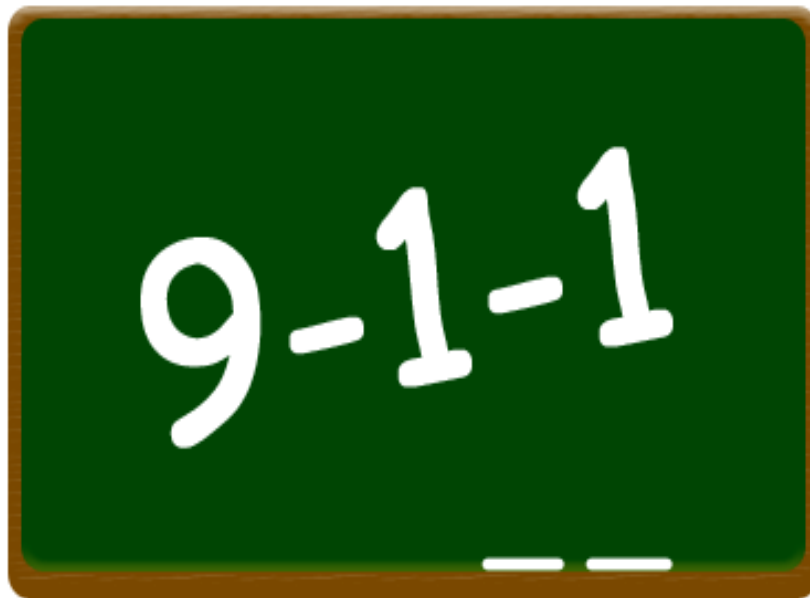


WHAT YOU NEED TO KNOW ABOUT

Children and



For further questions or additional information, contact:

Christian County 9-1-1

110 W. Elm St. Suite 50
Ozark, MO 65721

Non-Emergency: (417)582-1030
Fax: 417-581-1523
E-mail: cces911@cces911.org



Why Teach Your Child About 9-1-1?

9-1-1 is a vital part of the emergency response system. If an emergency situation exists and the only person who is able to call 9-1-1 is a child, that child's knowledge of 9-1-1 and how to use the phone and system can be the key to getting the help that is needed. Does your child know how to and when to call 9-1-1?

What Your Child Should Know

- ◆ Teach your child their last name, their parent's name, and their home address and phone number. This information should also be listed near the phone.
- ◆ Teach your child the name of your employer and the phone number.
- ◆ Help your child understand **WHEN** they should call 9-1-1.
- ◆ Let your child know not to be afraid to call 9-1-1 if there is any doubt as to whether they should.
- ◆ Teach your child to dial "**Nine, One, One**" and never teach them, "**Nine Eleven**", this might confuse the child and they may look for the number eleven on the phone.
- ◆ Make sure your child can reach at least one of the phones in your house and they know how to use it.
- ◆ Discuss with your child any situations that may be unique to them. This could include an elderly live-in relative; younger sibling or other unique factor that the child might encounter.
- ◆ They should know to always call from a safe location. If the house is on fire, get out and call from a nearby phone.

When to Dial 9-1-1

9-1-1 is the phone number to call when you need help from police, fire, or an ambulance.

These situations can include but are not limited to:

- **Get help for someone who is hurt**
- **If you smell smoke or see fire**
- **If someone is hurting you**
- **If you are not sure if you should call 9-1-1 and there are no adults nearby to ask**

How to Dial 9-1-1

- Pick up the phone and listen for a dial tone
- Push the “9” button, push the “1” button and then push the “1” button again
- Wait for the 9-1-1 operator to answer the call



What to do When 9-1-1 Answers

- ◆ The 9-1-1 operator will ask you questions to find out what type of help you need. What is your **location**? What is your **phone number**? **What is the emergency**? What is your **name**?
- ◆ Remember to **stay calm** and **speak slowly**.
- ◆ Tell the 9-1-1 operator what's wrong and where you need help.
- ◆ Speak up loud and clear when being asked questions.
- ◆ Stay on the phone until the 9-1-1 operator tells you it's ok to hang up.

What not to do When Calling 9-1-1

- ◆ If you call by mistake, stay on the line and tell the 9-1-1 operator that you dialed wrong.
- ◆ Do not call 9-1-1 as a joke or a prank. You can get into serious trouble. More importantly, you can delay someone else getting the help they need in an emergency.

9-1-1 DO's and DON'Ts

- ◆ 9-1-1 is for police, fire and medical
- ◆ If you call 9-1-1, don't hang up
- ◆ Don't call 9-1-1 for jokes or prank calls
- ◆ A deactivated cell phone with power can still call 9-1-1
- ◆ When you call 9-1-1, pay attention to the questions you are being asked
- ◆ Stay calm and speak clearly
- ◆ Stay on the line until you are told it is okay to hang up