MAKING 9-1-1 WORK FOR YOU!

THINGS **KIDS** NEED TO KNOW

In an emergency, the best thing that you can do is tell your parents, a teacher, or another adult you trust right away. But if no one is around you may have to call someone else for help. Here is what you need to know about where to find help and how you can make sure it gets to you FAST:

Know what 9-1-1 is. 9-1-1 is the phone number you can call from any phone when you need help or you see someone who needs help right away.

Know when to call 9-1-1. You should only call when someone or something is hurt or in danger and you need a police officer, a firefighter, or a doctor.

Know what happens when you call 9-1-1. After you dial, the person who picks up on the other end will be someone who works at a 9-1-1 center and whose job it is to help you. They may ask you to do things to help or ask you questions. It is important that you follow their directions as best you can. They will send someone to wherever you are and stay on the phone with you until everyone is safe.

Never hang up. Even if you called 9-1-1 by accident, or if you think the problem has gone away, it is important that you stay on the phone until the call taker tells you it is alright to hang up. It is the call taker's job to make sure that you are OK and that help has gotten to whoever needs it. In situations where you aren't able to talk or have to leave, keep the phone off the hook so that the 9-1-1 operator can hear what is going on in the room. Most times, they will be able to use the computers at the 9-1-1 center to find your address.

Memorize important stuff about you and your family. Being able to tell the 9-1-1 operator things like your address, your parents' names, and your phone number will get help to you faster.

Know where you are. If you aren't at home and don't know the address where you are look around and try to find a street sign or a building with a name on it so that the 9-1-1 operator knows your exact location.

Try not to be scared. When you call 9-1-1, you become the eyes and ears for the call taker. Help will get to you much faster if you stay calm and can tell the call taker everything that is happening and can answer all the call taker's questions.

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Educational and Informational Resources

The below groups can provide you with more information on 9-1-1 and public safety issues:

The National Emergency Number Association (NENA) / **www.nena.org**

The Wireless Foundation / **www.wirelessfoundation.org**

The Association of Public-Safety Communications Officials (APCO) International / **www.apcointl.org**

9-1-1 for Kids / **www.911forkids.com**

E9-1-1 Institute / **www.e911institute.org**

The National Association of State 9-1-1 Administrators (NASNA) / **www.nasna911.org**

Citizens looking for additional information or educational resources relating to 9-1-1 and emergency services can also visit these sites:

Wireless Deployment Maps and Reports / **nena.ddti.net**

The Federal Communications Commission's 9-1-1 Homepage / **www.fcc.gov/pshs/services/911-services**

E9-1-1 Implementation Coordination Office / **www.e-911ico.gov**

VoIP and 9-1-1 Services / **www.voip911.gov**

Greater Harris County 9-1-1 Emergency Network / **www.911.org**

Illinois 911 Information / **www.il911info.org**

Maine 911 Kids' Site / **www.maine911.com/kids**

Texas 9-1-1 for Kids / **www.911.state.tx.us/kidshome.html**

Denco Area 9-1-1 District / **www.denco.org**

www.apco911.org

CTIA The Wireless Foundation
www.wirelessfoundation.org

www.nena.org