

The Silent Call Procedure

The Silent Call procedure is a unique program in the Massachusetts Enhanced 9-1-1 system that allows a caller who is unable to verbally communicate their emergency over the phone to receive the appropriate response.

If you need to call 9-1-1 and you are unable to speak for any reason, such as a physical disability, domestic violence or home invasion, follow these simple steps using a touch tone wireline telephone or a cell phone:

FIRST DIAL 9-1-1

Once the call is answered, indicate your need by pressing the appropriate number on your telephone.

IF YOU NEED POLICE PRESS 1

IF YOU NEED FIRE PRESS 2

IF YOU NEED AN AMBULANCE PRESS 3

The 9-1-1 Dispatcher may ask questions that require yes or no answers.

PRESS 4 FOR YES

PRESS 5 FOR NO