

# 9-1-1 IS **NOT** TO BE USED FOR:

- General information questions
- Obtaining phone numbers for other agencies and/or businesses
- Non-emergency complaints (refer to reverse side for definition of an emergency)
- The purpose of reporting problems with non-emergency utility outages (i.e., lights out due to a storm, heat/air conditioning not working, water has been turned off, etc.)

## IMPORTANT NUMBERS:

Emergency:	9-1-1
Non-Emergency:	720-977-5150
Thornton Police Records:	720-977-5140
Thornton Municipal Court:	720-977-5400
Adams County Courts:	303-659-1161
Thornton Utilities:	720-977-6500
Xcel Energy:	800-895-1999
Thornton Streets Division:	720-977-6464
Adams County Animal Shelter:	303-288-3294
Poison Control:	1-800-222-1222

[ThorntonCO.gov](http://ThorntonCO.gov)

[animalshelter.adcogov.org](http://animalshelter.adcogov.org)



# How to Use 9-1-1

*Helpful tips when calling for emergency services from the Thornton 9-1-1 Emergency Communications Center.*



## WHEN TO CALL 9-1-1

9-1-1 is used when emergency services are needed. It should only be used for the purpose of an emergency in these situations:

\*When there is an imminent (about to occur or in the process of occurring) threat to the life of oneself, someone else or to property—including Hazmat emergencies.

### THREAT TO LIFE

In danger of serious bodily injury or death; also reporting of missing/kidnapped persons.



### THREAT TO PROPERTY/ STRUCTURE

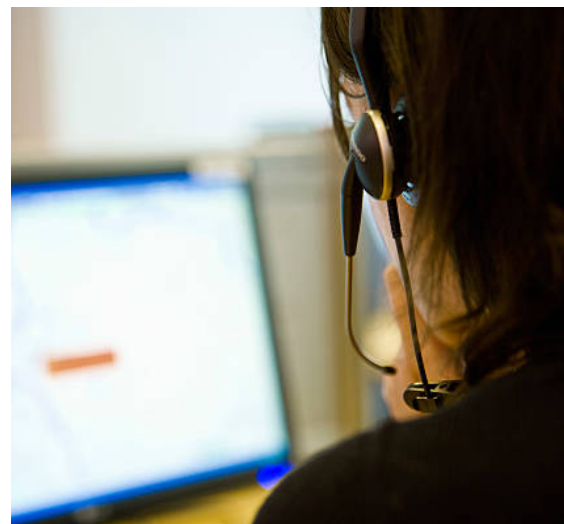
When physical property (homes, buildings, bridges, aircraft, automobiles and roads) is in danger of having its appearance or foundation altered in any manner by fire/explosion, collision, serious water damage and natural disasters—especially if these pose a threat to life.

### HAZMAT EMERGENCIES

Hazardous materials may include certain gases, liquids, radioactive and infectious materials that can be flammable, explosive, corrosive, toxic, and poisonous. If you do not recognize the odor, do not touch or approach it, call 9-1-1.



## HELPFUL HINTS WHEN CALLING 911



### STAY AS CALM AS POSSIBLE

Keep these helpful tips in mind and remember them, as it just might save your life or the life of someone else!

It is crucial that you **DO NOT HANG UP** on the 9-1-1 dispatcher out of frustration!

You might think the dispatcher is asking too many questions and not sending you the help you need, but the truth is, the

call is being dispatched or has been dispatched already by another dispatcher.

Hanging up on the 9-1-1 dispatcher can cause a delay in response and has caused persons to sustain serious, irreversible injuries—it's the absolute worst thing you can do!

### DO NOT HANG UP!

If you accidentally call 9-1-1, stay on the line and let the dispatcher know it was an accident and there is not an emergency.

### ANSWER THE QUESTION BEING ASKED

Do not become irritated with the 9-1-1 dispatcher when being asked questions concerning the nature of the call.

These questions are to obtain information to determine the place of the emergency, what is going on, and what type of service is needed. Most importantly the questions asked are for your safety and for responder safety as well.

Do not “story-tell” when answering questions. Answer only the questions being asked in a calm and quick manner. The more you add information that is not immediately relative to the emergency, the longer the response time may take!

Keep these helpful tips in mind and remember them, as it just might save your life or the life of someone else!