

HELP US HELP YOU!

COLES-MOULTRIE COUNTY 9-1-1

WHY THE QUESTIONS?

Why so many?

Whenever you call 9-1-1 for help, you will be asked a series of questions. These questions are setup to maximize the efficiency of our emergency call. Our 9-1-1 dispatchers are trained to gather important and related information for your call to relay to the emergency responders being dispatched. While being asked these questions, help is already on the way to you!

These questions better prepare our first responders in the field when coming to you emergency location. We do not pry or ask irrelevant questions for personal reasons as we are professionals following a series of set questions for the situation at hand. CECOM 9-1-1 has set protocols in place for your safety as well as the safety of our first responders.



IN AN EMERGENCY, CALL 911!

Being ready for the questions is beneficial to the dispatcher and you. Have the following **bolded** information ready:

- “911 **WHERE** is your emergency?”
 - “**WHAT** is going on?”
 - “What is your **PHONE** number?”
 - “What is your **NAME**?”
 - “**WHO** is involved and needs help?”
- Having this information ready will help us help you.

WHEN TO CALL 911?

When is it appropriate

Calling 911 can be scary for the first time. The unknown variables and questions being asked. Also, it doesn't help the nerves that the emergency is right in front of you or nearby. But when is the right time to call? What reasons should you call for? Well, while every situation differs from location, to time, to type, one

constant remains the same; is it an emergency?

This question is simple and easy to answer by looking for key factors. One being is it life or death? More specific questions are: Is someone hurt? Is someone having a medical emergency? Do you see flames or smoke coming from a house, car or field? All of these are good examples

but aren't limited to those only. Even further ones may include: Motor Vehicle Accidents, Suspicious activity, Suicidal persons, and even missing or endangered persons. If you believe it is an emergency the call for help and the dispatcher will make the decision if it is an emergency or not.

Coles-Moultrie County 9-1-1
10500 State Highway 16 Mattoon, IL 61938



Coles-Moultrie County 9-1-1 is always open and always available for you calls.
Non-Emergency: 217-345-0060 Mattoon Police Non-Emergency: 217-235-2677
Emergency only: 9-1-1