

## ***9-1-1 Education For Children - Parent's Letter***

### **Dear Parent / Guardian:**

Your Child learned about 9-1-1 today, here are things they need to continue to be aware of:

- They need to know their address and phone number where they live. (If they stay at different addresses during the week it's a good idea for each of those locations to have the address as well as important phone numbers and names posted next to the phone or on the refrigerator)
- 9-1-1 is the number to dial when they need help from a policeman, a fireman or an ambulance in an emergency.
- Not to be afraid of 9-1-1 or the dispatcher, they're there to help them and it's OK to trust the 9-1-1 dispatcher.
- It's OK to be frightened in an emergency, but they need to talk loud, slowly and clearly so the dispatcher can send the right responder (they need to hear them to help them).
- Answer the dispatcher's questions on the phone by talking to them, not nodding their heads (they can't see them) and don't be afraid, they're there to help them.
- Don't hang up until the dispatcher tells them.

### **Kids, Cell Phones and 9-1-1**

- Many people no longer have landline (house) phones in their homes, they only have cell phones, so it's extremely important that your child knows to give as much information as they can to the dispatcher. Though most landline 9-1-1 calls the location is provided, it's still important for your child to have your street address and phone number memorized. When calling from a cell phone they'll need to give as much information to the dispatcher as possible so time isn't lost sending emergency workers to a wrong address.
- Assume the 9-1-1 dispatcher does **not** know your location. Even if your cell phone is able to provide location information, the chances are you or your child will need to provide the 9-1-1 dispatcher with additional location information. Remember, the approximate location the 9-1-1 center receives could be as large as 2 football fields or more. If your child has to call 9-1-1 from outside a home (ie. in a car) teach your child to give as much information as they can by looking for large buildings, stores, street signs etc. If they are at someone else's house, ask someone in the house what the address is or look for a mail or magazine that may have the address information. Remember teach your child how to access your cell phone (if it's in lock mode) and how to use it!

Please visit the site, [www.Maury911.org](http://www.Maury911.org), with your child to learn more about 9-1-1.