

*What you and your child need  
to know about*



This information is provided by the Coles-Moultrie County 911 Center

10500 State Highway 16 Mattoon, IL 61938

## **Why Teach Your Child About 9-1-1?**

9-1-1 is a vital part of everyday life. If an emergency arises and a child is the only person who can call 9-1-1, then that child should know how to use a phone and how to call 9-1-1 properly. Does your child know how to use 9-1-1 and when it is appropriate to call?

### **What Your Child Should Know**

- ✓ Teach them their last name, their parent's name, and their home address and phone number. A list of this info placed by a phone would be helpful for your child.
- ✓ Teach your child the name of your workplace and the phone number to it.
- ✓ Teach your child when they should call 9-1-1.
- ✓ Teach your child not to fear 9-1-1 if they ever have doubt when calling.
- ✓ Teach your child to dial "Nine, One, One" opposed to "Nine Eleven" as it may actually confuse your child into looking for an eleven button.
- ✓ Make sure at least one phone is within reach of your child somewhere in the house.
- ✓ Talk with your child about special circumstances they may find in your household. Some may include special health issues or living with elderly persons.
- ✓ Teach them to make sure they are in a safe location when calling. If the house is on fire, get out and call from somewhere close by.

## **When to Dial 9-1-1**

9-1-1 is to be used to call for when you need help from police, fire, or an ambulance.

Some example situations include but are not limited to:

- Getting help for someone who is hurt
- If you smell smoke or see something on fire
- If someone is hurting you or someone else
- If you are unsure to call 9-1-1 and no adults are around to ask if they should

## **How to Dial 9-1-1**

### **Landlines**

1. Pick up the phone and listen for the buzzing dial tone
2. Push the “9” button, Push the “1” button and then push the “1” button
3. Wait on the phone for the 9-1-1 dispatcher to answer the phone

### **Cellphones**

1. Open the phone keypad
2. Press the number “9”, then press the number “1”, and then press the number “1” again. Press the call button
3. Wait on the phone for the 9-1-1 dispatcher to answer the phone

## **What to do when 9-1-1 Answers**

The 9-1-1 operator will ask you some questions to find out what kind of help you need. The first question will be where are you? Then they will ask what is your emergency? They will then ask what is your name? Lastly, they will ask what is your phone number? Try to stay calm and talk slowly when the dispatcher asks you questions. When the 9-1-1 dispatcher asks what's wrong and where you need help at, tell them as clearly as you can. When you are asked questions, speak loudly and clearly so the dispatcher hears and understands what you are saying. Always stay on the phone with the 9-1-1 dispatcher until they tell you that you can disconnect.

## **What not to do when calling 9-1-1**

If you call 9-1-1 by mistake, don't panic, stay on the line and tell the dispatcher that you dialed the wrong number. They will ask you some questions to confirm it is indeed not an emergency and may disconnect with you. Do not call 9-1-1 for joking or pranking matters. This is punishable by law but more importantly you may be delaying someone who needs help in getting it by tying up 9-1-1 lines.

## **DO'S and DON'T's**

- 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 prank calls
- Cell phones that are deactivated can still call 9-1-1
- When on the phone with 9-1-1 dispatchers, listen to questions and follow instructions
- Stay calm and speak loudly and clearly
- Always stay on phone with the 9-1-1 dispatcher until you are told to hang up

The more we know about 9-1-1, the safer we can be when calling 9-1-1 for help!

