



Newton Police Communications Center

What to do in an emergency

CALL 911

If you are unsure if your situation is an emergency, call and let the 911 call taker decide!

- Remain calm, take a breath and let the 911 call taker lead you.
- Call 911 from a landline or cell phone.
- The 911 call taker will always ask the three following questions;
 - “911, this call is recorded. What is the address of the emergency?”
 - “What is the phone number you are calling from?”
 - “Ok, tell me exactly what happened...”
- If you cannot speak...are afraid to be heard or you are in hiding...text 911.
- If you cannot speak...are afraid to be heard or are in hiding...the 911 call taker may use the Silent Call Procedure (see attached)
- Know the address/location of the incident. If you don't know, use landmarks.
- Know the phone number you are calling from.
- Do you have a description of an individual? Think head to toe!
- Is there more than one person involved? Names?
- Do you have a direction of travel? Don't try to guess N/S/E/W...tell us the person went toward a street or specific landmark.
- Is there a motor vehicle involved? Plate number? Color? Make/Model-SUV, Truck, sedan?
- Are there any weapons involved? Hand gun? Rifle? Knives?
- Is anyone injured? How many people?
- If a motor vehicle accident, is anyone trapped? Rollover? Auto/Pedestrian? Auto/Bike? Are any vehicles on fire?



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If you are reporting a fire;

- What is the address/location of the fire?
- What is on fire?
- Is everyone out of the house/building/structure?
- Does anyone need assistance getting out?
- If the fire is outside...is it close to the house/building/structure?
- **DO NOT GO BACK INTO THE HOUSE/BUILDING/STRUCTURE**

If you are reporting a medical emergency:

- What is the address/location of the emergency?
- What is the phone number you are calling from?
- Tell us exactly what is happening now.
- We want to be able to send the absolute best response to you.
- Know that the questions we are asking do not delay the responders.
- We will provide you with instructions on how to help the patient right now.