



# DuPage Public Safety Communications

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**Call 9-1-1 for Emergencies**

## PRESS RELEASE

### FOR IMMEDIATE RELEASE

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## **DuPage Public Safety Communications (DU-COMM) Recognizes April as National 9-1-1 Education Month**

DuPage Public Safety Communications (DU-COMM) recognizes April as National 9-1-1 Education month. As consumers utilize new communication technologies and devices, 9-1-1 education takes on an increased importance for everyone. This month-long campaign is designed to help citizens of all ages recognize the importance of 9-1-1, and their role when calling 9-1-1. Many groups including the United States Congress, the Association of Public Safety Communications Officials - International (APCO), and the National Emergency Number Association (NENA) also recognize April as National 9-1-1 Education month, and encourage the media, the 9-1-1 community, the wireless industry, and public information providers to engage in 9-1-1 awareness and education activities this month.

When calling 9-1-1, it is important to remember:

- ✓ In DuPage County, when calling 9-1-1 from a traditional home, or a business phone, the call will be sent to the Public Safety Answering Point (PSAP) in that community.
- ✓ Cellular 9-1-1 and Voice over Internet Protocol (VoIP/Internet) phone calls are sent to the DuPage County Sheriff's PSAP, and then transferred to the correct jurisdiction. If your call is ever transferred, stay on the line and remain patient.
- ✓ Briefly explain the reason for calling 9-1-1; "I would like to report a fire", "I would like to report an accident"
- ✓ The 9-1-1 Telecommunicator will obtain and verify the location of the incident with you. If you are not sure of where you are calling from, try to determine street names, businesses, or landmarks that could assist the 9-1-1 Telecommunicator to dispatch help to the correct location.
- ✓ If you are reporting an incident that requires an ambulance response, you may be asked to answer a series of questions that are a part of the Emergency Medical Dispatch (EMD) protocols. Answer the questions being asked, and know that this process does not delay the dispatch of the ambulance.
- ✓ Stay calm and be patient.
- ✓ Do not hang up on the call until the 9-1-1 Telecommunicator tells you it is ok to do so.
- ✓ If you should ever call 9-1-1 by mistake, stay on the line and explain that you called by accident.

Additional 9-1-1 educational information may be obtained at: [www.IL911INFO.org](http://www.IL911INFO.org) (a joint venture between the Illinois Chapter of APCO and the Illinois Chapter of NENA), and: [NENA 9-1-1 Education Month webpage](http://www.nena.org/education/911-education-month) (<http://www.nena.org/education/911-education-month>)

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