

# 911

## Emergency Readiness for Kids



**American Red Cross**

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# Dear Parents:



Every day we read and hear of emergency situations affecting families in our community and elsewhere. This guide is designed to prepare you and your children to get emergency help. Take some time to talk with your children about what emergencies are and teach them how to get help by calling 9-1-1.

## All About 9-1-1

9-1-1 is the "Universal Emergency Number" used throughout the U.S.A.

**Basic 9-1-1** means when a call is placed, a local dispatcher takes the call and gets information about the nature and location of the emergency from the caller.

**Enhanced 9-1-1** service means that the center receiving the call has equipment that automatically displays the caller's telephone number and location. This allows the dispatcher to send emergency help to that location even if the caller is unable to tell the dispatcher where they are. Most areas of our country are now covered by Enhanced 9-1-1 service.

## How do I know it's an emergency?

An emergency is something that you don't expect, when you or someone else may be seriously hurt or in danger. It is a time to get help right away! Knowing when to call 9-1-1 is important, because unnecessary or inappropriate 9-1-1 calls can cause delays in responding to other emergency calls. Let's take a little quiz to see if you know when to call 9-1-1!

### Call 9-1-1 Quiz (check one)

	Yes	No	Maybe
You fall and bump your head – OW!	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your little brother falls and bumps his head, and won't wake up, or is dizzy or sick	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It's 3 a.m., and someone is outside your window	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your kitten is up in a tree and won't come down	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A pan on the stove is on fire, and you don't have a fire extinguisher, or it won't work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A strange man in a car wants you to come look at his puppy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You are going to a friend's house, and need directions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



**Good job!** 9-1-1 is for situations when you can't or don't know how to help, and you or someone else needs help, fast, because they are hurt or in danger of being hurt. Now that you have an idea of when to call 9-1-1, let's talk about how you call 9-1-1.



# How to call 9-1-1 on a Landline Phone or a Wireless Phone



A **landline** telephone is one that is plugged into a telephone jack in the wall. Most likely the phone in your house is a landline. It's best to use a landline phone to call 9-1-1 if you can, because with Enhanced 9-1-1 service the landline phone will provide the emergency operator with your exact location.

**Check the telephones in your home to see which ones are landline phones.**

A telephone that is not connected to a telephone jack in the wall, or does not have a base that is connected to the wall, is called a **wireless (or cellular)** telephone. Because these phones have no connection to a fixed location, the operator's database will not automatically display an address, so it's important that you give the location of the emergency. Remember, even wireless phones without active service can dial 9-1-1!

See [www.planprepareshare.com](http://www.planprepareshare.com) for more detailed information on landline and wireless telephones.



## To call 9-1-1

First, get to a safe place to make the call; if where you are isn't safe; go to a neighbor's to use their phone.

Pick up the phone receiver on your landline phone and wait for a dial tone, then press 9-1-1 on the keypad. If you are using a wireless phone, press 9-1-1 on the keypad, then press "Send".

Stay calm so that you can speak clearly. When the operator answers, describe your emergency, and give the location (street address, intersection or other landmarks) of the emergency. Stay on the line and follow the operator's instructions.

Don't hang up until told it's OK to do so. Stay by the phone in case the operator needs to call you back for more information.

**Practice** calling 9-1-1 on a toy telephone, or a phone that is disconnected from the wall jack. Never practice on a real, connected phone!

Remember:

- Even wireless phones without active service can dial 9-1-1!
- Pay telephones are landline phones located in public places.
- No money is required to call 9-1-1 on a pay phone.



**What if you can't speak?** Even if you are unable to speak, by calling 9-1-1 you may be able to get help. After you dial 9-1-1, leave the phone line open, and make any noise you can. With Enhanced 9-1-1, the operator should be able to get your address if you're on a landline; with a wireless phone, you could be located by the location of the cell tower receiving your transmission.



# 9-1-1 Don'ts

**Don't** practice calling 9-1-1 on a working phone; use a play telephone or disconnect the line. Since wireless phones without active service can still connect to 9-1-1, remove the battery from the phone before using for practice.

**Don't** hang up if you call 9-1-1 accidentally; tell the dispatcher that the call was an accident.

**Don't** pre-program 9-1-1 into your phone, as this may result in accidental calls.

**Don't** use 9-1-1 to call for non-emergency information. Your local police and fire departments have non-emergency numbers for this purpose.

## My Emergency Numbers

My name is \_\_\_\_\_

Fire \_\_\_\_\_



My address is \_\_\_\_\_

My telephone number is \_\_\_\_\_

Medical \_\_\_\_\_



Mom's number \_\_\_\_\_

Dad's number \_\_\_\_\_

Police \_\_\_\_\_



Other \_\_\_\_\_

