

Have at least one working telephone in your home.



Call 911 if you have any type of emergency. Do not hang up the phone. If you need an interpreter, there will be a short period of silence. If you are disconnected, call 911 again.



Be prepared to provide important information such as the nature of the emergency, location, injuries, and if weapons are involved.



Do not call 911 for non-emergency situations, as this may delay someone who has an emergency from getting help.



Bowling Green Police Department

Contact Us

TEL.

Emergency

911

Non-Emergency 270/393-4000

Special Thanks to the Bowling Green Fire Department; Bowling Green Medical Center Emergency Medical Services; and to Joe Imel of the Bowling Green Daily News for photo contributions.

©1998-2009 City of Bowling Green All rights reserved

In Case of Emergency

Call 911



**A Publication Provided by
the Bowling Green Police
Department**

A guide for those in our community-
who are unfamiliar with the 911
system or who are limited English
proficient.

911 is for ANY Type of Emergency...

911 is the emergency telephone number for ALL emergencies. Whether you need the police, the fire department or an ambulance, you can call 911. Also, it doesn't matter if you live in the city limits of Bowling Green, in the county, or anywhere in the state of Kentucky. If you have an emergency, call 911. The operator who answers will send the appropriate emergency services to you.



Don't hang up the telephone...

Even if you don't speak English well or you don't speak English, at all, 911 operators can help you by connecting you to an interpreter. **Even though** it may sound as if the phone has been disconnected, **DO NOT HANG UP THE TELEPHONE**. As soon as the operator is able, he or she will connect an interpreter to you free of charge. Stay calm and help will arrive.

Information the 911 operator will need from you...

The first thing the operator will ask is, "911-what is your emergency?"

The operator will also ask for:

Your location?

What is happening?

Has anyone been injured?

Are any weapons involved?



Only call 911 for Emergencies...

Calling 911 for a situation that is not an emergency may delay help reaching someone who really is in an emergency situation. Call 911 for emergency calls only, such as a crime in progress, a fire, or to request an ambulance for a medical emergency. For non-emergency situations call 270-393-4000.

Also, do not allow young children to play on the telephone. Many calls are received in 911 centers that are due to a child playing on the phone. Teach your children the proper use of the 911 system.

