ACCIDENTAL 911 CALLS – WHAT DO YOU DO?

We've all misdialed phone numbers. If you accidentally dial 911, or if a child in your home dials 911 when no emergency exists, **do not hang up**. Stay on the line and tell the dispatcher that 911 was called by mistake.

If you do hang up. It is the dispatcher's job to verify if there is an emergency and they will call you back. This takes away resources from real 911 calls. If you don't answer the call the dispatcher will send emergency services to your home. The dispatcher won't know if the call was an accident unless you tell them!

Will 911 charge me if I accidentally call them?

Everyone makes mistakes, and there is no penalty for accidentally calling 911. The Dispatcher will want to verify your name and address and ensure that there is not a real emergency. Don't beat yourself up, accidental calls happen.

Inactive Phones

You may have an old phone laying around at home, maybe your kids use it as a "play phone". Those old phones can still call 911. As long as the phone is charged and turned on a call can be placed to 911. Though an inactive phone does not provide a location or callback number. If your kids use a real phone as a play phone make sure they know not to dial 911 as a joke or during playtime.

Cellphone Emergency SOS Features

Both Android and iPhones have crash detection and emergency SOS features that have the potential to trigger false 911 calls. When these features are triggered an alarm may sound, and a countdown timer will appear on the phone to give the user the ability to cancel.

If you don't cancel the countdown, the phone will call 911. Phones settings can be changed or turned off depending on the phone.

Activities like riding amusement park rides, skiing, or activities with intense movement can trigger an accidental SOS from your cellphone.

To avoid this, leave your phone in a safe location, or put it into airplane mode. Phones can't access the SOS feature in airplane mode.

iPhone

1. Open the Settings App.
2. Find "Emergency SOS" in the settings list .
3. Turn on or off the settings as desired. You can change the way you activate SOS or turn it off by toggling the slider from green to grey.

Android

1. Open the app drawer and tap on the Safety App.
2. Tap on the "features" tab at the bottom of the screen.
3. Tap on the card that says "Car Crash Detection".
4. Turn off the car crash detection by tapping the slider controller.