



911 PUBLIC EDUCATION FOR KIDS

Lesson outline, materials, & information
folder designed to teach elementary age
kids about using 911.

Public education and helping everyone, including kids, understand when to call 911 and what information to give us is a critical part of the 911 system. Every day 911 handles hundreds of calls that either are not emergencies, are emergencies, but dispatchers are unable to get the information to best help the caller, or are people who accidentally call 911, but hang-up instead of staying on the line. The best way to tackle these struggles is by educating the public! This toolkit provides information to present to children, primarily elementary age, to help them understand when to call 911 and what information to provide.

Included in this toolkit is examples and handouts to help explain what 911 is and other information about what we, as dispatchers, do. It also includes information that can be placed into a folder and handed out to those attending the presentation. Also included is information on how to explain to children how to access 911 from a cell phone. As landlines become obsolete, it can be confusing for children to know how to call 911 from a cell phone by pushing a button. This also helps children to recognize what buttons to not push when playing on a cell phone.

You'll also notice that some of the pictures are black and white. Feel free to provide crayons or ask for crayons to be provided, so that way kids can interact even more with the presentation by coloring in the different pictures throughout the folder information. We've also included a 911 coloring sheet at the end of the toolkit.

This packet is a collaboration between Impact Dispatch and dispatcher Christina Votipka

The Presentation

The following is an outline of the steps of a sample presentation regarding 911. Feel free to follow it as is or re-arrange it to fit your agency's needs and/or goals.

1. With the popularity of the show "Paw Patrol", this can be an easy way to explain to kids what dispatchers do when they call 911. Utilize handout 1 (or create something similar, like a poster board version) to help kids understand our role. This may also get them excited about the presentation. Don't be afraid to look for other shows or popular characters to help explain what 911 and dispatchers do. You may also find videos on YouTube that explain it well.
 - a. In Paw Patrol when the citizens need help they call Ryder. Ryder then selects which pup is the best fit for the job. This is what a dispatcher does when someone calls 911. Sometimes they send more than one pup (type of aid) depending on what's going on.
2. Now is a good time to go over what an emergency is:
 - a. Ask the students if they know what an emergency is; then explain it so everyone understands or elaborate on a student's answer. Your agency may also have a definition to use, if not, feel free to use the following: *"An emergency is when something bad is happening or someone is hurt, and you need help right away."*
 - b. Ask the kids to give examples of what they think an emergency is and then give examples of your own.
 - i. You may use the example of an unconscious person and explain to kids that this is a person who got hurt and now they look like they're sleeping, but you can't wake them up.
3. Introduce the 3 steps of 911 (Handout 2)
 - a. Decide if it's an emergency
 - b. Decide if you're safe
 - i. Go over examples of being safe and not safe with the children
 - c. Call 911
4. After discussing the three steps, you can also cover low and go, having a family meeting spot, having a family safe word, and where a first aid kit is in the house.
5. Following these discussions, teach and/or make sure the kids understand how to call 911 from a cell phone and landline. Go over how to dial 911 (from a cell phone and landline) and how to utilize the "Emergency" button on both Apple and Android cell phones. (Handout 3-5)
 - a. You can also pass out the handout that is a picture of landline and cell phone and have kids tap the paper the practice and demonstrate calling 911

6. Play a game! This is a good time to do an activity to help review the first and second steps, “is this an emergency” and “decide if you’re safe”.
 - a. Activity idea (Handout 6): Emergency or not an Emergency, give the children situations and if it’s an emergency have them stand up, if not they remain sitting. (Interactivity is a great tool to help kids better understand.) After determining that it’s an emergency, ask the children if they are safe. If they’re not, such as with a house fire, walk them through getting to a safe place and then calling 911.

7. Calling 911
 - a. Location is the most important piece of information, so we can get help to people. Go over with the children what to say when a dispatcher asks them where they are. Remind them they need to say an address or a business name and to be very specific. You can also go over describing their house. Do they have a blue door or a green roof? What does their front yard look like?
 - i. Ask the kids if they had to call 911 right now and the dispatcher asked them where they are, what would they say? Help them refine their answers to be specific and easy to find and to help understand about giving their location.
 - b. Ask kids what they should do if they accidentally call 911. After giving them a moment to answer, remind them to stay on the line or give the phone to a parent so they can tell the dispatcher it was an accident and to not just hang up.
 - c. At this point you may want to hand out the folders or just the emergency sheet (if the folders will be too big of distraction depending on the age group). Explain to them that they will want to work with their parents on filling out the information.
 - d. Depending on what else you want to cover this may be a good time to let the kids color on the information sheet and informally ask questions to review what you’ve covered.

8. Hand out the folders, if you haven’t already, and explain that these are for the kids’ parents and they should take them home and give them to them. (For younger age groups you may give the folders to the teacher/caregiver and have them put in bookbags or hand out to parents when they pick up the kids.)

9. Once you’ve completed the presentation it can be a great time to let the kids ask questions or even ask them to write questions that you and your coworkers can write answers too and send back later.

What Does A 911 Dispatcher Do?



When the townspeople need help they call Ryder.

Ryder decides which pup is best for the job and sends them to help.



Ryder does just what a 911 dispatcher does when you call 911, except a dispatcher does it with police, firemen, and paramedics.

3 Steps for Calling 911



1. Decide if it's an emergency

If it's not an emergency, but you need help, can you ask a parent or a friend for help?

2. Are you in a safe place to call 911?

If you're not in a safe place, get to one before calling 911 if you can.

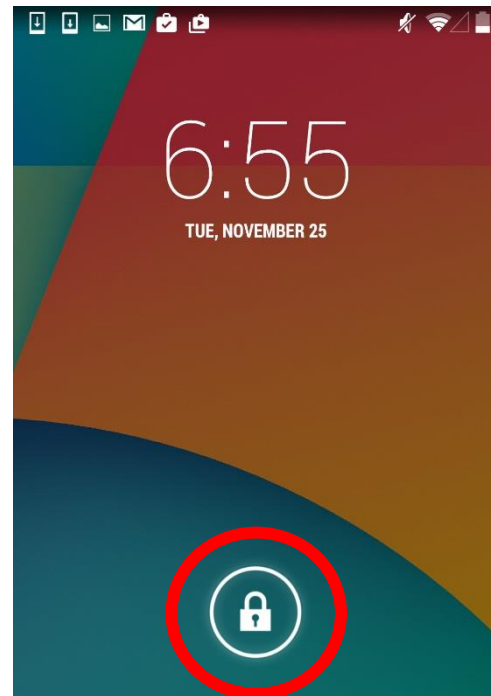
3. Call 911

Tell the dispatcher exactly where you are and what's going on.

Handout 3

Calling 911 on an Android Phone

Look for the “lock” picture and tap it.



Look for the word “Emergency” on the screen. Press this to get to where you can dial 911.



Handout 4
Calling 911 on an iPhone

1. Swipe Up on the screen to get this key pad.
2. Find where it says “Emergency” to get to where you can dial 911



Handout 5

Practicing dialing 911



Handout 6

“Emergency or not an emergency?” Examples

1. Your mom trips down the stairs. You see her lying on the floor and try to talk to her, but she doesn't answer.
 - a. Is this an emergency?
 - b. If yes, are you in a safe place to call 911?
2. You want to ride your bike, but when you look for where you left it in your yard, it's not there.
 - a. Is this an emergency?
 - b. If it's not an emergency what could you do about it?
3. You smell smoke coming from your living room and you see the curtains are on fire and you see flames.
 - a. Is this an emergency?
 - b. If yes, are you in a safe place to call 911? If no, where should you go?
4. You fall while playing tag and now your knee hurts and there's a little blood on it?
 - a. Is this an emergency?
 - b. If it's not an emergency, what could you do about it?
5. Your mom went next door to feed the neighbor's dog and you are home alone. You see a man you don't know sneak in the window downstairs, where you are.
 - a. Is this an emergency?
 - b. If yes, are you in a safe place to call 911? If no, where could you go to get safe and call?
6. Your math homework is really hard, and your parents are busy and can't help you right now.
 - a. Is this an emergency?
 - b. If no, what else could you do about it?
7. Your grandma normally makes you breakfast, but when you wake up you see that she's still sleeping. You try to wake her up and yell her name, but she won't answer or wake up.
 - a. Is this an emergency?
 - b. If yes, are you in a safe place to call 911?

The following pages are to be used for the 911 information packet/folder that is given to each child during or after the presentation. Place the address and phone number sheet on the outside and all other pages on the inside of the folder/packet. You may also want to include the “3 Steps for calling 911” & dialing practice handouts in these folders.

Parents or Guardians,

Today your child learned about calling 911 during an emergency. This folder will help emergency responders in case something happens, and you are not able to provide the information. Keep it in plain sight in a location every family member in your house can reach and make sure they know where it is. Work with your child to fill in the information and help them understand what it means.

You may notice that the medications page is longer than others; this is so that you can update it as needed. It can also be helpful to list the dosage along with the name. It is also recommended to request a second copy or make a copy of your insurance cards to keep in this folder.

If you have a gate code for your house or door code for an apartment building, please write it on the cover sheet and tell your child what it is for.

Be sure to include to draw and review your family's evacuation plan with your children. You may also want to practice it from time to time to help them remember.



In case of emergency:

Our Address:



Dad's Name & Phone Number:



Mom's Name & Phone Number:



_____ 's Phone Number:



_____ 's Phone Number:



(Make sure to put this paper in a place everyone can see and get to in case of an emergency or leave on the front of the folder)

Our Evacuation Safety Plan

(Use this sheet to draw a picture of where your family should go and meet in case of an emergency where they must leave the house.)



CALL 911

