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Dial 911 for Emergencies

Help Us Help You

Contact your local emergency services and offer to assist them in establishing or reviewing their procedures for handling emergency TTY calls or for training operators in disability awareness and participation in a test call program.

Dial 911 for Emergencies

This informational brochure was designed by Cheryl Greathouse, Communications Instructor, Georgia Public Safety Training Center in conjunction with the ADA Committee of the Association of Public-Safety Communications Officials (APCO), International.

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Using A TTY/TDD



A Guide for getting help during an Emergency!

How to Call 911 using your TTY/TDD



You can dial 911 from any standard telephone keypad or from your TTY

This brochure has been designed to assist you when calling 911 from a TTY/TDD. Since 1992, 911 centers have been required by the ADA to provide direct access to their services to those citizens who use a text

telephone for their communications. Your local 911 center is working diligently to comply with the requirements of the ADA and striving to serve its citizens with communications impairments more effectively. Through efforts such as this information package, we are trying to educate our citizens and employees in hopes that we can more effectively communicate with you – especially during emergencies. The tips provided in this guide are not mandatory. They are tips that we feel will help us better serve you and your family. Please help use serve you better by letting us know any additional information about you and your family members which might be helpful during an emergency. Please complete the form and mail it to the address provided.

Tips for calling 911 with a TTY

Tip #1

If your TTY allows you to program information into memory, program it with a message that includes:

- **Your Address**
- **Your Phone Number**
- **Your Name**

Tip #2

If your TTY does not have memory or you are calling from another TTY, it would be helpful to the 911 operator if you hit some keys to let them know you are using a TTY, however, this is not required. When the 911 operator answers provide them as much information as possible to include:

- **Where (address) you need help**
- **What is wrong (what is the problem)**
- **Telephone Number you are calling from**

Tip #3

During an emergency, if you are in danger and want to leave your house, make sure you give the operator at least your **complete address** before leaving.

Tip #4

During an emergency, if you are not in danger, **stay on the line with the 911 operator** until either help arrives or until the operator tells you that you can hang up.

Personal and Family Information

Please use this form to provide the 911 center

Name _____

Address _____

Phone _____

Number of people living in your household.

- Adults
- Children
- Elderly

Number of people with communications impairments.

- Adults
- Children
- Elderly

Number of people with other disabilities.

- Adults
- Children
- Elderly

Types of disabilities or impairments

- Hearing Impaired
- Deaf
- Speech Impaired
- Blind

Comments: (Please describe any other information you would like to

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