

“2-1-1” VS. “9-1-1” PHONE NUMBERS

If you are confronted with a situation that requires the need for health and/or human services, there is now a “One-stop, Shop” phone number for Orange County residents.

THE FREE PHONE NUMBER IS: 2-1-1.

By calling 2-1-1, you can find information and referral services covering the following topics:

- **Child Care**
- **Emergency Financial Assistance**
- **Health Care**
- **Food**
- **Shelter/Housing Alternatives**
- **Jobs**
- **Mental Health Support**
- **Service for Persons with Disabilities**
- **Resources for Old Adults and their Caregivers**
- **Alcohol and Drug Services**
- **Safe Surrender Sites for Newborns**

PLEASE DO NOT CONFUSE 2-1-1 WITH 9-1-1.

- 1) 2-1-1 IS FOR LOCATING RESOURCES IN ORDER TO DEAL WITH A HEALTH AND/OR HUMAN SERVICES MATTER.**
- 2) 9-1-1 IS FOR HELP IN A POLICE, FIRE OR MEDICAL EMERGENCY.**

If you call 9-1-1 by mistake, please do not hang up, just explain it to the Dispatcher. The Dispatcher might have some questions for you, so please don't hang up until you are told to do so. On the other hand, if you are in doubt whether you are experiencing a true emergency, it is okay to call 9-1-1.

TUSTIN POLICE DEPARTMENT PHONE NUMBERS:

9-1-1	EMERGENCY
714-573-3225	DISPATCH
714-573-3200	BUSINESS

ORANGE COUNTY FIRE AUTHORITY PHONE NUMBERS:

9-1-1	EMERGENCY
714-538-3501	NON 9-1-1 EMERGENCY
714-573-6000	BUSINESS

Besides the 2-1-1 phone number for information on various human services, one can check out their information on their website:

www.211oc.org

If you try to call 2-1-1 on your cell phone, this number will not work on all cell phones. Currently, if you use T-Mobile or Verizon, the 2-1-1 number will work. Any other cell phone service providers or pay phones would require using their toll free number:

1-888-600-4357.