



9-1-1 HELP US HELP YOU

What TEACHERS Need to Know

As a teacher, you can help your students by preparing them for an emergency and teaching them how and when to use 9-1-1 properly. Children can start learning about 9-1-1 at a very early age, and that knowledge may save a life. Here is some information to share with your students so they will understand how 9-1-1 works if they need help quickly.

KNOW WHAT'S AROUND YOU

Help your students get in the habit of being aware of their surroundings so they can give as much information as possible to help 9-1-1 know where they are. If they don't know the address, they might be able to see street signs or describe landmarks or businesses nearby.

WHAT IS 9-1-1?

Some students might not even realize that 9-1-1 is a phone number. Let them know that dialing those three numbers – 9-1-1 – on any phone is a way to get help quickly in an emergency.

WHEN TO CALL 9-1-1

Calling 9-1-1 is for emergencies only – when the student or someone else is hurt or in danger and needs help from a police officer, a firefighter, or a doctor.

WHAT HAPPENS WHEN YOU CALL 9-1-1

Tell students that the people who answer 9-1-1 calls are adults whose job is to help people in trouble. The 9-1-1 operator will ask questions and might tell callers what they can do to help. Let your students know that they should follow directions as best as they can and stay on the phone until the operator says it's OK to hang up. The operator will figure out what kind of help is needed and send it right away.

MEMORIZE IMPORTANT INFORMATION

Students need to know their full names, their parents' full names, their address, and their phone number at minimum. Help them memorize this information so they can tell the 9-1-1 operator and get help faster.

STAY CALM

Emergencies are scary. Let your students know that trying to stay calm while talking to the 9-1-1 operator will help the operator figure out what kind of help needs to be sent. Calling 9-1-1 is very brave and grown-up, and can save lives.

DO NOT HANG UP

If a student calls 9-1-1 by mistake or thinks the emergency has passed, the natural reaction is to hang up. Emphasize the importance of staying on the line until the operator says that it's OK to hang up. If it's not possible to talk, students should still keep the phone on so the 9-1-1 operator can hear what's happening. The operator understands how to listen, figure out what's wrong, and send help.



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