

911 SAFETY



WHEN to Call 911

- Fire or smoke
- Someone is hurt, bleeding or choking or passed out
- You're home all alone
- Car accident
- Someone is hurting someone else
- Bad guy is trying to get into someone's house or a place they shouldn't be



HOW TO CALL 911

- Use the home phone if at all possible
- All of mom and dad's information will come up if you do, including phone number and address
- If you use cell phone, make sure you understand how to either unlock it or if you don't have the code, how to make an emergency call
- If you use cell phone, mom and dad's information may not come up and you will need to know your phone number and address
- We will still find you using GPS



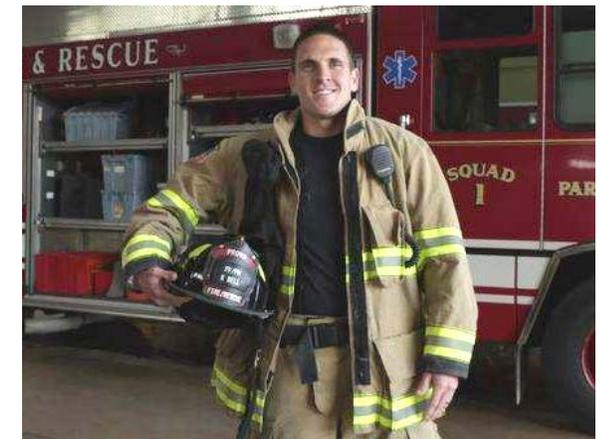
TALKING WITH 911 DISPATCHER

- Dispatcher will answer and say “911 what is your emergency?”
- Speak clearly and try to be calm so they can understand you.
- Try to answer their questions and explain what is wrong.
- If you do not know your address or phone number, they may ask you for your mom and dad’s name or the numbers on your mailbox.
- Dispatcher will stay on the phone with you until help/a first responder arrives, such as: deputy sheriff/police officer, firemen on firetruck or paramedic in ambulance.



WHEN WE ARRIVE

- Dispatcher will let you know when we arrived
- Someone will be there within a few short minutes to help you
- Make sure you can either unlock and open your front door or garage door
- We will have uniforms and vehicles that will help you recognize us
- Dispatcher will only hang up when first responders arrive



OTHER HELPFUL TIPS

- Keep all important phone numbers nearby, such as neighbors and close by family and relatives
- Try to be specific to where exactly the emergency is, such as kitchen, basement, or backyard
- Have your parents help you learn first-aid and how to use a fire extinguisher.



We Know YOU Can Do This!

