



4 Steps to Teaching Kids 9-1-1

**A GUIDE FOR PARENTS &
TEACHERS**



Step 1

What is 9-1-1?



First, explain to your child what 9-1-1 is. Emphasize that it should only be used in an emergency, and explain the kind of help you can get from 9-1-1.

“9-1-1 is the emergency 3-digit number you can call to get help from the police, fire department, or an ambulance.”



Step 2

When do you call 9-1-1?

Help your child understand what an emergency is. If they can answer yes to any of these questions, they need to call 9-1-1:



Are they or someone around them not breathing?



Are they or someone around them in danger?



Do they see fire or smell smoke?



Are they or someone around them physically hurt?

When not to call 9-1-1:



For an injured pet



Because they've been grounded



If the electricity goes out



Prank Calling 9-1-1

Make sure your child knows the dangers of prank calling 9-1-1. **Not only is it a crime**, but prank calling 9-1-1 means someone who really is in an emergency **might not be able to get the help they need.**

Step 3

How do you use it?

Regardless of the type of phone you own, make sure your child knows how to call 9-1-1 on both a cell phone and a landline phone.



Cell Phone

- 1) Tap the phone icon
- 2) Tap the keypad
- 3) Tap the numbers “9-1-1”
- 4) Press the call button

Landline

- 1) Pick up the phone
- 2) Listen for a dial tone
- 3) Push the buttons “9-1-1”

Teach your child how to find the emergency call button on a cell phone with a passcode-protected lock screen. Have them practice picking up the phone and identifying the correct digits to dial.

If you own a smartwatch or other communication tool capable of dialing 9-1-1, teach your child how to use this device in an emergency.



Step 4

What do you say?

9-1-1 call takers need:

- The location of the emergency
- What kind of emergency services are needed (police, fire, ambulance)
- A phone number in case they are disconnected

A 9-1-1 call taker can't help your child if they don't know where they are. Teach them to **memorize their home address** in case of an emergency.

Teach your child to stay on the line, answer all of the questions, and to follow the call taker's instructions.



Extra Tips

If text-to-9-1-1 is available in your area, make sure your child is aware. But remind them that calling is always better than texting, if it is safe for them to do so. **Call if you can, text if you can't.**

Emergencies don't always happen at home, so teach your child to know their location. Make it a habit for them to become aware of their surroundings. Point out landmarks, nearby businesses, and teach them the names and locations of busy, well-known roads.

But above all:

Teach your child to stay calm and to know his or her location when calling 9-1-1!