

TEACHING YOUR CHILDREN ABOUT CALLING 9-1-1:

While many children are familiar with dialing 9-1-1 in an emergency situation, they often do not know other important information, such as their address or how to reach a parent at work.

You should begin teaching children this important information at about age three:

- ◆ Teach your children their full names, their parents' names, their home address and phone number with area code.
- ◆ Teach your children the name of your employer and the phone number.
- ◆ Teach your children about emergency situations and when to call 9-1-1.
- ◆ Teach your children how to hold the phone properly so that they can speak clearly into the phone.
- ◆ Teach your children that it is against the law to call 9-1-1 as a joke or prank.
- ◆ Teach your children not to be afraid to call 9-1-1.
- ◆ Teaching your children to call you at work before calling 9-1-1 wastes valuable time. Give them permission to call 9-1-1 if they think there is an emergency.

Parents: If you give your child an old cell phone to play with, please remove the SIM card and the battery before giving it to the child. The cell phone still has the capabilities of dialing 911, even without a service plan.

**IF YOU HAVE AN
EMERGENCY, ALWAYS**

CALL

9-1-1

**SKOKIE FIRE
DEPARTMENT**

7424 Niles Center Road
Skokie IL 60077

Phone: 847-982-5340
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Visit our website at www.skokie.org



**SKOKIE FIRE
DEPARTMENT**

**THE FACTS
ABOUT
CALLING**

9-1-1



WHAT HAPPENS WHEN YOU CALL 9-1-1?

When you dial 9-1-1, your call is routed to a Public Safety Answering Point (PSAP) based on your location. Once the PSAP receives your call, it is answered by a dispatcher who is trained in providing emergency medical dispatching, radio communications and related skills. The dispatcher will ask you several basic questions...

- ◆ What is the emergency?
- ◆ Where is this happening?
- ◆ When did this happen?
- ◆ What is happening now?
- ◆ Who is involved? Description
- ◆ Is anyone injured?

The reason for these questions is to provide you with the proper response, whether you need police, fire or emergency medical services (EMS).



Other information you may need:

Include the exact location or address of the emergency. Provide nearby intersections, landmarks, building name, floor, room, or apartment number, as well as directions to the address, if possible. Carefully listen to and answer all the dispatcher's questions. **DO NOT HANG UP** the phone until the 9-1-1 dispatcher tells you to.

You will be asked to verify the address and phone number of the location you are calling from, so it is very important to know this information right away.

When the type of emergency is determined, the dispatcher will then page the appropriate response team, including police, fire or EMS.

CALLING 9-1-1 FROM A LANDLINE PHONE

When 9-1-1 is dialed from a landline phone from a home or business, the caller's location and phone number is sent to that location's PSAP. This allows the 9-1-1 call taker to dispatch police, fire or EMS to the caller's location, even if the caller cannot communicate with the 9-1-1 call taker.

9-1-1 CALLS FROM CELL PHONES:

When a wireless 9-1-1 call is made from a cell phone, that call is transmitted to the nearest cell tower. The cell tower then sends that call via landline to the PSAP that is designated to receive 9-1-1 calls from that area. The problem is, your call might be transmitted to a cell tower in a neighboring community which will then route the call to their PSAP.

CELL PHONE HELPFUL HINTS:

- ◆ Do not become irritated if your call is transferred to another PSAP and you are requested to repeat information you may have already given to the previous 9-1-1 dispatcher.
- ◆ Do not hang up until your call is answered and the information you have is correctly relayed to the 9-1-1 dispatcher.
- ◆ Give an exact street number and street name if possible, or the closest intersections.
- ◆ Know the location of the incident. Providing an accurate address is critically important when making a wireless 9-1-1 call.
- ◆ It is helpful to know your cell phone number, to give to the dispatcher.
- ◆ Provide a business name or landmark if the address is not known.
- ◆ It is important to remain calm while on the phone so that the dispatcher can understand you.

9-1-1 CALLS FROM PAY PHONES:

You do not need money to call 9-1-1 from a pay phone. If there is an emergency just pick up the phone and dial.

CALLING 9-1-1 FROM OTHER DEVICES:

As technology continues to advance, so does the means at which we communicate with each other. Voice over Internet Protocol (VoIP) allows computer users to make calls using any computer with an internet connection. This type of service and the continuing expansion of wireless devices used to make calls may or may not provide location information to a 9-1-1 dispatcher. **Always make sure to know your current location and call back number.**

VoIP CHECKLIST:

- ◆ Verify that you can access 9-1-1 with your VoIP service. Check with your service provider's website for emergency calling features.
- ◆ Be sure to keep your registered location current with your VoIP provider.
- ◆ **If the power is out, your VoIP service may be out too. Consider purchasing a back-up power supply.**
- ◆ Inform children, babysitters and visitors about your VoIP service.
- ◆ Post your address and call-back phone number near your phone.



DIALING 9-1-1 BY MISTAKE:

If you dialed 9-1-1 by mistake, stay on the line and tell the dispatcher that you have misdialed. If you hang up before talking to a dispatcher, the call will still be delivered to the 9-1-1 Center. Valuable time may be lost verifying that you have no emergency.