

**It Helps To Know...**

**How to Call  
911**

**A Meet The Helpers Skill Building Story**

**MEET THE  
HELPERS**





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**There are many helpers in our community. If you have an emergency, a 911 operator is a community helper that will help you.**



**When there is an emergency, you should call 911.  
The person who answers your call is the 911 operator.**



**The 911 operator will say, “911, what is your emergency?”  
You should speak slowly and clearly.  
Tell them your emergency in one sentence.**



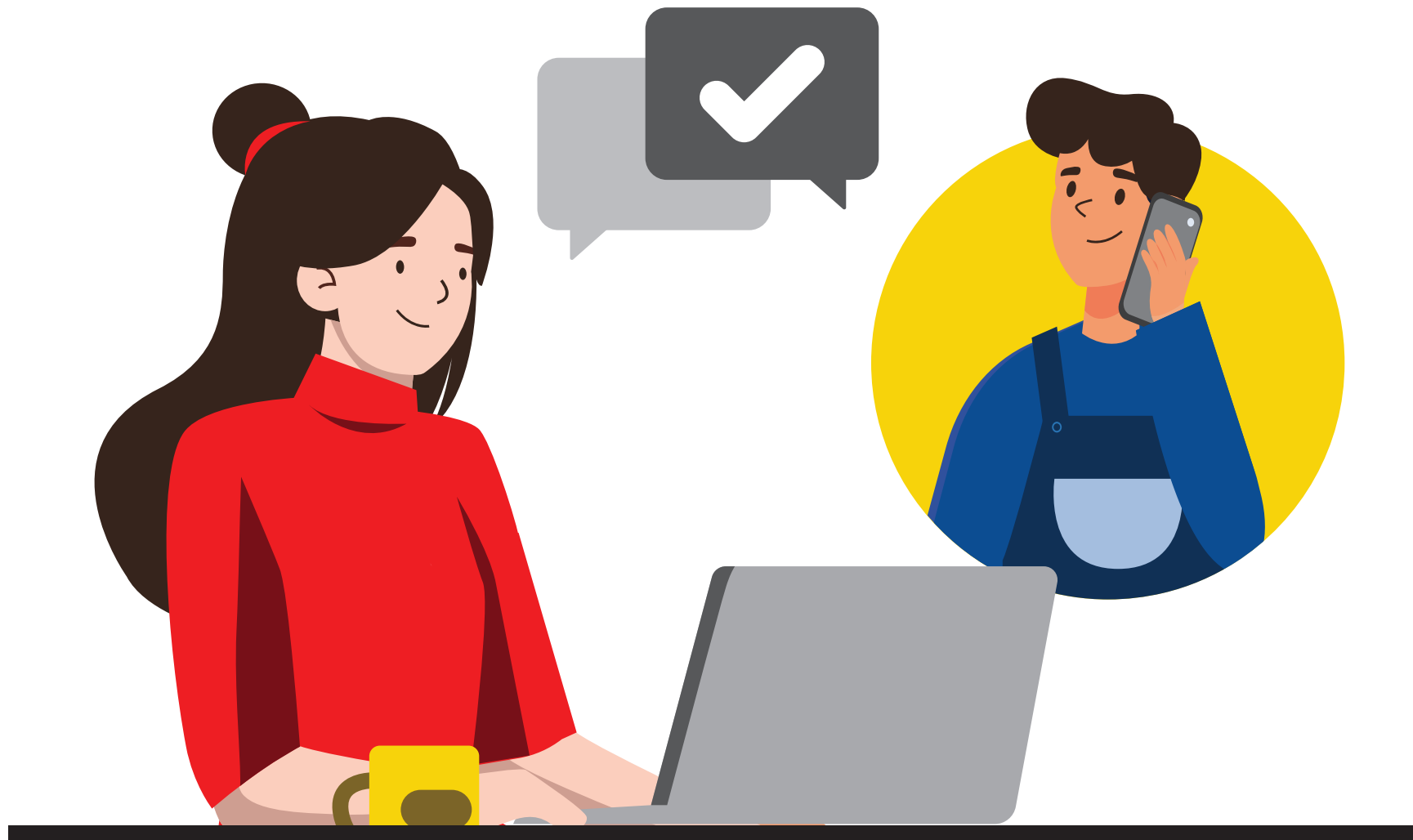
**The 911 operator will ask you questions.  
What is your name? What is your address?  
Answer the questions using a slow and clear voice.**



**The 911 operator will also ask you questions about the emergency.  
It is important to answer the questions they ask you.**



**The 911 operator will tell you that helpers are coming and will give you instructions to follow so that you are ready when they get there. Follow their instructions.**



**The 911 operator will ask you to stay on the phone with them.  
Do not end the call or put the phone down.  
Continue to talk with the operator.**



**The 911 operator will give you instructions to follow when help arrives. Follow the directions so that the grownups can help you with the emergency.**



**When the helpers arrive and it is safe, the 911 operator will tell you to end the call. This is the only time it is okay to end the call.**



**If the helpers have questions, answer their questions.**

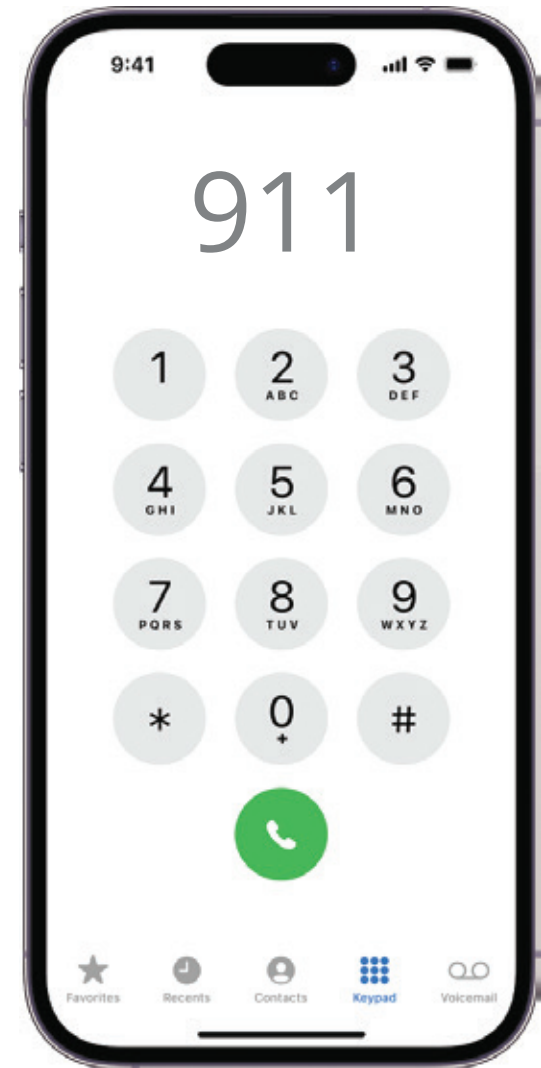


**Follow the instructions that the helpers give you.**

# MEET THE HELPERS



**“Hi, my name is Renee, and I’m a Helper. I’m a 911 Operator. I’m trained to provide emergency services over the phone. I can help you to stay calm and connect you to other helpers.”**



## Grown-ups Guide:

- 911 should only be called if you or someone with you is hurt or in danger.
- 911 Operators will send fire, police and/or an ambulance to help.
- Children may need to know how to unlock the phone in order to dial 911.
- Children should know their first and last names, caregivers’ first and last name, and address.

**Use the cell phone to practice dialing 911 and other important numbers.**

**Home Phone Number:** \_\_\_\_\_

To learn more about a 911 Operator’s job scan the code.



# MEET THE HELPERS

**MEET THE HELPERS** is a public media initiative designed to introduce children to community helpers and practice emergency preparedness.

Research has shown that introducing children to community helpers in a safe and fun environment can help them react better during times of crisis.

To explore the video series and learn how you can use it in your home, school or community, scan the QR code or visit **MeetTheHelpers.org**

Meet The Helpers was created by WUCF, Central Florida PBS, for caring communities across the nation.



**MeetTheHelpers**



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