



10 THINGS YOU SHOULD KNOW ABOUT 999

1. Firstly and most importantly always keep yourself safe
2. ONLY ring for an ambulance in an emergency. Ringing 999 for a joke could be stopping someone who is very ill getting the help they need. Hoax calls are illegal and will be treated very seriously by the police.
3. Don't be scared about calling 999 - the emergency services are there to help you and are used to taking calls from children. They will guide you and offer their support as you wait for help to arrive.
4. Dial 999 and ask for the emergency service you need (Ambulance, Fire service or Police).
5. To help the ambulance service understand where you are and what has happened, speak as clearly and calmly as you can. So take a deep breath to calm yourself and try not to rush your words or the call taker won't be able to understand you.
6. Don't hang up until the call taker tells you to. The call taker needs to have all the information they can to get to you as quickly as possible.
7. Know your full address including postcode as this will make it easier for the control room to send an ambulance.
8. You will be asked: "What is the problem? Tell me exactly what has happened." Tell the person on the telephone about who is sick or hurt and what happened to them. You will also be asked: "Are they conscious?" This means - is the person awake? You will be asked: "Are they breathing?" If the person is not awake, you can tell if they are breathing by putting your hand gently on their chest near their heart and see if it goes up and down.
9. If you are at home listen carefully for the ambulance arriving and let them in when they get there.
10. If you are not at home try to describe where you are by looking for street names or buildings such as shops.

