



## **Calling 9-1-1**

In 2013 UFA responded to 35,377 fire and medical calls. Most of these calls are responded to in less than five minutes. Here are some ways you can help the fire department help you during an emergency.

Only Call 9-1-1 to Report:

- A fire
- A serious crime
- Any serious medical condition
- Any situation requiring immediate response of police, fire or emergency medical personnel.

**What the 9-1-1 Operator Will Need to Know:**

- Address of the emergency
- Phone number you are calling from
- Nature of the emergency
- Stay calm, speak clearly, be prepared to answer questions, receive instructions and stay on the phone until you are told to hang up!

**Emergency Vehicles and You**

When an emergency vehicle has its lights and siren on, it is responding to an emergency. It is the law and YOUR responsibility to:

- Pull to the right side of the road and STOP until the emergency vehicle has passed.
- Give all emergency vehicles the right-of-way.
- Keep back at least 500 feet from an emergency vehicle when it is responding with lights and sirens.
- Do not drive over fire hoses.
- Drive carefully around an emergency scene.
- At the Emergency have someone wait at the street to direct the fire and police departments to the emergency.
- If you are a witness to the emergency, stay at the scene to provide emergency personnel with information.
- If you are asked to move or leave the area, do it. The firefighters and police officers are looking out for your safety.

- *Remember, things can become very hectic in an emergency. Firefighters and police officers need to do their job in a safe way.*

**Some Other Tips:**

- Make sure your address is visible from the street.
- Keep areas around fire hydrants clear of parked cars, fences, bushes, tall weeds and debris.
- Keep bushes, trees, grass and weeds cut or trimmed to avoid the chance of brush fires.
- If you have security bars on your windows, make sure they are fitted with inside quick releases.