



**90% of young children do not know how to successfully call 911 –
LET'S TEACH THEM**

Teach them on a “landline” (home phone) and on someone’s cellphone. Show them how to unlock the cellphone with the emergency short cut.

You can find instructions online for Android and IOS, consider practicing in airplane mode:

https://www.youtube.com/watch?v=C_FMjNeyKRQ

-WHEN TO CALL: Only in an emergency. When someone needs medical help right away or when there is immediate danger.

Use age-appropriate examples of an emergency.

- An adult tells them to call 911
- Someone is not breathing or choking
- Someone will not wake up
- They see blood or bones
- They hear the fire alarm, see or smell smoke
- Someone is breaking into house or vehicle
- Someone is hurting someone else
- There is a serious car accident

-WHAT TO SAY: Let them know 911 operator will guide the conversation - teach them to stay calm, listen and answer the questions. Tell them do not hang up, help is coming!

Help the child practice to build confidence and prepare them for a high-pressure situation.

- Know home address including County & State
- Know their last name and be able to spell it
- Know apartment or unit number and floor
- Be able to describe a location when not at home
- Know the telephone call back number
- Describe what is happening

-WHERE TO BE: child needs to be in a safe place, away from danger, before making the 911 call. Teach children where they should go or gather in the event of a fire. Practice in-home fire drills periodically and randomly. Change smoke detector batteries annually.

-ADDITIONAL TIPS:

Teach a child or grandchild 4 years of age and older and practice calling 911 routinely.

Make sure your child understands they can give personal information to the 911 operator.

Keep a list of emergency contacts handy, near each phone for your kids or babysitter.

Show child where to find any medication lists.

Be sure your house number is visible and child knows to unlock door for first responders.

Turn on the porch light for first responders and meet them as they arrive.

If you cannot speak or a cell call is not working, try texting 9-1-1.

Make sure your child understands that calling 911 as a joke is a crime in many states.

If they call 911 by mistake, do not hang up, the 911 operator wants to verify there is no emergency.

Old cell phones will still call 911, remove battery before letting them become a toy.

Prior to relying on voice assistants in Alexa, Google Home or Siri, perform research on limitations.

Use this teaching aid with your child: https://www.youtube.com/watch?v=JdKG_L5YuB8



911 HELP

For Kids

9-1-1



Name:

Street Address:

Apartment Number, Floor Number or Access Code:

City

State:

Zip Code:

County:



911 HELP

WHENEVER POSSIBLE PLACE 911 CALLS FROM A LANDLINE

Street Address: _____

City: _____

State: _____ County: _____

Call Back #: _____

Subdivision: _____

(note: some subdivisions cross state lines so be specific)

Nearest major roads/intersections/landmarks

Alternate 911 Number: _____

Medically Trained Neighbors: _____

Nearest Defibrillator: _____

Emergency Kit Location: _____

Fire Extinguisher: _____

Emergency Contacts: (Name, Phone, Relationship)

#1 _____

#2 _____

what3words: /// _____ . _____ . _____