

SOME FACTS YOU SHOULD KNOW ABOUT 911

911 is the telephone number to dial in case of fire, police or medical emergencies, which require immediate assistance. 911 is available to all persons in White County.

When you dial 911 your call will be answered immediately by a well trained emergency dispatcher at the Communications Center who will say “White County 911, Where is your emergency?” You should then state your location and the nature of the problem. If the service needed is White County Fire Services, White County Emergency Medical Service, White County Sheriff’s Department, or any of the local Police Agencies, the 911 dispatcher will immediately dispatch the call. Non-emergency calls will not be transferred to other agencies through the 911 system.

It is recommended that you post clear, detailed directions to your home near your telephone since in a household emergency you are not always thinking clearly, or someone not a resident (such as a baby-sitter) may be the individual reporting the emergency through the 911 system, and they may not be familiar with the location.

These directions should include the name of the street on which you live, what road your street turns off of, whether your house is on the left or right side of the street, how many houses down from the intersection, and your house number. It is good to also include such identifying remarks as: 2-story brick house with white shutters; green sided house with white fence, what kind of vehicles are in your yard, etc.

911 IS NOT A TOY! It is for emergencies only. 911 should not be dialed to find out if someone is in jail; if there is an outstanding warrant on someone; when you need to speak with a particular officer or firefighter.

The proper numbers to call for non-emergency informational type assistance are clearly listed in the telephone directory under White County and/or City Government. Routine calls to police and fire departments should be made on non-emergency numbers listed in your

telephone directory. Please take the time to look up these numbers rather than calling 911. Dialing 911 in a non-emergency situation will not save you time, as non-emergency calls cannot be transferred.

911 is not to be called for burn permits. The proper number for this is the Georgia Forestry Commission at 706-xxx-xxxx. If you reach 911 by Mistake—DO NOT HANG UP! Advise the dispatcher that you have dialed a wrong number. Never hang up the phone without speaking to the operator. Your line may be locked in and emergency equipment may be sent to your location.

The following agencies can be contacted in emergencies by dialing 911:

- **WHITE COUNTY FIRE SERVICES**
- **WHITE COUNTY EMERGENCY MEDICAL SERVICES**
- **WHITE COUNTY SHERIFF'S OFFICE**
- **CLEVELAND FIRE DEPARTMENT**
- **CLEVELAND POLICE DEPARTMENT**
- **HELEN FIRE DEPARTMENT**
- **HELEN POLICE DEPARTMENT**
- **CIVIL DEFENSE (EMERGENCY MANAGEMENT AGENCY)**
- **WHITE COUNTY ANIMAL CONTROL**

By calling 911 in an emergency, you can also be connected to any other agency necessary.

Deaf and hearing-impaired persons who have access to telecommunications devices can obtain the assistance they need by dialing 911. The Emergency Dispatch Center is equipped with telecommunications equipment.

WHEN DOES A CITIZEN CAL 911?

- **A person or persons who are injured or ill and in need of medical or hospital treatment.**
- **A car, or other accident.**
- **Smoke or fire coming from a house, an apartment, a store or other structure.**
- **A person being held-up at gunpoint or being threatened with a knife or other weapon.**

- **A person displaying firearms.**
- **A person or persons who appear to be forcing someone into a vehicle.**
- **A stranger who tries to invite children to go with them.**
- **Persons loitering around school yards, playgrounds, or recreational areas.**
- **Someone breaking or opening a neighbor's window and entering the building.**
- **Someone removing articles, appliances, furniture or other items from a neighbors home or garage.**
- **Anyone suspiciously removing merchandises, clothing or gas from an automobile or stripping accessories from it.**
- **Broken windows or doors in a house, an apartment building, or place of business.**
- **A purse being snatched from a woman.**
- **Persons suspiciously entering or leaving a business establishment at unusual hours.**
- **Groups of people creating a disturbance.**
- **A person damaging or defacing property.**
- **Someone stealing a bicycle or other valuable object.**
- **Groups of people with weapons, chains, firearms or knives preparing to fight.**

DIAL 911 IF YOU HEAR:

- **A person screaming or calling the police or fire department for help.**
- **A loud explosion.**
- **The sound of breaking glass or crashing through a wood door.**
- **Suspicious noises from the next apartment or home, such as furniture being overturned.**
- **Noises outside your house as though someone is attempting to gain entrance.**
- **Loud, obscene shouting.**
- **Scuffling noises indicating a fight.**
- **A stranger who supposedly finds a large sum of money and offer to share it with you and/or a passerby.**

**DIAL 911 IF YOU HAVE INFORMATION (OR HEAR RUMORS)
SUCH AS:**

- **A planned crime.**
- **A hold-up**
- **A burglary**
- **A narcotics deal being made**
- **Threats to local or National Security**

WHEN YOU DIAL 911:

- **Speak slowly**
- **Give the dispatcher the information you have and the full address of the incident.**
- **Try to observe the individuals concerned and describe them as to height, weight, hair color, eyes and clothing.**
- **If a vehicle is involved, obtain the number of the license plate, the color, make and model of the vehicle.**
- **If a shooting or stabbing, where is the perpetrator and where is the weapon.**