

FACTS ABOUT FALSE EMERGENCY CALLS

WHAT ARE FALSE CALLS?



False calls are the calls made to emergency services that are not about a real emergency.

EXAMPLES

- Pocket call
- Inappropriate judgement
- Misdials
- Information request
 - Hoax call
 - Child playing
- Due to mental disability
- Abusive calls
- Immediate hang up

When to call the emergency number?

In case of a serious car accident with people injured or killed

If people nearby you are victims of an act of violence

If someone is attempting to steal a car
If someone is attempting to damage or destroy property

If you notice a person on the ground who may be unconscious

Many other reasons...

Information is key! Share your knowledge with family and friends. Other people's safety depends on all of us.



DID YOU KNOW?

When emergency services deal with false calls, they cannot assist people who are in danger!

False calls are not always hoaxes. We should only call the emergency number when there is a **real emergency!**

All emergency services are affected by **false emergency calls!**

False calls are an expensive problem since emergency services need to multiply their resources to avoid being overloaded by them.



More information on
www.eena.org



european emergency number association