

9-1-1 for Kids

We at Santa Rosa Police Department teach 3 basic goals in educating kids about 9-1-1:

1. To inform kids that 9-1-1 should be called for help in emergency situations.
2. To emphasize what an emergency is:
 - a. To stop a crime
 - b. To save a life
 - c. To report a fire
3. How to call 9-1-1 on different types of phones:
 - d. Landlines
 - e. Cell Phones
 - f. Pay Phones

You can help your child learn the proper use of 9-1-1 by sharing the following information:

There are three types of phones that you can call 9-1-1 on:

1. Landlines – these are phones found in your house with a cord that goes into the wall. You may or may not have one in your home. Just remember, if it is cordless it may not work if the power is out. When you call from one of these phones we will automatically receive information about your address and phone number.
2. Payphones – these are phones found in public places, it is free to call 9-1-1 if you have an emergency. When you call from one of these phones we will automatically receive information about the address the payphone is located at.
3. Cell phones – make sure that you press 9, then 1, then 1 again and the “send” or “call” button. Just remember, when you call from a cell phone we do not get information about your address or phone number. Make sure you have this information available to give to the dispatcher.

Things to tell the 9-1-1 dispatcher when you call:

1. Your name
2. Your address
3. Your phone number
4. What your emergency is

What you should always do when you call 9-1-1:

1. Stay calm
2. Answer all the dispatchers questions
3. Don't hang up until you are told it is ok to do so

Q&A to help your kids know what an emergency is:

1. You are at home with your mom and she falls and hurts herself. You talk to her but her eyes are closed and she can't talk. Is this an emergency? Should you call 9-1-1?
 - a. Yes, medical help is needed immediately
2. Your cat climbs a tree and won't come down. Is this an emergency? Should you call 9-1-1?
 - a. No, 9-1-1 is for people, not pets
3. You look out your window and see flames coming from roof across the street. Is this an emergency? Should you call 9-1-1?
 - a. Yes, because a fire puts people in danger
4. You are home by yourself. While doing your homework you hear someone trying to break in the back door. Is this an emergency? Should you call 9-1-1?
 - a. Yes, because a crime is happening
5. Your friend is crossing the street and is hit by a speeding car. Is this an emergency? Should you call 9-1-1?
 - a. Yes, medical help is needed immediately
6. You smell smoke in your house. Is this an emergency? Should you call 9-1-1?
 - a. Yes, the house might be on fire
7. Your dog gets into a fight with another dog and is hurt. Is this an emergency? Should you call 9-1-1?
 - a. No, 9-1-1 is for people, not pets.

Remember, 9-1-1 is not a game. You should only call when it's an emergency and you need help from the Police, the Fire Department or the Ambulance. It is against the law to call 9-1-1 if you are not in need of help.

Please print and post the below form next to your phone for your child in case they have to call 9-1-1.



My name is _____

My address is _____

My phone number is _____