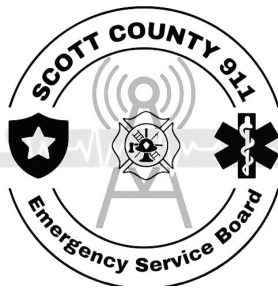


WHAT CHILDREN SHOULD KNOW **ABOUT 911**

CALL IF YOU CAN - TEXT IF YOU CAN'T.

9 1 1

A family guide to knowing when to call, what to say, and how to stay safe.



Scott County 911 Emergency Services Board

Practice together. Post your home address where children can find it.

Why Teach Your Child About 911?

911 is a vital part of the emergency response system. If a child is the only person able to call, knowing how and when to use 911 can be the key to getting help quickly.

Does your child know their full name, home address, phone number, and when to call 911?

What Your Child Should Know

- Their first and last name, parent or caregiver's name, home address, and phone number.
- How to describe where they are, including landmarks, apartment numbers, or nearby street signs.
- Call 911 for a police, fire, or medical emergency - or when they believe someone is in immediate danger.
- It is okay to call when they are unsure and no trusted adult is nearby to help decide.
- Say **nine-one-one**, not 'nine-eleven,' so children do not look for an eleven button.
- How to unlock and use at least one phone available to them.
- Any safety situations unique to the family, such as a medical condition, younger sibling, or older relative.
- Always call from a safe place. If there is a fire, get outside first, stay outside, and then call 911.

Practice without placing a real 911 call. Use a toy phone or pretend screen and take turns being the caller and dispatcher.

When to Call 911

Call 911 when you need immediate help from police, firefighters, or an ambulance.

- Someone is badly hurt, very sick, unconscious, or having trouble breathing.
- You see fire or smoke, or smell something burning.
- Someone is hurting you or another person, or you believe someone is in danger.
- A serious crash, crime, or dangerous situation is happening now.
- You are not sure whether it is an emergency and there is no trusted adult nearby to ask.

How to Call 911

- Get to a safe place.
- Unlock the phone, open the phone keypad, and press 9, then 1, then 1.
- Press the call button and wait for the dispatcher to answer.
- Stay on the line. Do not hang up unless the dispatcher tells you it is okay.

How to Text 911

- Call if you can. Text if you can't safely speak.
- Open your messages, type 911 in the 'To' field, and send your location and emergency.
- Use simple words, answer every question, and do not use pictures, emojis, or group texts.

The most important thing to share first is WHERE you are.

What to Do When 911 Answers

- Stay calm, listen carefully, and speak slowly and clearly.
- Tell the dispatcher exactly where you are and what happened.
- Be ready to answer: What is your location? What is the emergency? What is your name and phone number?
- Follow the dispatcher's instructions. Help is being sent while questions are asked.
- Stay on the phone or keep texting until the dispatcher says it is okay to stop.

What Not to Do

- Do not call or text 911 as a joke, prank, or test. This can delay help for someone with a real emergency.
- If you call by mistake, do not hang up. Tell the dispatcher it was an accident and answer any questions.
- Do not exaggerate or guess. Tell the dispatcher only what you know.

911 Do's and Don'ts

DO: Get safe. Know your location. Stay calm. Answer questions. Stay connected.

DON'T: Prank 911. Hang up. Hide information. Go back into danger.

FAMILY PRACTICE

Ask your child: 'What would you do if someone would not wake up?' 'What would you say first?' 'Where could you find our address?' Review the answers regularly.

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For emergencies, call or text 911. For agency information, use Scott County's official public-safety contact channels.