



TEACHING CHILDREN HOW TO CALL 9-1-1 FOR EMERGENCIES

HERE'S HOW:

- 1. IF AT ALL POSSIBLE, TEACH YOUR CHILD TO CALL FROM THE HOME PHONE ALSO KNOWN AS A HARD WIRED PHONE THAT PLUGS INTO THE WALL. HOUSE PHONES DISPLAY THE BILLING ADDRESS WHEN 9-1-1 IS CALLED. CELL PHONES DO NOT PROVIDE THIS LOCATION INFORMATION. CHILDREN USING A CELL PHONE TO CALL 9-1-1 FOR AN EMERGENCY SHOULD KNOW THEIR ADDRESS OR LOCATION WHEN CALLING 9-1-1.**
- 2. CHILDREN AGES 4 THROUGH 7, SHOULD KNOW THEIR HOME ADDRESS. IT'S IMPORTANT THAT CHILDREN KNOW THE ADDRESS OF THEIR CARE GIVER AS WELL. THE CARE GIVER SHOULD PLACE THEIR HOME ADDRESS AND PHONE NUMBER ON THE REFRIDGERATOR OR OTHER EASILY REMEMBERED LOCATIONS, AND SHOW THE CHILD WHERE THIS INFORMATION IS LISTED. FOLLOW THROUGH WITH YOUR CHILD'S CARE GIVER TO ASSURE THIS IMPORTANT INFORMATION IS AVAILABLE TO YOUR CHILD.**
- 3. TELL YOUR CHILD THAT IF THEY HAVE TO CALL 9-1-1 THAT THEY MUST LISTEN CAREFULLY TO THE 9-1-1 DISPATCHER. YOUR CHILD SHOULD NOT HANG UP WITH THE 9-1-1 DISPATCHER UNLESS PROMPTED TO DO SO BY THE DISPATCHER. THE DISPATCHER WILL PROVIDE YOUR CHILD WITH DIRECTIONS THROUGH OUT THE CALL.**
- 4. PRACTICE CALLING 9-1-1 AT HOME, MAKE CERTAIN THAT YOUNGER CHILDREN CAN CLEARLY STATE THEIR FIRST AND LAST NAME. 9-1-1 DISPATCHERS WILL USE YOUR CHILD'S NAME WHEN SPEAKING TO THEM DURING THE COURSE OF THE 9-1-1 CALL TO ASSURE, CALM, AND ENCOURAGE THEM.**
- 5. USE AN UNPLUGGED OR TOY TELEPHONE TO PRACTICE CALLING 9-1-1. AS A PARENT OR CARE GIVER, YOU CAN PRETEND BEING THE 9-1-1 DISPATCHER BY ASKING QUESTIONS SUCH AS: WHERE'S YOUR EMERGENCY? WHAT ADDRESS ARE YOU CALLING FROM? WHAT'S HAPPENING, OR WHAT'S WRONG? WHAT'S YOUR PHONE NUMBER? WHERE IS YOUR MOM OR DAD? THESE ARE IMPORTANT QUESTIONS THAT NEED, IF AT ALL POSSIBLE, TO BE ANSWERED. PRACTICING THESE KIINDS OF QUESTIONS ALLOWS KIDS TO MEMORIZE THEIR ADDRESS, PHONE NUMBER, AND TEACHES THEM HOW TO LISTEN TO QUESTIONS BEING ASKED BY THE 9-1-1 DISPATCHER.**
- 6. TEACH YOUR CHILD WHEN TO CALL 9-1-1. THIS IS THE TIME TO DISCUSS WHAT MAY CAUSE AN EMERGENCY AT YOUR HOME, AND WHAT YOUR CHILD SHOULD DO DURING AN EMERGENCY AT YOUR HOME, OR AT A CARE GIVERS HOME. PARENTS AND CARE GIVERS NEED TO ASSESS THEIR EMERGENCY PLANS, AND PRACTICE THOSE PLANS WITH ALL FAMILY MEMBERS. EMERGENCY PLANS SHOULD INCLUDE TEACHING CHILDREN HOW AND WHEN TO CALL 9-1-1.**
- 7. LASTLY, TEACH CHILDREN NOT TO CALL 9-1-1 AS A JOKE, OR TO USE 9-1-1 SERVICES AS A PRANK. WE SEND EMERGENCY HELP TO CITIZENS THROUGHOUT CALHOUN COUNTY. TAKING TIME TO WORK THROUGH INTENTIONAL 9-1-1 HANG UPS OR PRANK CALLS USES RESOURCES THAT SHOULD BE DIRECTED TOWARDS REAL EMERGENCIES.**