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Calling 112 or 999

What they will ask you

Keep it by the phone. In an emergency, it has the answers ready, and your Eircode written in.

Ring **112 or 999** Free, from any phone

Stay calm and speak clearly.



What they will ask you

- ① **Which service?** Gardaí, ambulance, fire brigade or coast guard.
- ② **Where?** The address and Eircode, a landmark, and how to find you. On a mobile, say the county.
- ③ **What has happened?** How many people, and any injuries.
- ④ **Your phone number**, so they can ring you back.

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Then

- Stay on the line. Hang up only when they tell you to.
- Hear a “busy” message? Don’t hang up. If you ring again, you go to the back of the queue.
- Answering their questions doesn’t slow the ambulance down.
- At home? Unlock the door, and put pets in another room.
- Keep your phone on: they may ring you back.



Can’t make a voice call?

Can’t hear or speak on a call? **Text 112** from an Irish mobile. You don’t need to register first.

- Say which service, what has happened, the county, and where: town, road, Eircode.
- Wait for a reply. None after 3 minutes? Text again.
- If you can make a voice call, it is quicker.
- You can give the 112 service your details in advance, at 112.ie.



Our details

Our Eircode _____

Phone here _____

Address _____

How to find us a landmark, the colour of the door _____

Local Garda station _____

phone _____

Write your Eircode on this card, and keep it by the phone.



Not an emergency?

- Ring your local Garda station.
- Information about a crime: Garda Confidential Line
1800 666 111.

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Sources: ECAS (112.ie); gov.ie (emergency services); An Garda Síochána; Fire Ireland