



HOW TO CALL 9-1-1!

In an **EMERGENCY**,

just pick up the phone and press
three simple numbers,

9-1-1.

Calling 9-1-1 will get you the help you need *Fast!*



When should you call 9-1-1?

- injuries and medical emergencies
- fire
- crime

When you place a call, a dispatcher answers on the other end. In most places around the country, as soon as the dispatcher picks up the phone, there's an immediate link to you. Your address and telephone number instantly appear on a computer screen. This service is called ENHANCED 9-1-1. If your community does not have enhanced 9-1-1, don't worry. Everything will still be okay. The dispatcher will just have to ask you for your address.



WHEN DO I CALL 9-1-1?

Call 9-1-1 only for real emergencies. If there's a fire in your house, get out! You don't have time to waste. You can call 9-1-1 from a neighbor's telephone in another building. If you witness a crime or hear strange noises outside of your house, call 9-1-1 to reach the police.

Do



Don't call 9-1-1 for problems that aren't emergencies, like a stolen bike or a noisy party next door. Instead call the police at the non-emergency number.

Don't



And REMEMBER...

Stay Calm! Listen Carefully! Don't Hang Up!

If you ever need to call 9-1-1, stay calm. The dispatcher will ask you a list of questions. Listen carefully. The dispatcher will give you step-by-step instructions on what you need to do. Don't hang up. Wait for the dispatcher to tell you it is okay to get off the phone.

If you are ever scared but don't know if you should call 9-1-1, go ahead and call. The dispatcher will get you the help you need. But remember, **NEVER** make prank phone calls to 9-1-1!

YOU MAKE THE CALL

Do you know when to call 9-1-1?

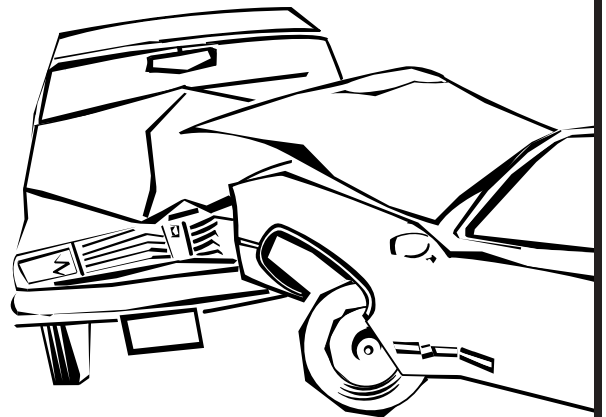
Circle each of the sentences below that describes a real 9-1-1 emergency.

1. You can't find your new pair of shoes.
2. Your dog ran down the street.
3. Your mother slipped and fell, and she is injured.



4. You think someone is trying to rob your house.
5. You see smoke coming from the house across the street.
6. Someone stole your baseball glove.

7. You see a car accident and you think people are hurt.
8. Your baby brother may have swallowed poison.
9. You see a scary movie on TV.
10. You have a cold.



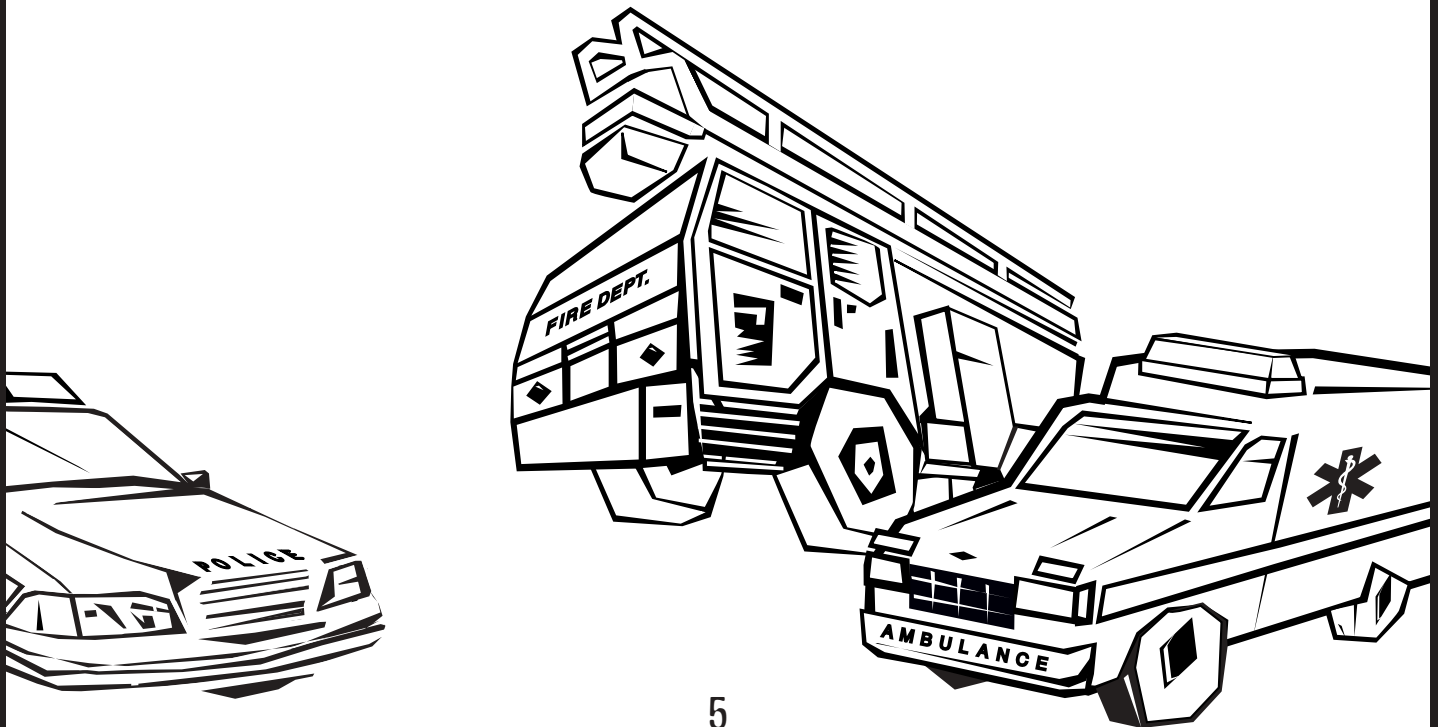
ANSWER KEY: You should have circled 3, 4, 5, 7 and 8.

9-1-1 TO THE RESCUE!

Look through the puzzle to find the words in the list below. Each word is related to making a 9-1-1 call. Remember, the words can appear in any direction.



- afraid
- ambulance
- call
- calm
- crime
- dispatcher
- emergency
- enhanced
- firefighter
- help
- injury
- listen
- police
- smoke
- telephone



WHAT WOULD YOU DO?

In an emergency, knowing what to do when you call 9-1-1 is just as important as knowing how to call 9-1-1.

Use the following words to fill-in what you would do if you needed to call 9-1-1.

Word Bank:

STEP-BY-STEP ♦ WAIT ♦ LISTEN ♦ HANG UP ♦ QUESTIONS ♦ CALM



1. The first thing to remember is that when I call 9-1-1

I need to stay _____.

2. Always _____ carefully to what the dispatcher is saying.

3. The dispatcher will ask you a list of _____ about your emergency.

4. I should not _____ until the dispatcher says it is okay to do so.

5. The dispatcher will give me a list of _____ instructions on what I should do.

6. _____ until the dispatcher says I can get off the phone.



ANSWER KEY: 1. calm 2. listen 3. questions 4. hang up 5. step-by-step 6. wait

THE ABC'S OF 9-1-1

Circle the letter that best completes each of the sentences below.

1. A _____ answers 9-1-1 calls and asks important questions.
A. doctor
B. dispatcher
C. dentist
2. Only call 9-1-1 for _____.
A. emergencies
B. help with your homework
C. pizza
3. When there's a _____ get out of the building and then call 9-1-1 from a neighbor's phone.
A. telephone call
B. fire
C. party
4. Never make _____ calls to 9-1-1!
A. bird
B. house
C. prank
5. Your life can be saved by calling _____.
A. 9-9-1
B. 9-1-1
C. 9-1-9



ANSWER KEY: 1. B 2. A 3. B 4. C 5. B



Three simple numbers
could save your life.

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