

9-1-1

Getting Help Is Easy!

Cell Phone Sally & Friends Show You How

An educational program
to teach children lifesaving
9-1-1 skills
to get help in an emergency
situation



Program Objectives

The student will be able to learn:

- * how to identify a 9-1-1 emergency situation
- * how to properly dial 9-1-1
- * what to say and how to act when calling 9-1-1
- * about the personnel who respond in emergency situations

Program Components

- * this four-page teacher's guide
- * four student activity masters
- * a wall poster
- * parent take-home literature
- * an evaluation form with pre- and post-unit questions

Meets National Health Education Standards

Standard/Benchmark	K	1	2	3
Standard 1. Knows the availability and effective use of health services, products, and information				
Knows community health service providers and their roles (e.g., paramedics, dentists, nurses, physicians, sanitarians, dietitians)	✓	✓	✓	
Standard 5. Knows essential concepts and practices concerning injury prevention and safety				
Knows how to recognize emergencies and respond appropriately (e.g., uses a telephone appropriately to obtain help; identifies and obtains help from police officers, fire fighters, and medical personnel; treats simple injuries such as scratches, cuts, bruises, and first-degree burns)	✓	✓	✓	
Knows methods used to recognize and avoid threatening situations and ways to get assistance				✓

Source: McREL: Mid-continent Research for Education and Learning, www.mcrel.org

Before You Begin This Unit

Parent Take-Homes

We recommend sending the take-home literature to parents before discussing the topic with students. This will allow parents to read the information and be prepared for any questions their children may have. Parents can also begin discussing 9-1-1 procedures at home.

Pre- and Post-Unit Questions

Please complete the pre-unit questions on the teacher evaluation form before you start this unit. We ask that you also ask these same questions at the conclusion of the unit. We hope the resources we have provided help you effectively teach children when and how to use 9-1-1. Conducting this brief before and after quiz will help us evaluate our materials, and will help you assess your students' retention of the information.

The questions to be asked of students are as follows (there is room to record the number of students who answer correctly on the evaluation form):

1. What numbers do you press on a phone to get help in an emergency? (9-1-1)
2. Name at least one thing you need to tell the 9-1-1 call taker when you dial 9-1-1 in an emergency. (where you are, what the emergency is, your name, your phone number)
3. On a cell phone, after pressing 9-1-1, what button do you need to press to make the call go through? (Either the SEND or the green button)
4. How much does it cost to call 9-1-1 from a payphone? (nothing)
5. Should you call 9-1-1 if your pet is missing? (no)
6. Should you call 9-1-1 if you see a fire at your neighbor's house? (yes)
7. Name one type of community helper who may come after you call 9-1-1. (police officer, fire fighter, paramedic)

Activity 1

When to Call 9-1-1 for Help

Begin this unit with a discussion on emergencies.

- * Tell students that emergencies are times when something serious happens and help is needed from the police, fire fighters, or paramedics.
- * Explain that emergencies are just part of life—they happen to people every day. When they do, it's important to get help quickly.
- * Emergencies may seem scary, but help is just a quick phone call away. 9-1-1 is there so that you are never alone when an emergency happens.
- * Tell students that they can call 9-1-1 from a phone anywhere in the United States to get help in an emergency.

This activity focuses on what constitutes an emergency and, thereby, when it is appropriate to call 9-1-1. This is an important and often difficult concept for young children to grasp. Start by asking students to give you examples of emergencies (such

as a neighbor's house is on fire or someone falls down and is hurt badly). Then, ask students whether or not certain situations are 9-1-1 emergencies: *Is it a 9-1-1 emergency if your cat is stuck in a tree?* (no) *If your parent takes away your favorite toy after you argued with a sibling, is it a 9-1-1 emergency?* (no)

Explain that 9-1-1 is NOT the number to use if you just need help from an adult (such as to find or open something) or for pets. And you should only call 9-1-1 in a real emergency—never as a joke or to practice. Review the following with students:

WHEN to call 9-1-1:

- * when lives are at risk
- * when you need the police, fire department, or paramedics

When you should **NOT** call 9-1-1:

- * when there is no emergency
- * for animals (except when they pose a threat to the safety of a person)
- * as a game or prank
- * for a joke
- * to practice

Tell students that if they are not sure if something is an emergency, they should call 9-1-1. It's okay. Distribute Activity 1.

Answers:

Emergencies: fire or smoke coming out of a house window, burglar/stranger looking into home window, kid playing on skateboard and breaking leg, car accident with smoke

Not Emergencies: boy chasing his dog in field, child with dripping ice cream, bike with a flat tire, water overflowing in bathtub, child fighting with sibling over a toy

Follow up the activity by asking students for additional examples of emergencies (such as when an adult can't wake up or is unconscious) and situations that are not emergencies (such as seeing a person litter).

Activity 2

How to Call 9-1-1 in an Emergency

This activity teaches children how to call 9-1-1 in an emergency. The exercise focuses on corded and cordless landline phones, as well as cell phones. With so many different types of phones kids may encounter, please review the following information as a class:

Corded Landline Phones:

Phones that we find indoors come in all shapes and sizes. They may have buttons or dials, and can sit on

a desk or hang on a wall. They may have a cord that looks like a tail and attaches to the wall. Some have a curly cord that attaches the handset to the phone.

To call 9-1-1 on a corded landline phone, pick it up and you will hear a dial tone. Push the "9" button, push the "1" button, and then push the "1" button again.

Discuss "dial tone" with your class to ensure they understand the term and the sound.

Cordless Landline Phones:

The phones that have no curly cords and that you can take all over the house are called cordless phones. Explain that these phones have a base and a cord attached to the wall. Make the distinction between cordless and cell phones.

To call 9-1-1 on a cordless phone, press the ON or TALK button, listen for a dial tone, and then push the "9" button, push the "1" button, and then push the "1" button again.

Ask students if they have cordless phones at home. If they do, ask if they know which button is the ON or TALK button.

VoIP:

Voice over Internet Protocol phones look just like any other landline phone, but they are connected to the Internet or cable for phone service instead of a phone line.

To call 9-1-1, hit ON or TALK, listen for a dial tone, then push the "9" button, push the "1" button, and then push the "1" button again.

Cell Phones:

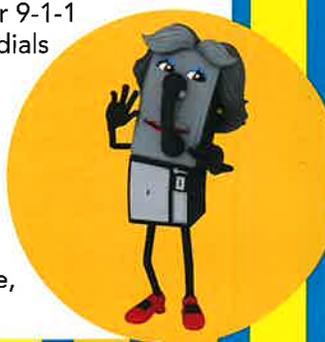
There are many variations of cell phones. To call for help, push the "9" button, push the "1" button, and then push the "1" button again, then press the SEND button. Explain to kids that the SEND or ON button may simply be green or have a green icon. Tell students to ask their parents to show them which button is the SEND button on their cell phones.

Kid-Friendly Cell Phones:

These phones have a special button for 9-1-1 emergencies. Just hold it down and it dials 9-1-1 automatically.

Payphone:

Explain to students that you do not need money to call 9-1-1 on a payphone. The 9-1-1 call taker will know exactly where you are. To call, pick up the phone, listen for a dial tone, and dial 9-1-1.



Tell students that some phones, like cordless and VoIP phones, may not work if the power goes out. Also, remind students that after they dial 9-1-1 on any phone, they need to wait for the 9-1-1 call taker to answer the phone.

Demonstrate how to call 9-1-1 without actually calling for help. Ask which type of phone kids have at home and ask them to talk to their parents about using the phone in the event of an emergency.

Let children know that 9-1-1 call takers can answer calls from the Deaf or Hard of Hearing community. They can answer calls in Spanish, Chinese, French, and many other languages. 9-1-1 call takers are there ready to answer calls from anyone who needs help.

After students color and compose their mini-books from Activity 2, ask that they take them home to share and discuss with their families.

Activity 3

What to Say When You Call 9-1-1 for Help

This activity aims to prepare students if they need to call 9-1-1. It reviews the information that the 9-1-1 call taker will ask children and other important tips to remember.

For younger students, you may want to complete the activity as a class or simply review its message in a class discussion.

After completing the activity, ask if students know their address and phone number. For those who do not, and for younger students, have them draw pictures of their homes and help them write their addresses and phone numbers. Send the pictures home for kids to practice repeating every night. Remind them that a P.O. Box is NOT an address that 9-1-1 can use to send help.

Review what kids will need to do when a 9-1-1 call taker answers the phone:

- * tell where help is needed
- * tell what's wrong (what the emergency is)
- * tell them your name
- * tell them your phone number

Remind children that if they do not know the address where the emergency is happening, they should look around for clues or landmarks, like street signs or stores. Discuss common landmarks in your neighborhood, such as schools, stores, etc. to familiarize students with this concept.



Discuss the following important things to remember when on the phone with a 9-1-1 call taker:

- * Remember to **stay calm** and **speak slowly**.
- * Tell the 9-1-1 call taker **what's wrong** and **where** you need help.
- * Speak up **loud and clear** when the 9-1-1 call taker asks questions.
- * **Stay on the phone** until the 9-1-1 call taker says to hang up.

You may want to role-play possible scenarios with students where you are the 9-1-1 call taker. Turn your back to the student as he/she pretends to call you. Reinforce the idea that they need to speak loudly and clearly and should always use words to answer; the 9-1-1 call taker can't see them nod or shake their head.

Answers:

When you call 9-1-1, tell the 9-1-1 call taker who answers:

1. where you are
2. what the emergency is
3. your name
4. your phone number

Activity 4

Community Helpers

This activity introduces children to the community helpers who may respond to a 9-1-1 call—police officers, fire fighters, and paramedics.

Discuss times when students have seen these community helpers, such as at school events or visits, parades and community gatherings, or at real emergencies.

Tell students that when they call 9-1-1 and tell the 9-1-1 call taker about the emergency, the 9-1-1 call taker knows which helper to send. That is why it's important to stay calm and speak loudly and clearly when calling 9-1-1. Students should make sure to answer all the questions asked by the 9-1-1 call taker.

Additional Resources

For more information, please visit the Commission on State Emergency Communications' website,

www.911.state.tx.us.



9-1-1 !Obtener ayuda es fácil!

Cell Phone Sally y sus amigos te enseñan cómo

Estimados padres y guardianes,

En la escuela, su hijo o hija aprenderá cómo marcar el 9-1-1 para obtener ayuda en caso de emergencia. Saber cuándo llamar, cómo llamar y qué decir a quien conteste en el 9-1-1 es una habilidad de seguridad esencial. Su hijo algún día podría ayudar a salvar una vida usando el 9-1-1.

Cuándo llamar

Hable con su hijo sobre cuáles son y no son emergencias. Dígale que nunca llame al 9-1-1 para practicar o como broma o travesura. Está bien llamar al 9-1-1 si no está seguro si es una verdadera emergencia 9-1-1.

Enseñe a su hijo acerca del 9-1-1. ¡Podría salvar una vida!



Cómo llamar

Revise todos los teléfonos en su casa con su hijo y muestre cómo llamar al 9-1-1 en cada aparato (sin hacerlo en realidad). Muéstrele las diferencias entre llamar del teléfono de casa y un celular.

En su celular, recuerde decirle a su hijo cómo "desbloquear" el teclado antes de marcar, si es necesario.

Qué decir

Al llamar al 9-1-1, su hijo necesita describir el tipo y ubicación de la emergencia, decir su nombre, dirección y teléfono. Es muy importante que su hijo sepa su dirección y teléfono.

Para ayudarle a recordar su dirección, pídale que la repita con frecuencia: cuando vayan de la casa al mercado o cuando salgan a recoger la correspondencia. Intente cantar su teléfono (como con la tonada de una canción sencilla). Al relacionar los números con la música, se facilita recordar la secuencia.

Visite www.911.state.tx.us para obtener más información.



9-1-1

Getting Help Is Easy!

Cell Phone Sally & Friends Show You How

Dear Parents and Caregivers,

In school, your child will be learning about how to dial 9-1-1 for help in an emergency. Understanding the basics of when to call, how to call, and what to say to a 9-1-1 call taker are essential safety skills. Your child may one day help to save a life by using 9-1-1.

When to Call

Talk to your child about what are 9-1-1 emergencies and what are not. Tell them never to call 9-1-1 to practice or as a joke or prank. It's okay to call 9-1-1 if they are unsure if it's a true 9-1-1 emergency.

Teach your child

about 9-1-1.

It can save a life!



How to Call

Look at all the phones in your household with your child and demonstrate how to call 9-1-1 on each (without actually making the call). Show them the differences between calling on your house phone and on your cell phone. On your cell phone, remember to tell your child how to "unlock" the keypad before dialing, if necessary.

What to Say

When calling 9-1-1, your child would need to relay the type and location of the emergency, as well as his/her name, address, and phone number. It is very important for your child to know his/her address and phone number.

To help your child remember your address, ask them to repeat it often, such as when driving home from the market or when you go outside to pick up the mail. Try singing your phone number such as to the tune of a simple song. Setting the numbers to music makes the sequence easier to remember.

For more information, please visit www.911.state.tx.us.



Please complete this card, review with your child and keep next to the telephone.

Call 9-1-1 in an Emergency



My name is _____

My address is _____

My phone number is _____

Parent's Name _____

Parent's Work Number _____

Parent's Cell Number _____

Parent's Name _____

Parent's Work Number _____

Parent's Cell Number _____

Neighbor/Friend's Name _____

Neighbor/Friend's Phone Number _____



Favor de llenar esta tarjeta, repasar la información con su hijo, y ponerla junto al teléfono.

Llama al 9-1-1 en una emergencia



Me llamo _____

Vivo en _____

Mi número de teléfono es _____

Nombre del padre o madre _____

Número de teléfono del trabajo del padre o madre _____

Número del celular del padre o madre _____

Nombre del padre o madre _____

Número de teléfono del trabajo del padre o madre _____

Número del celular del padre o madre _____

Nombre del vecino o amigo _____

Teléfono del vecino o amigo _____



9**-1-****1**

Getting Help Is Easy!

Cell Phone Sally & Friends Show You How

Dear Educator,

Teaching young children how to properly call 9-1-1 for help in an emergency is invaluable. Many lives have been saved because a child was taught how and when to make that important call.

As your local 9-1-1 public educator, we are happy to provide you with these free resources to help you teach your students when to call 9-1-1, how to make the call, and what to say to the 9-1-1 call taker.

The materials include a teacher's guide, student activities, and a wall poster. We've also provided parent literature, since this message is certainly one that needs to be discussed and reinforced at home.

In addition to kids knowing how to get help quickly in an emergency, teaching them about 9-1-1 comforts and reassures them that if they are ever in an emergency situation, help is just a phone call away.

We hope that you find these resources helpful in teaching children an important life skill that can make all the difference in their lives and your community. Please feel free to photocopy these materials to share with your colleagues.

Sincerely,

Your local 9-1-1 educator



9-1-1 Getting Help Is Easy!

Cell Phone Sally & Friends Show You How

Commission on State Emergency Communications
333 Guadalupe Street, Suite 2-212
Austin, TX 78701-3942

WHAT DO YOU THINK?

We welcome any feedback you can provide on the **9-1-1 Getting Help Is Easy!** educational program. By completing this evaluation, you are helping us continue to obtain funding and ensure that we can keep providing you with these materials at little or no cost. You may mail this completed evaluation or fax it to (512) 305-6937. Thank you!

Name: _____ E-mail: _____

School Name: _____ Phone: _____

Address: _____

City: _____ State: _____ ZIP: _____

Grade(s) Taught: _____ Subject(s) Taught: _____

How many teachers, including you, used the program? _____

How many total students used this program? _____

Pre- and Post-Unit Questions

Please ask your students the following questions both before and after you teach this unit to gauge how effective the materials are, and to assess your students' retention of the information. Record the number of students who answer each question correctly.

Question	Number of Students Who Answered Correctly	
	Pre-Unit	Post-Unit
1. What numbers do you press on a phone to get help in an emergency? (9-1-1)		
2. Name at least one thing you need to tell the 9-1-1 call taker when you dial 9-1-1 in an emergency. (where you are, what the emergency is, your name, your phone number)		
3. On a cell phone, after pressing 9-1-1, what button do you need to press to make the call go through? (Either the SEND or the green button)		
4. How much does it cost to call 9-1-1 from a payphone? (nothing)		
5. Should you call 9-1-1 if your pet is missing? (no)		
6. Should you call 9-1-1 if you see a fire at your neighbor's house? (yes)		
7. Name one type of community helper who may come after you call 9-1-1. (police officer, fire fighter, paramedic)		

After you've used the materials, evaluate the overall educational value of the **9-1-1 Getting Help Is Easy!** program. Rate each of the components on the basis of classroom usefulness by circling your choice.

	(5) Excellent	(4) Above Average	(3) Average	(2) Below Average	(1) Poor
DVD	5	4	3	2	1
Teacher's Guide	5	4	3	2	1
Student Activities	5	4	3	2	1
Wall Poster	5	4	3	2	1
Parent Literature	5	4	3	2	1

Did you find the materials useful in enhancing your curriculum? Yes _____ No _____

Will you use the materials again in the future to teach 9-1-1? Yes _____ No _____

Additional Comments: _____

Fold in thirds, seal and mail

PLACE
STAMP
HERE

COMMISSION ON STATE EMERGENCY COMMUNICATIONS
333 GUADALUPE STREET, SUITE 2-212
AUSTIN, TX 78701-3942

When to Call 9-1-1 for Help

A **9-1-1 emergency** is when something happens and you need the police, fire department, or an ambulance. Call 9-1-1 when you need help in a people emergency.

Color the pictures that show 9-1-1 emergencies.

Draw an "x" on pictures that are not 9-1-1 emergencies.



9-1-1

¡Obtener ayuda es fácil!

Cell Phone Sally y sus amigos te enseñan cómo

ACTIVIDAD 1

Cuándo llamar al 9-1-1 para obtener ayuda

Una **emergencia 9-1-1** es cuando algo ocurre y se necesita la policía, los bomberos o una ambulancia. Llama al 9-1-1 cuando necesites ayuda porque hay gente en situación de emergencia.

Colorea las imágenes de emergencias 9-1-1.
Dibuja una "x" en las imágenes que no sean emergencias 9-1-1.



How to Call 9-1-1 in an Emergency

Hi, I'm Cell Phone Sally. Do you know how to get help in an emergency? Call 9-1-1. Let's learn how.

To make a book, cut along the dotted lines. Then fold the book in half two times. Read the book with your family.



Some inside phones do not have curly cords. When you pick it up and you hear a dial tone, push the 9 button, push the 1 button, and then push the 1 button again. Wait for someone to answer and talk to you.



Some inside phones do not have curly cords. Press the ON or TALK button. Listen for a dial tone. Then press 9-1-1. Wait for the person to answer and talk to you.



fold 1

fold 2

On a cell phone, press 9-1-1. Then press SEND. It may be a green button like this. Wait for someone to answer.



How to Call

9-1-1

9-1-1 ¡Obtener ayuda es fácil!

Cell Phone Sally y sus amigos te enseñan cómo

ACTIVIDAD 2

Cómo llamar al 9-1-1 en un caso de emergencia

Hola, soy Cell Phone Sally. ¿Sabes cómo obtener ayuda en caso de emergencia? Marca 9-1-1. Aprendamos cómo.

Para crear un libro, corta sobre las líneas punteadas.
Luego dobla el libro por la mitad dos veces.
Lee el libro con tu familia.



Algunos teléfonos dentro de las casas tienen cables de rosca. Levanta el auricular y escucharás un tono de marcar. Oprime el botón 9, oprime el 1 y de nuevo el 1. Espera a que alguien conteste.



Algunos teléfonos en las casas no tienen cables de rosca. Toca el botón ON o TALK. Escucha el tono de marcar. Luego marca 9-1-1. Espera a que contesten.



doble primero

doble segundo

En un celular, marca 9-1-1. Luego oprime SEND. Puede ser un botón verde como éste. Espera a que contesten.



Cómo llamar al 9-1-1

What to Say When You Call 9-1-1 for Help

If you need to call 9-1-1 in an emergency, you will need to tell the 9-1-1 call taker 4 important pieces of information. Find out what they are by solving the puzzle below.

Look at the symbol above each line. Use the key to find the letter for that symbol. Write the letter above the line.



When you call 9-1-1, tell the person who answers :

1. _____

2. _____

3. _____

4. _____

Tips to remember if you call for help:

- * Stay calm.
- * Speak loudly and clearly.
- * Say "yes" and "no" out loud. Don't nod your head.
- * Stay on the phone until the 9-1-1 call taker tells you to hang up.

KEY

A	
B	
C	
D	
E	
F	

G	
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M	

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X	
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Z	

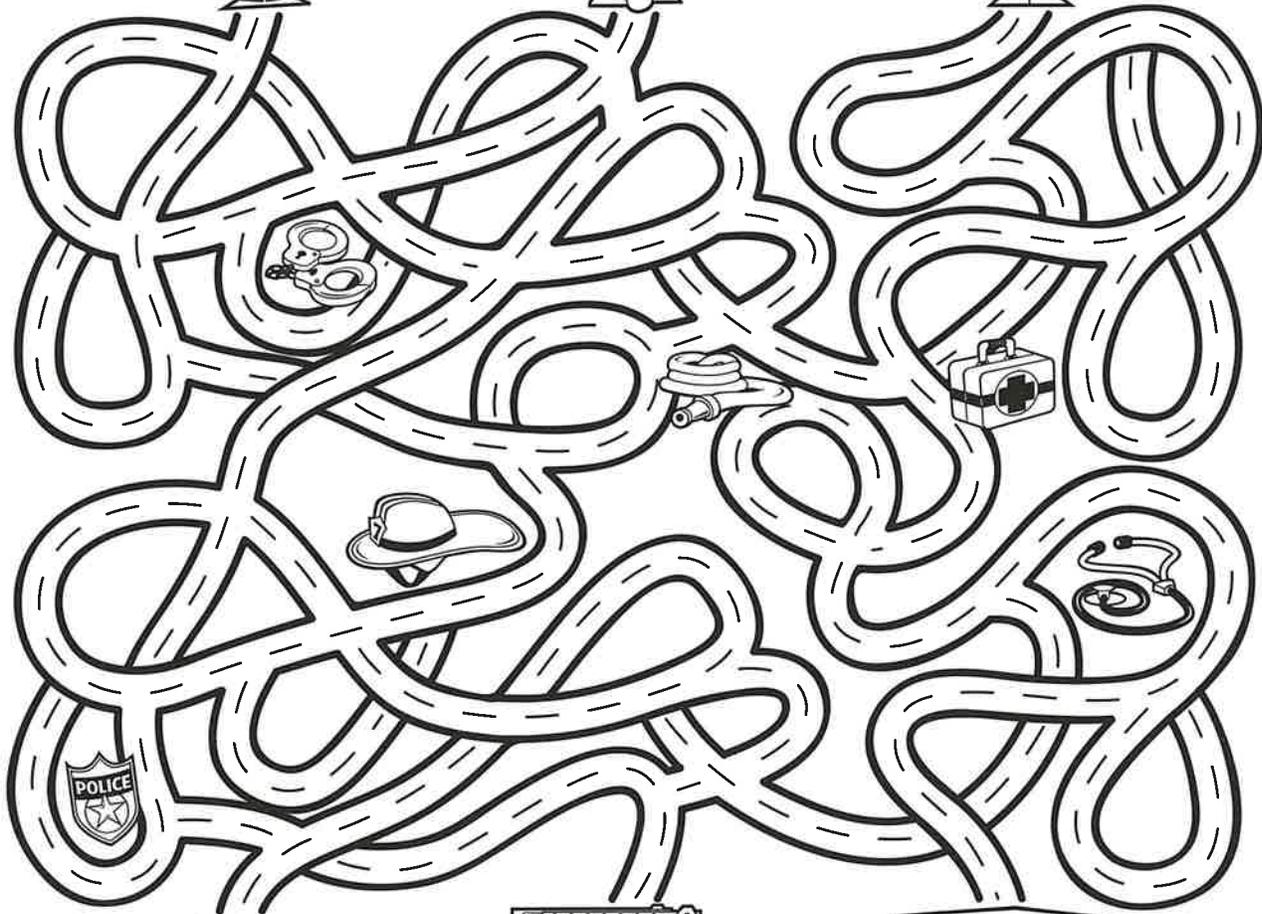


Community Helpers

After you call 9-1-1 in an emergency, people are sent to help. They make sure everyone is safe and okay.

Some helpers who come in an emergency are police officers, fire fighters, and paramedics.

Help the emergency workers find the way to their vehicles. Use a different color crayon or pencil to follow each community helper through the maze. Hint: Follow the path that has items each worker needs.

**police officer****fire fighter****paramedic****police car****fire truck****ambulance**

Ayudantes a la comunidad

Después de que llamas al 9-1-1 en caso de emergencia, te envían ayuda para asegurar que todos estén sanos y salvos. Quienes ayudan en una emergencia son policías, bomberos y paramédicos.



Ayuda a los trabajadores de emergencias a llegar a sus vehículos. Usa crayones o lápices de colores distintos para guiarlos por el laberinto. Pista: Sigue el camino con artículos que necesita cada trabajador.

policía **bombero** **paramédico**

patrulla **camión de bomberos** **ambulancia**