

TEXTING 9-1-1

WHEN TO TEXT 9-1-1

- When you are having an emergency and need police, fire or medical assistance
- AND –
- You're deaf, hard of hearing, or have a speech disability
 - You're in a situation where a voice call may put you in danger
 - You're having a medical emergency and cannot speak on the phone

GUIDELINES FOR TEXTING 9-1-1

- Keep text messages brief and concise; use full words.
- Do not send photos or videos.
- Only send text messages in English; translation capabilities are not available for text.

IF YOU ACCIDENTLY TEXT 9-1-1

- Send a reply indicating that you made a mistake and there is no emergency.
- Stay with your phone and answer any additional questions to confirm that 9-1-1 is not needed.



HOW TO TEXT 9-1-1



1 Open the text messaging program on your cell phone



2 Create a new message



3 Enter the numbers “9 1 1” into the “To” field



4 Make sure your text includes the exact location of the emergency (**including city**) and the type of help needed (**police, fire, or medical**)



5 Stay with your phone, be prepared to answer questions and follow instructions from 9-1-1

For more information on texting 911, visit <https://mil.wa.gov/texting911>

Port Angeles Police Department

911
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CALL IF YOU CAN, TEXT IF YOU CAN'T