

# Teaching Children How to Dial 911

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Children who know how to call 911 in an emergency could save a life. Teach your child how to dial 911 and tell dispatchers the location of the emergency.

It's best to call 911 from a landline, but if one isn't available, your child should know how to call from your mobile phone. Here are step-by-step instructions for teaching your child how to dial 911.

## 1. **Make sure your child can say her first and last name and provide her address or location.**

Some 911 centers don't have the ability to automatically locate a caller. So teaching your child to identify a location by buildings, signs or other landmarks is important.

Tip: Making up a rhyme or song can help make it fun and easy to remember this important information.

## 2. **Explain the different emergency situations that might require your child to call 911.**

Here are some examples:

- Fire
- Medical emergency
- Car accident
- Stranger danger

Please ensure that your child understands that 911 should only be called if there's an actual emergency. Explain that 911 should never be called for practice, as a joke, or for any other non-emergency reason. Doing so could prevent 911 dispatchers from quickly responding to someone in a real emergency situation.

## 3. **Walk your child through the steps for how to dial 911 on your mobile phone.**

If you have a security lock on your Home screen, show your child how to unlock it.

## 4. **Go over your mobile phone's keypad several times to help your child become familiar with dialing the 911 number.**

Have your child practice making a phone call from your mobile phone by calling a family member or friend. Remember not to actually call 911 with your child, unless it's an emergency. If you accidentally call 9-1-1, stay on the line and tell the call taker that you do not have an emergency.

## 5. **Practice, practice, practice.**

The more repetition you can provide, the easier it will be for your child to recall the steps, even in a stressful emergency situation.