

# Your Child and 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 system can be the key to getting the help that is needed.

## 9-1-1 DOs and DON'Ts

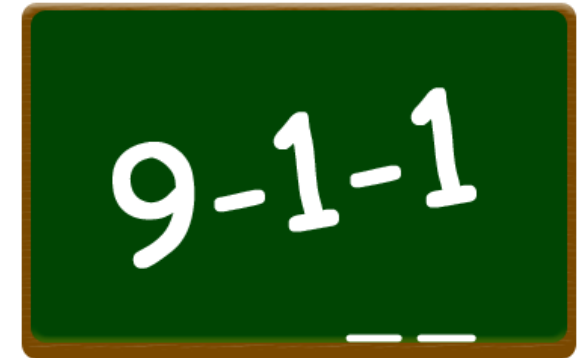
- ✓ 9-1-1 is for police, fire and medical emergencies.
- ✓ If you call 9-1-1, don't hang up.
- ✓ Don't call 9-1-1 for jokes or prank calls.
- ✓ When you call 9-1-1, pay attention to the questions that you are being asked.
- ✓ Stay calm and speak clearly.
- ✓ Stay on the line until you are told to hang up.
- ✓ For further questions or for additional information, contact your local 9-1-1 Center.



*This pamphlet pertains to traditional 9-1-1 service. For information on other 9-1-1 services such as 9-1-1 & Wireless, 9-1-1 & Seniors and 9-1-1 & VoIP, go to [www.IL911INFO.org](http://www.IL911INFO.org) or contact your local 9-1-1 Center.*

## WHAT YOU NEED TO KNOW ABOUT

# Children and



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## Your Child and 9-1-1

- ✓ Teach your child their last name, their parent's names, their home address and phone number. Always list this information near the phone.
- ✓ Teach your child the name of your employer and the phone number.
- ✓ Teach your child **when** they should call 9-1-1.
- ✓ Teach your child 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. Wall mounted phones can be unreachable for small children.
- ✓ 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.
- ✓ Always call from a safe location. If the house is on fire, get out and call from a nearby phone.
- ✓ Also, teach your child how to use your home phone and your cell phone to call 9-1-1.

## When to Dial 9-1-1

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

These situations can include:

- 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 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 the emergency? What is your telephone number? 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 the 9-1-1 operator asks you questions.
- ✓ Stay on the phone until the 9-1-1 operator tells you to hang up.

## What Not to do When Calling 9-1-1

- ✓ If you call 9-1-1 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.