

9-1-1 and Kids



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- **Teach your children HOW and WHEN to dial 9-1-1.**
Always tell them to dial "nine-one-one", never refer to this emergency number as "nine-eleven". There is no such number as "eleven" on the telephone and a child may easily become confused in the process of dialing.
 - **Teach your children to TRUST the 9-1-1 operator - explain to them that 9-1-1 is their friend and a source of help to them during an emergency.**
 - **Teach your children their home address (or any other address they might need to give to the operator) in the event of an emergency.**
 - **Advise your children about any possible emergency situation likely to occur at your home or location. Explain what things to lookout for. If a member of the family has a heart condition, tell your children how to identify the symptoms of a heart attack, i.e., person not breathing or suddenly collapsing, etc. Instruct the child to call 9-1-1 should these symptoms occur.**
 - **Carefully explain to your children that 9-1-1 is for an emergency and that an emergency is when they need to get law enforcement, the fire department, or paramedics in a hurry. Also explain that 9-1-1 IS NOT A TOY OR GAME and should never be played with unless it is actually needed. Possibly use the classic "Crying Wolf" story and relate it to the use of 9-1-1. At the same time you must avoid discouraging a child from using 9-1-1. Any time that they think they need to call, encourage them to use 9-1-1, even if they are in doubt.**