

Text 999 for help in an emergency

Q&AARRIERS

If you are finding it hard to hear or speak, sending a text in an emergency may be your best way to attract help.

What is an EMERGENCY? you need help from people straight away

Someone might die



A crime is happening



There is a fire



Someone is in trouble in or near
the sea



Who could HELP? people/organisations you could contact

POLICE—help with crimes



AMBULANCE—help if someone
is hurt or ill



FIRE SERVICE—help with fires or
if someone gets stuck somewhere



COASTGUARD—sea support



You must set your phone up beforehand to text for help later on

- 1 Open text messages on your phone and start a new message
- 2 Type the word register in to this new message—don't type anything else
- 3 Send it to 999

After a few moments you should get a text back which says:

“After reading ALL this message SEND THE WORD ‘YES’ to 999 TO COMPLETE YOUR REGISTRATION—otherwise your phone is not registered. In an emergency you will know your message has been received ONLY when you get a reply from an emergency service; until then try other methods. Further details are available at www.relayuk.bt.com/emergencysms”

Send YES to 999 to complete your registration.

If you do not receive a confirmation text there has been a problem.

- try typing register to 999 again or ask someone you know to help you
- get in touch with the emergency sms organisation directly:

www.emergencysms.org.uk
text.relay.help@bt.com

What you should do in an emergency

Send a text to 999 with the following information contained in it:

Who you want help from

for example

- Police
- Fire service
- Ambulance
- Coastguard

Expect to wait a few moments before you get a text back.

If you don't get a response within 3 minutes

Send the text again

What the problem is

for example

- is someone hurt
- is someone trapped somewhere they can't escape from
- is there a building on fire

Try to find another way of getting help

For example, you could ask:

- someone near you in the vicinity
- a friend
- someone in your family

Where you are

for example

- the address, with postcode, if you know it
- near a specific landmark
- name of the road you are on
- still text if you are not sure



BE PREPARED—BE READY—BE SAFE

Quarriers Carer Support Service (Moray)

232 High Street, Elgin, IV30 1BA

Tel: 01343 556031

Email: carersmoray@quarriers.org.uk

www.quarriers.org.uk/morayvcc

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