

ALWAYS REMEMBER:

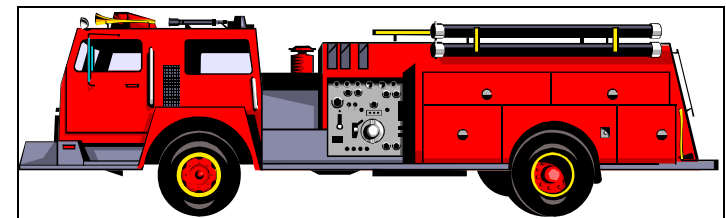
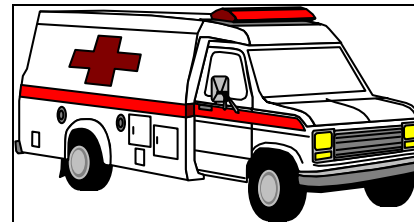
Dispatchers at 9-1-1 are there 24-7-365
and are trained to help you.
Don't hesitate to call!

When in doubt
CALL 9-1-1!

9-1-1 CALLING TIPS:

- TAKE A DEEP BREATH AND STAY CALM!
- BE BRIEF, CLEAR AND ACCURATE
- GIVE THE LOCATION CLEARLY
- ANSWER ALL QUESTIONS THE DISPATCHER ASKS
- STAY ON THE TELEPHONE WITH THE DISPATCHER (WHILE SAFE)
- DON'T HANG UP UNTIL THE DISPATCHER TELLS YOU TO

Calling 9-1-1: A Teenager's Guide To Santa Cruz county Emergency Services



Should I Really Call



9-1-1 listens and believes all callers! Do not think that since you are a teenager they will not help you. Dispatchers are ready for your call 24-7: THEY WANT TO HELP YOU!

Do NOT be afraid to call 9-1-1 if you think that there is an emergency. An emergency is a situation that threatens human life or property and demands attention right away. The situation you are worried about may escalate if you do not call, so make the choice to call 9-1-1.

The 9-1-1 dispatcher will decide whether or not your call should be handled by 9-1-1 or whether you should be referred to another number or agency as appropriate. If referred, stay on the line. The 9-1-1 dispatcher will transfer you.

**FOR ANY POLICE, FIRE, OR MEDICAL RESPONSE
CALL 9-1-1
FROM A CELLPHONE CALL 471-1170**

Santa Cruz County Non-Emergency Services

POLICE BUSINESS LINES

Capitola: 471-1141
Santa Cruz: 471-1131
Scotts Valley: 440-5670
Watsonville: 471-1151
Santa Cruz County Sheriff/Coroner Office: 471-1121

MENTAL HEALTH SERVICES

Children's Mental Health Services: 454-4900
Counseling Services: 454-4170 Santa Cruz
Counseling Services: 763-8990 Watsonville
Mental Health Information and Referral: 255-3737

OTHER SERVICES

AIDS Information: 427-3900
Animal Services: 454-7303
Anonymous HIV Testing: 457-1163
California Youth Crisis Line: 800-843-5200
Child Protective Services: 454-4222 (24 Hours) Santa Cruz
Child Protective Services: 763-8850 (24 Hours) Watsonville
Commission for Prevention of Violence against Women: 420-6298
Elder Abuse Reporting: 557-5230
Family Violence Reporting: 552-7550
National Runaway Switchboard: 800-621-4000
Rape Counseling: 425-0071 or 728-2226
Santa Cruz Youth Services: 425-0771
Suicide Prevention: 458-5300
Victim/Witness Assistance Program: 454-2010
Watsonville Youth Services: 728-2226
Women's Crisis Support/Shelter Services: 429-1478

Message TO TEENS

Be aware of activities that are uncommon or suspicious. ALWAYS ACT ON YOUR BEST INSTINCT.

Do not fear the police. They are always there to help you. All 9-1-1 calls are taken seriously, even if you are a teenager calling and even if you do not want to give you name. They respond to every emergency in the same fashion. They will always listen to you. They should not be the people who you worry about. They want to help you and can't if you don't call.



Don't be afraid of calling
to get someone else help.
Your call could save their life!

FOR ANY POLICE, FIRE, OR MEDICAL RESPONSE
CALL 9-1-1

FROM A CELLPHONE CALL 471-1170

What do I say if I call 9-1-1?

The person answering the phone is a trained 9-1-1 dispatcher. They are trained to ask you many questions.

- WHAT is happening
- WHERE are you and WHERE the situation is
- WHEN the incident(s) occurred
- WHO are the people involved
- Are there any WEAPONS involved
- Are there any INJURIES



- Describe One Person/ Suspect At A Time And Describe Them From Head To Feet. When Describing A Vehicle, Think Of What A Person Sees First:

Color

Year (if unknown, new or old)

Make/Model (Honda Civic)

Body Style (2 door, 4 door, etc.)

Other: lowered, rims, etc.

License Plate and/or state

Think of **CYMBOL**...

THE 4-1-1 ON 9-1-1

What is 9-1-1?

9-1-1 is the national number to call when you need a police, fire or ambulance response. Your call is automatically routed to the dispatch center where you live. However, 9-1-1 calls placed on a cellphone go to the California Highway Patrol. In Santa Cruz County, we recommend you call 9-1-1 if you need police, fire or ambulance to come out. It is OK if it's not an emergency.

When should I call 9-1-1 and when should I dial the regular number?

When you need police, fire or ambulance to respond, we recommend you pick up the phone and dial 9-1-1. Do not hesitate! We recommend you program your cellphone to dial (831) 471-1170. This is the 9-1-1 alternative line in Santa Cruz County.

Why do 9-1-1 cellphone calls go to the Highway Patrol?

Cellphones were made for mobility. An assumption is that you are traveling and on the road when you need to call 9-1-1. Therefore, calls are automatically routed to the closest CHP Dispatch Center. Residents in Santa Cruz County may wish to program their cellphones with 471-1170 to bypass CHP.

If you call 9-1-1 from your cellphone, the CHP dispatcher will question you and if necessary, transfer you to the appropriate agency. Please keep in mind, the second dispatcher will not know what you told the CHP dispatcher and have to ask questions again.

What should I expect when I call 9-1-1?

When you call 9-1-1 from a "wired" phone, your address and telephone number automatically displays on our screen. This information will be confirmed for accuracy. If you call 9-1-1 from a

cell phone we do not get your location or the phone number you are calling from.

You will then be questioned about your need for assistance. The situation will dictate the number of questions we ask and we may want you to stay on the phone with us. Staying on the phone does not delay the dispatch of your call. We have the ability to dispatch the call while we continue to ask questions or provide help.

Why does the 9-1-1 dispatcher ask so many questions?

Dispatchers cannot see or hear what is happening and rely on you to be their eyes and ears. Specific questions help determine the nature and priority of your call. Answers to questions are relayed to responding officers, firefighters and/or paramedics.

Why does it take so long for help to arrive?

Dispatchers wish they could have help at your doorstep the minute you call. Unfortunately, that just is not possible. Help must drive to your location and depending on traffic conditions that may take some time.

For additional information, check our website at www.sccecc.org. For presentations to your group, contact the Santa Cruz Consolidated Emergency Communication Center's Training Supervisor at 471-1006.

