



9-1-1 FAMILIARIZATION

WHEN To CALL 9-1-1

- 9-1-1 is a number to call when you need help in an emergency.
- An emergency is when something happens and you need the police, firemen, or an ambulance. For example, if you see your neighbor's house on fire, that's an emergency! If someone falls down and is badly hurt, that's an emergency, too! But, if your cat is stuck in a tree, that's not an emergency.
- 9-1-1 is not the number to use if you just need help from an adult or for pets. You should never call 9-1-1 as a joke.

HOW To CALL 9-1-1

- Pick up the phone and listen for a dial tone.
- Push the "9" button, then push the "1" button, and then push the "1" button again.
- Press the "send" button after 9-1-1 if on a cell phone.
- Wait for the 9-1-1 operator to answer the phone.

9-1-1 operators can answer calls from the deaf or hard-of-hearing, in Spanish, in Chinese, in French and in hundreds of other languages, too! 9-1-1 operators are ready to answer calls from anyone who needs help.

WHAT To Do WHEN 9-1-1 ANSWERS

- Tell the 9-1-1 operator what's wrong (what the emergency is) and where you need help.
- Speak loud and clear when the 9-1-1 operator asks you questions. Do not nod your head because the operator cannot see you. Say "yes" and "no" in a loud, clear voice.
- Stay on the phone until the 9-1-1 operator tells you to hang up.
- When there is no emergency.

WHEN YOU SHOULD NOT CALL 9-1-1

- As a game or prank
- For a joke
- To practice

9-1-1 FAMILIARIZATION VIDEOS

To view an exciting and informative 9-1-1 video, please click on the picture of Cell Phone Sally below.

*Note: If you're having difficulty accessing the site, simply enter the following link
<https://www.youtube.com/watch?v=zXXbnU-7EfA>
in your URL located at the top of the web page.*

