

9-1-1 Tips *for* Kids



Call 9-1-1 if:

**you or someone else
is sick or hurt**

**you smell smoke
or see smoke or fire**

**you see
someone stealing**

**you or someone else
is being hurt**



E-Comm 9-1-1

Help us help.

What do I need to know about 9-1-1?

- 9-1-1 is here to help you day and night.
- 9-1-1 is for when you need help from the police, the fire department or an ambulance.
- You don't need to speak English to get help from 9-1-1.
- You don't need money to dial 9-1-1 from a pay phone.
- A 9-1-1 operator will ask where you are when you call from a home phone, payphone or cell phone.



What happens when I call 9-1-1?

1. A 9-1-1 operator will ask you questions about what's happening and where you are.
2. Try to stay calm, speak clearly and do your best to answer the 9-1-1 operator's questions.
3. Follow any instructions the 9-1-1 operator gives you.
4. Stay on the phone and don't hang up until the 9-1-1 operator tells you to.



PARENTS: If someone dials 9-1-1 from your home and hangs up, you cannot reach someone or have any concerns about

What kinds of questions will the 9-1-1 operator ask me?

The questions the 9-1-1 operator asks you will depend on the reason you called. Questions like:

- Do you need help from the police, the fire department, or an ambulance?
- Where are you? (Know your address and phone number. If you're not at home, the operator might ask you to describe where you are; are you in a park? Can you see a street sign?)
- What is the emergency?
- Are you safe?

If you saw someone do something bad, the 9-1-1 operator might ask:

- Which way did they go?
- Did they run away or did they have a car?
- What colour was the car? Do you know the licence plate number?
- What did the bad person look like? (Age, height, skin colour, hair colour, clothing.)

What should I do if I can't talk?

- Dial 9-1-1 on your home phone. Try to stay calm.
- Either leave the phone off the hook or make a noise to let the 9-1-1 operator know that you are there.
- If you are in danger, bring a phone with you to a hiding spot and dial 9-1-1. If you can't bring the phone, dial 9-1-1, leave the phone off the hook and go hide.



up before speaking, the 9-1-1 operator will call back. If they get someone's safety, the police will be dispatched.

**Write your address
below and post this
on your fridge.**



Remember:
**If you need help from the
police, ambulance, or fire
department, call 9-1-1.**

**To learn more about 9-1-1,
please visit ecomm911.ca.**

E-Comm 9-1-1
Help us help.



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