

## Your Child and 9-1-1

9-1-1 is a vital part of the emergency response system. If an emergency situation exists and the only person who is able to call 9-1-1 is a child, that child's knowledge of 9-1-1 and how to use the system can be the key to getting the help that is needed.

## 9-1-1 Do's and Don'ts for Kids

- ✓ 9-1-1 is for Police, Fire or Medical Emergencies only
- ✓ If you call 9-1-1, don't hang up until you talk to the 9-1-1 call taker.
- ✓ Don't call 9-1-1 to play a joke or as a prank.
- ✓ Pay attention to the questions that are being asked. Answer all questions and follow all instructions.
- ✓ Stay calm and speak clearly.
- ✓ Stay on the line until you are told to hang up.
- ✓ Don't hang up if you reach a recording.

**WHAT YOU NEED  
TO KNOW ABOUT**

**Children  
and**



Prince George's County  
Office of Homeland Security  
Public Safety Communications  
17321 Melford Boulevard  
Bowie, Maryland 20715  
Phone: 301-352-1490  
911CustomerService@co.pg.md.us



## Your Children and 9-1-1

- ✓ Teach your children their last name, their parent's name, their home address and phone number.
- ✓ Teach your child when they should call 9-1-1.
- ✓ Teach your child not to be afraid to call 9-1-1 and when to call if there is any doubt as to whether they should.
- ✓ Teach your child to dial "Nine, One, One" and never teach them "Nine Eleven", this might confuse the child and they may look for the number eleven on the phone.
- ✓ Make sure your child can reach at least one of the phones in your house. Wall mounted phones can be unreachable for small children.
- ✓ Discuss with your child any situations that may be unique to them. This could include an elderly live-in relative; younger sibling or other unique factor that the child might encounter.
- ✓ Always call from a safe location. If the house is on fire, get out and call from a nearby phone.
- ✓ Also, teach your child how to use your home phone and your cell phone to call 9-1-1.

## When to Call 9-1-1

- ✓ 9-1-1 is the phone number to call when you need help from the police department, the fire department or you need an ambulance.
- ✓ These situations can include:
  - ✓ To get help for someone who is hurt
  - ✓ If you smell smoke or see fire
  - ✓ If someone is hurting you
  - ✓ If you need a police officer to help you
- ✓ Tell the 9-1-1 call taker if you are in danger or if you are injured.

## How to Dial 9-1-1

- ✓ Push the "9" button, push the "1" button and then the "1" button again.
- ✓ If you are calling on a cell phone, push 9" button, push the "1" button and then the "1" button again, then press send
- ✓ Wait for the 9-1-1 call taker to answer the call.
- ✓ Tell the 9-1-1 call taker where you are

## What To Do

### When 9-1-1 Answers

- ✓ The 9-1-1 call taker will ask you questions to find out what type of help you need. What is your location? What is the emergency? What is your telephone number? What is your name?
- ✓ Remember to remain calm and to speak slowly.
- ✓ Tell the 9-1-1 call taker what's wrong and where you need help.
- ✓ Speak up loud and clear when the 9-1-1 call taker asks you questions.
- ✓ Follow the instructions that the 9-1-1 call taker gives you
- ✓ Stay on the phone until the 9-1-1 call taker tells you to hang up.

### What Not To Do When You Call 9-1-1

- ✓ If you call 9-1-1 by mistake, stay on the line and tell the 9-1-1 call taker that you dialed wrong.
- ✓ If you hang up before talking to the 9-1-1 call taker, the call taker will call back. If you don't answer, a police officer will be sent to make sure you are OK. More importantly, you can delay someone else getting the help they need in an emergency.

**911**  
THE NUMBER TO KNOW

