Emergency Services

1.   How to call Emergency Services

There are two emergency numbers in Ireland, **112** and **999.** They are free of charge to call from mobiles and landlines. The 112 number works in all EU countries from any phone, free of charge.

2.   Types of Emergency Services

- Ambulance
- Gardaí
- Fire Brigade
- Coast Guard
- Mountain Rescue

You can contact any of the emergency services by dialling either number.

3.   When to call Emergency Services

Ambulance   Call for an Ambulance if a person is seriously ill or injured, and their life is at risk.

Gardaí   Call for the Gardaí if a crime or incident is happening or if anyone is in immediate danger.

Fire Brigade   Call for the Fire Brigade if you see a fire

Coast Guard   If you want to report someone in trouble at sea or on the cliffs or coast, dial 112 or 999 and ask for the Coast Guard.

If you are in trouble at sea, call the Coast Guard on VHF Channel 16 or MF 2182 KHZ, or use VHF Digital Selective Calling (DSC).

Emergency Services 112 or 999

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4. Information you need when calling Emergency Services

When you ring 112 or 999, you will be asked:

- your location – street name and / or landmark
- the phone number you are calling from (so that if you get disconnected, they can call you back)
- what has happened
- details about the emergency, such as a description of the person who may have committed a crime, a description of any fire that may be burning, or a description of injuries or symptoms being experienced by a person having a medical emergency.

5. How to behave when calling and speaking to Emergency Services

When you are calling and speaking to the Emergency Service operator, you will need to:

- Stay calm
- Listen carefully to the operator
- Answer the operator's questions as best you can
- Speak slowly and clearly
- Only finish the call when the operator tells you.

6. Stay on the phone

While you are talking to the operator, they will send the Emergency Service. You need to stay on the phone so they can give you advice on what to do next while waiting for the Emergency Service to arrive.