9-1-1

Emergency Instructions For Your Child

When to use 9-1-1

Please make sure your child knows to call 9-1-1 on any telephone in case of an emergency. Important points to emphasize are:

9-1-1 is for emergencies only (i.e. fire, crime in progress, life-threatening situations, when someone needs an ambulance, situations where personal injury has occurred, or may occur;

9-1-1 is the number to call for the police, sheriff, the fire department, an ambulance or a poison emergency;

If your child is unsure it's a true emergency it's OK to call 9-1-1.

Calling 9-1-1 is Serious

Please remind your child that calling 9-1-1 is a serious matter; prank calls, calling 9-1-1 and hanging up, or calling 9-1-1 just to practice can prevent someone with a real emergency from getting the help they need.

Helpful Phone Numbers

It's often difficult for children to know the difference between a 9-1-1 emergency and a situation which may simply require help from an adult. Provide your child with an emergency phone number card to keep next to your telephone with all the necessary numbers available.

With your help, we know your child will learn the **RIGHT WAY** to use 9-1-1 to save lives and property.

EMERGENCY

My name is	
My address is	
My phone number is	
FIRE * AMBULANCE * POLI	ICE * SHERIFF CALL 9-1-1
Parents Name	Parents Work or Cell #
Neighbor / Friends	Neighbor / Friends Work / Cell #

Complete and keep next to phone

For Wireless Phones:

Every model of wireless telephone has a different procedure on how to make a call. Parents, please review with your child how to dial 9-1-1 using your phone. Remember to include all of the necessary steps to complete the call (i.e. "unlocking" the keypad before operating if this option is engaged).

Currently 9-1-1 wireless calls do not provide any address information. It is important for children to identify landmarks (i.e. street names, tall, unique buildings) to help 9-1-1 call takers determine where to send emergency personnel. Teach your children to be cognizant of their surroundings and aware of your destination point.

Due to the high number of 9-1-1 calls made on wireless telephones, you may receive a busy signal or a recorded message instructing you to stay on the line for the first available call taker. Teach your child how to "redial" 9-1-1 when he/she hears a busy signal. If they hear a recorded message teach your child to stay on the line and wait until 9-1-1 call takers answer the call.

Do not let your child play with your wireless phone. If you or your child accidentally calls 9-1-1, **DO NOT HANG UP**. Wait to speak with a 91-1 call taker. This will eliminate the need for public safety personnel to call back to confirm that there is no emergency.