



# HELP US HELP YOU!!

## Why the questions?

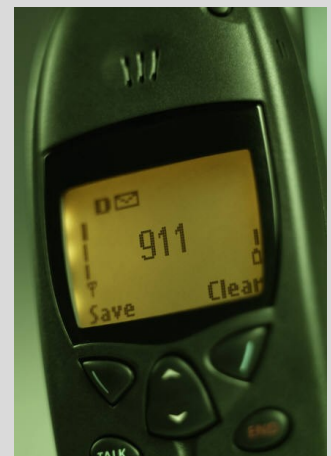
While the appropriate emergency services personnel will be dispatched to your location during the call-taking process, there will be many questions that we need answered to ensure that you receive the most appropriate response. These questions are part of our protocol. 9-1-1 Communication Centers follow protocols for your safety and the safety of emergency personnel.

The smallest detail can be critical. The emergency response team that is dispatched to each emergency situation needs to have as much information as possible. The more information you have, the greater ability we have to help you. IT'S ALL ABOUT SAFETY!

## When to call 9-1-1?

- Individuals who are having suicidal thoughts or behavior
- Medical emergencies
- Report of abuse or neglect
- Smoke or flames in a house, business, or structure of any kind
- Missing, endangered, or walk-away individuals
- Motor vehicle accidents
- Explosions
- Gunshots
- Suspicious activity
- Robberies, burglaries, thefts

**WE ARE HERE TO  
HELP YOU!!**





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## Answers can save lives

### In an emergency...

**CALL 9-1-1!!**

Have the following information ready to give the 9-1-1 professional:

- ⇒ “9-1-1, what’s the location of your emergency?”
- ⇒ “What’s the phone number you are calling from?”
- ⇒ “What’s your name?”
- ⇒ “Tell me exactly what happened.....”

Depending on the situation the call-taker may ask you various types of questions beyond the key questions to assist the dispatcher in getting you help as quickly as possible. In some cases the call-taker may stay on the line with you until help arrives. This is why it is very important to never hang up until the call-taker tells you it is okay to do so.

Remember to stay calm. Follow any instructions the 9-1-1 professional may give you and **DO NOT** hang up until you are instructed to do so.

Because every emergency is different, when you call 9-1-1 you will be asked a series of questions. Questions that can save lives!

**Nos Auxilio**

**"WE HELP"**



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## Your Local 9-1-1 Center

- Christian County 9-1-1 is located in the basement of the judicial center in Ozark, MO on the square
- Christian County 9-1-1 employs 22 full time and 3 part-time Communication Specialist as well as 4 Administrative staff
- Non-emergency number for Christian County (417) 582-1030
- Christian County 9-1-1 provides service for and/or dispatches 7 law enforcement agencies, 7 fire departments, and one ambulance district

## Christian County facts

- Cellphones have no address; **KNOW YOUR LOCATION!!**
- Landlines will give an address but be prepared to be asked for it. Number one rule of emergency services; **ALWAYS VERIFY ADDRESS!!**
- Christian County currently does not have the capability to receive text messages for emergencies.
- The location of the emergency is vital to receiving the most appropriate response in a timely manner.
- Make sure you and your family know how to use the phone you own.

## Christian County 9-1-1

110 W. Elm Street, Suite 50  
Ozark, MO 65721

Non-Emergency:(417)582-1030  
Fax:(417)581-1523  
Email:[cces911@cces911.org](mailto:cces911@cces911.org)

