

ALEXANDRIA FIRE DEPARTMENT

Dedicated to our Community, Our Profession and Each Other

Calling 9-1-1

***Please remember, 9-1-1 is only for emergencies.
For non-emergency situations dial 703.838.4660.***

Stay calm

Speak slowly and clearly, dispatchers need to understand you in order to help you as quickly as possible.

Know your location

Tell the dispatcher the exact address (apartment/suite number, intersection, interstate mile markers).

Tell the dispatcher your phone number

This will help the dispatcher get in contact with you in case you are disconnected.

State the nature of the emergency

Tell the dispatcher what type of help you need and stay on the line to answer any further questions.

Send someone to meet units outside if at all possible

This will help first responders get to you quicker.

Teach your children how to call 9-1-1

Be sure that your children know what 9-1-1 is and has access to at least one phone in your home. When calling 9-1-1, your children need to know their name, parent's name, telephone number and address. Tell them to answer the dispatcher's questions and to stay on the phone until they are told otherwise.

If you call 9-1-1 even by mistake, do not hang up the phone

If you call by accident, stay on the line until you can tell the call taker that there is no emergency.

For more information on this or other safety issues, please visit www.alexandriava.gov/fire or contact the Community Services Unit at 703-746-5269

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