

HOW TO TALK TO 911 WHEN CALLING IN AN OVERDOSE

First, take a breath and stay calm.

STEP ONE:

Provide location and contact number. Include details like cross streets and landmarks.



"My name is Sarah, my phone number is 217-555-2345. We are at 638 State Street, right across the street from the market. On the second floor bathroom on the floor."

STEP TWO:

Clearly state the emergency and describe the situation in detail as best you can.



"I found my friend on the bathroom floor and she's unconscious. We were downstairs watching a movie and she went upstairs to the bathroom and I found her on the floor."

STEP THREE:

Describe the condition of the person and let them know if anyone else is assisting.



"She is breathing, but it's shallow. Her lips are blue, and she isn't responding. I think she was taking something. We are the only ones in the house."

STEP FOUR:

Follow instructions from the dispatcher. Let them talk you through what to do next.



"I have NARCAN® and I am going to give it to her now. I am going to stay with her, please tell me what I need to do now."

Source: Minutes Matter, 2022