



## What Kids need to know to be 9-1-1 ready!

### **What is 9-1-1?**

9-1-1 is the phone number you can call from any phone to report an emergency.

### **What is an emergency?**

An emergency is a situation that requires police, firefighters or an ambulance.

### **What happens when you call 9-1-1?**

A calltaker at a Public Safety Answering Point (PSAP) will answer your call. It is the calltaker's job to help you. He or she will ask you questions to learn more about where you are and learn more about your emergency. They need your help, though! Stay on the phone, listen carefully to the questions, and answer in a clear, calm voice.

### **Don't hang up too soon!**

Even if you called 9-1-1 by accident, or you think the problem has gone away, stay on the phone until the calltaker tells you its ok to hang up. If the situation is too scary or not safe to talk, its ok to stay very quiet and let the calltaker listen to the other sounds in the room.

### **Know your phone**

Some phones work differently. On cell phones, you might have to press "send". Portable phones and curly cord phones can only go so far from where they plug into the wall or cable box.

### **Memorize important information!**

Learn your address, your phone number, and your parents first and last names. Knowing important information about who you are and where you live can help the emergency responders get to you more quickly.

### **Know your location**

If you're not at home and don't know the address, look around for street signs or a store, school or business with a name on it, so the calltaker can help locate you.

### **Keep your cool**

Stay calm and answer all the questions. Help will arrive as soon as possible!