones do not tell us where you are. You need to give a location.
- Be ready with answers to the following:
 1. Who is involved in the crime (be descriptive)?
 2. Are there weapons involved?
 3. In a medical emergency, how many people are hurt and what happened to them?
- Report accurate location of the emergency.



What is a Non-Emergency?

Examples of non-emergencies include:

- Your house or car are broken into, but it is not in progress.
- Vehicle accident but there are no injuries.
- Vandalism
- Non-life threatening incidents not in progress.
- Remember, there may be a delayed response for non-emergencies since 9-1-1 emergencies take priority.

The non-emergency telephone number is (317) 327-3811.

If you have additional questions, please contact a representative from the Marion County Sheriff's Office Community Outreach 911 Unit:

Captain Donald W. VanCleave

Unit Commander
Office: (317) 327-8851
Donald.VanCleave@indy.gov

Deputy Gwen Jones

East & Southeast Districts
Office: (317) 327-5737
Gwenith.Jones@indy.gov

Diana Vanarsdall

North & Northwest Districts
Office: (317) 327-4934
Diana.Vanarsdall@indy.gov

Deputy Mike McGaha

Southwest District & McGruff Programs
Office: (317) 327-2620
Michael.McGaha@indy.gov