



911 HELP US HELP YOU

What CHILDREN Need to Know

In an emergency, the best thing to do is to tell your parents, a teacher, or another adult what is happening right away. But what if no adults are around? Or what if an adult asks you to call 9-1-1? In those cases, you will want to know how to call for help. Here's what you need to know about calling 9-1-1 and how to make sure they send help fast.

KNOW WHERE YOU ARE

If you aren't home and don't know the address of where you are, look around for a street sign or a building with a name on it. That helps the 9-1-1 operator know your location.

WHAT IS 9-1-1?

The number 9-1-1 is a phone number to call when you or someone you see needs help right away. You can call 9-1-1 from any phone, any time of day.

WHEN TO CALL 9-1-1

Only call 9-1-1 when you need a police officer, a firefighter, or a doctor right away. If someone is hurt or in danger, or if you see a crime or a fire, call 9-1-1.

WHAT HAPPENS WHEN YOU CALL 9-1-1

Once you call, the person who answers the phone will be someone who will help you. The 9-1-1 operator will ask you questions and may ask you to do things to help out. Do your best to follow directions and answer the questions. The 9-1-1 operator will send help and stay on the phone with you until everyone is safe.

DO NOT HANG UP

Even if you accidentally called 9-1-1 or think that the problem is gone, stay on the phone until the operator tells you it's OK to hang up. The 9-1-1 operator wants to make sure that you are all right and that you have the help you need. If you are not able to talk when you call, leave the call connected so the 9-1-1 operator can hear what is happening. The 9-1-1 center has computers that may be able to find your location in order to send help.

MEMORIZE IMPORTANT FACTS

Know your address, your parents' full names, and your phone number. The more you can tell the 9-1-1 operator, the faster help will arrive.

TRY NOT TO BE SCARED

Emergencies are scary, but your job is to make sure the 9-1-1 operator knows what is happening in order to send help quickly. Be brave and stay as calm as you can while you talk to the 9-1-1 operator and answer questions.



FOR MORE TIPS AND INFORMATION ON
DIALING 9-1-1, VISIT WWW.DENCO.ORG.