

Know When to Make The Right Call!

It is important that everyone in your home knows that 911 is the number to call for emergency help. An emergency is anytime you or somebody else needs help from police, fire, or emergency medical personnel.



When you call, you need to know what to expect. In South King County when you call 911 the first person you talk to is a call receiver/dispatcher for Valley Communications. This person will ask what type of emergency you are having and the location. If you are calling about a location other than South King County, the call receiver/dispatcher will transfer you to the appropriate 911 call center for your emergency.

If your emergency is within South King County, the call receiver/dispatcher will begin by asking you several questions. You will be asked your name, address, phone number, and to describe the emergency fully.



Try to remain calm and answer the call receiver/dispatcher's questions in the order they are asked. While you are answering questions, emergency units are responding to your location. Be sure to stay on the line and answer all of the questions the dispatcher asks. Don't hang up until told to do so, unless a threat to your safety requires you to leave.

It is important to talk with children about what an emergency is and how to call 911. Attach 911 stickers to every phone in your home with your address on them. In an emergency it can be surprising what information we forget. These stickers are also helpful to any guest who has to call 911 from your residence.