



**HENDERSON 9-1-1  
FOR KIDS**

**This booklet is to help you assist your child with learning what an emergency is and what to expect if they have to dial 911.**

**Special note to parents: We would like to take this opportunity to remind you that ALL cell phones with a charged battery CAN be used to text or call 911. This includes phones without an active service plan or minutes. This means if you allow your children to play with an old phone they CAN call 911!**

**Please use smart tablet devices for entertainment purposes for small children that do not understand that 911 is for emergencies only.**

# **EMERGENCY**

**A 911 Emergency is when  
someone needs help right  
away because of an injury or  
immediate danger!**



**What is an emergency you  
can think of?**

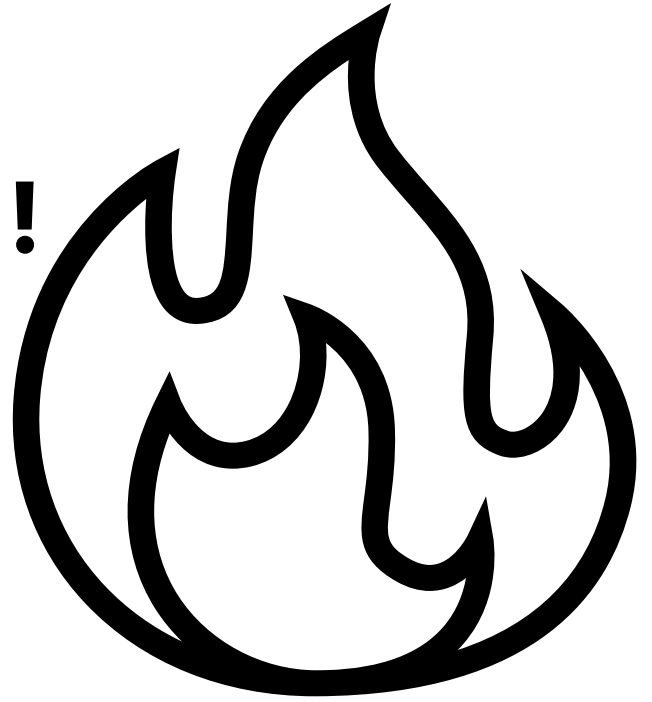
# How to Call 911



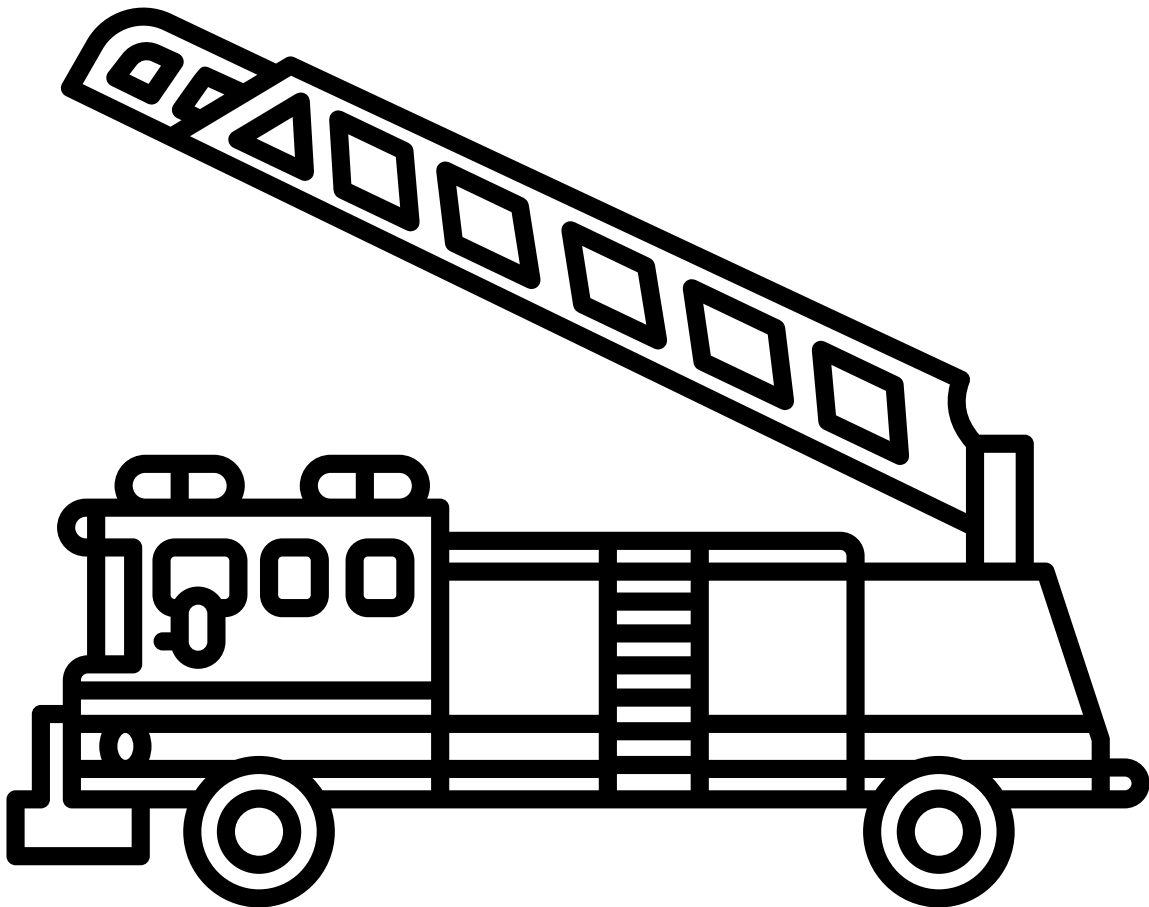
Practice finding 911 on the keypad  
in a REAL EMERGENCY you push the green  
button to connect the call

# CALL 911

**IF THERE IS A FIRE!**



We will send the Fire Department



# **CALL 911**

**IF SOMEONE IS:**

**CHOKING**

**PASSED OUT**

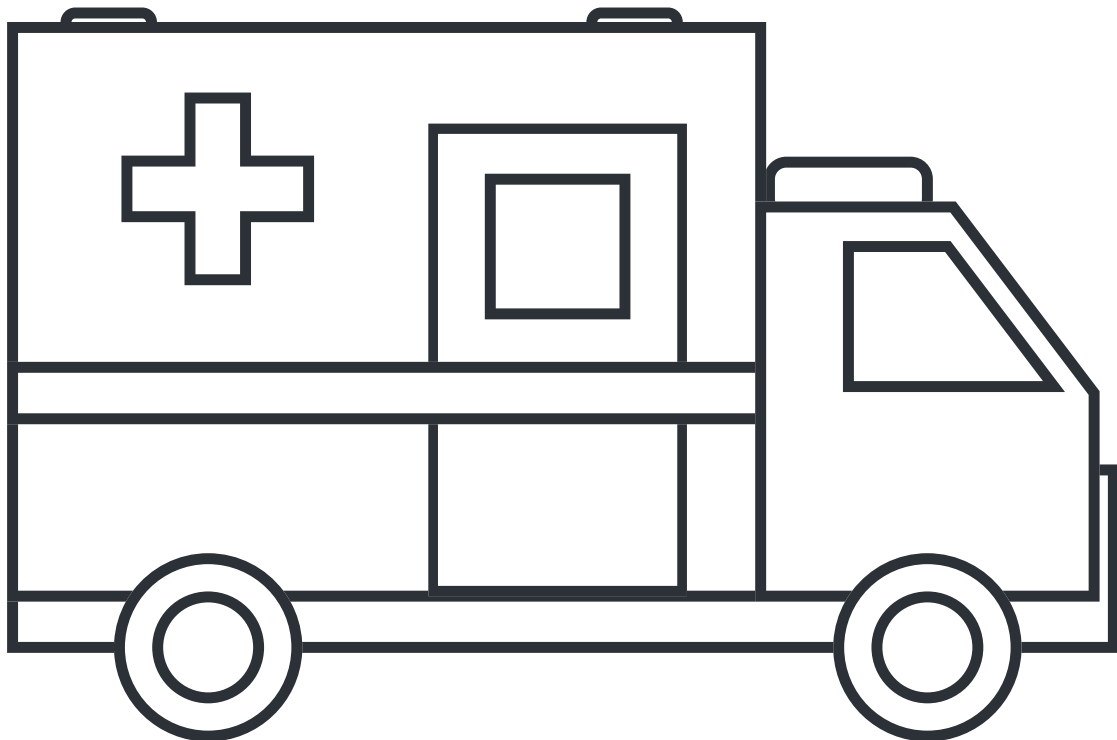
**HAVING TROUBLE BREATHING**

**IS INJURED REALLY BAD**

**OR IF THEY ASK YOU TO CALL**

**FOR AN AMBULANCE!**

**We will send an Ambulance**



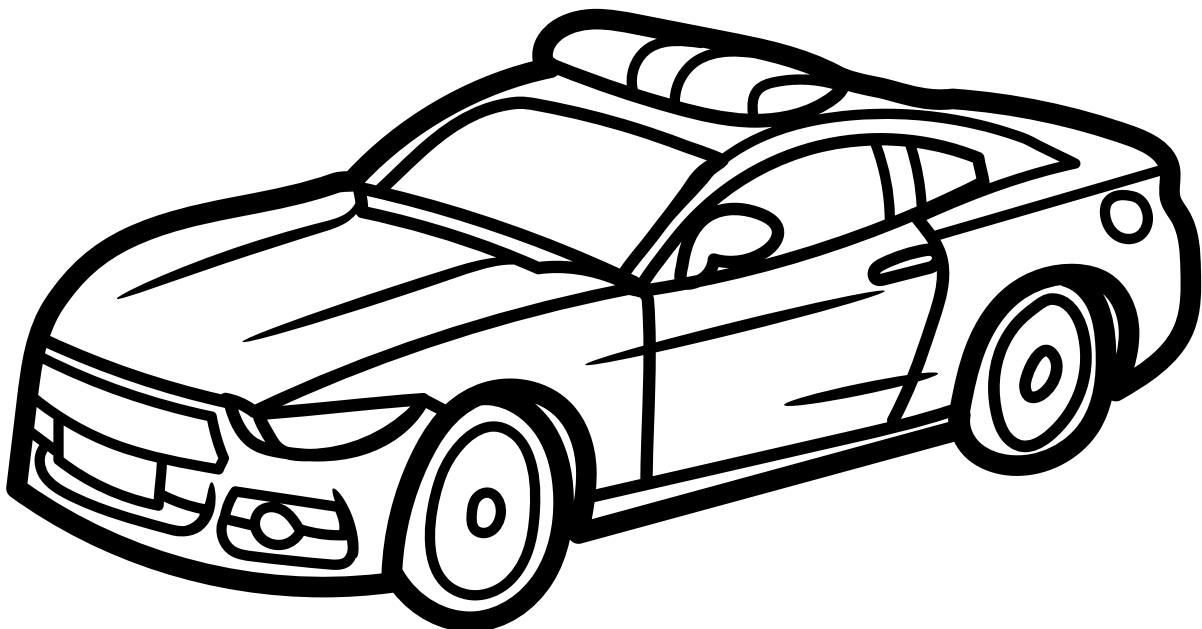
# **CALL 911**

**IF YOU:**

**SEE A CRIME HAPPENING**

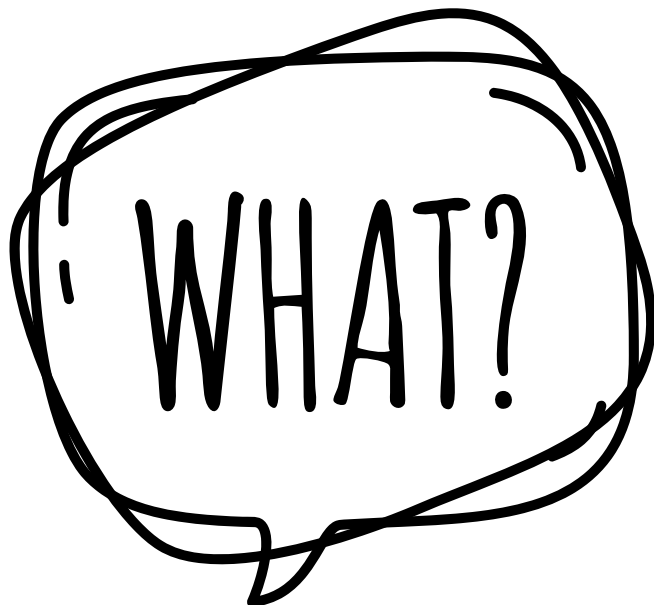
**IF YOU SEE A SERIOUS CAR  
ACCIDENT OR IF YOU ARE IN ONE  
IF ANYONE ASKS YOU TO CALL  
FOR THE POLICE!**

We will send the  
Police Department



# **WHAT TO DO WHEN YOU CALL 911**

**Try to stay calm because we  
need you to tell us WHERE you  
are and WHAT help you or your  
family may need!**





# **WHAT TO DO WHEN YOU CALL 911**

**LISTEN to the 911 Operator.**



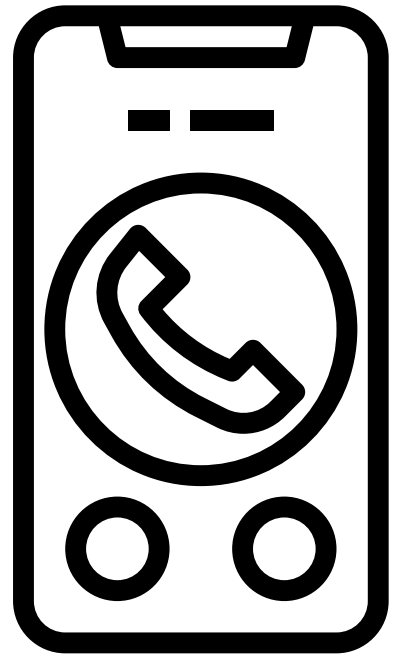
**ANSWER their questions!**



**Do NOT hang up until they tell  
you!**



# **WHAT THE CALL MAY SOUND LIKE**



**Henderson 911 WHERE is your emergency?**

**Tell the 911 Operator your address.**

**What is your emergency?**

**Tell the 911 Operator as much as you can  
about what happened.**

**What is your name?**

**Tell the 911 Operator your name.**

**Is this your phone #?**

# **LOCATION**

It is always important to know  
where you are!

Parents- please practice those  
addresses with your kids if they do  
not know them yet.

Also practice addresses for places  
they may stay at frequently with  
relatives. Emergencies can happen  
anywhere at anytime!

# LEARN MY ADDRESS



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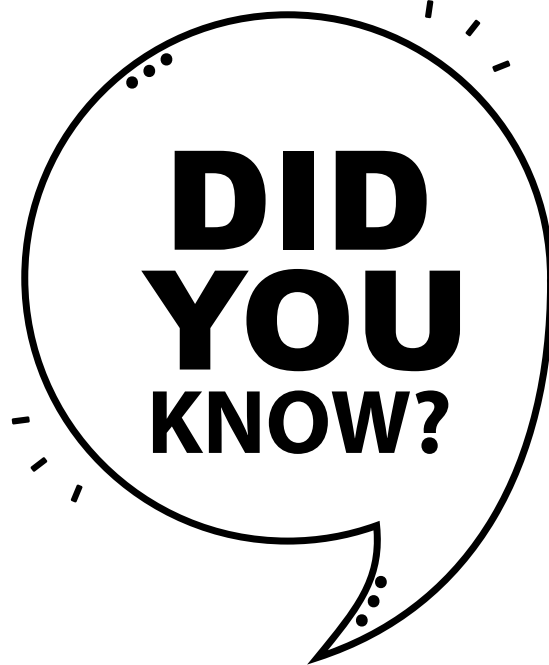
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# **YOU CAN TEXT 911 IN HENDERSON.**

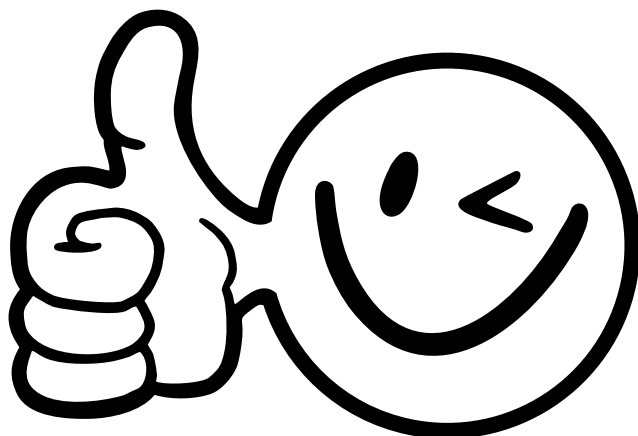


We prefer you to call if you can, but text if you can't. We understand there are times where it is easier and safer to text.



**If you call 911 for an ambulance you might see a firetruck or a police officer too! They are all trained to help save lives depending on what your emergency might be!**

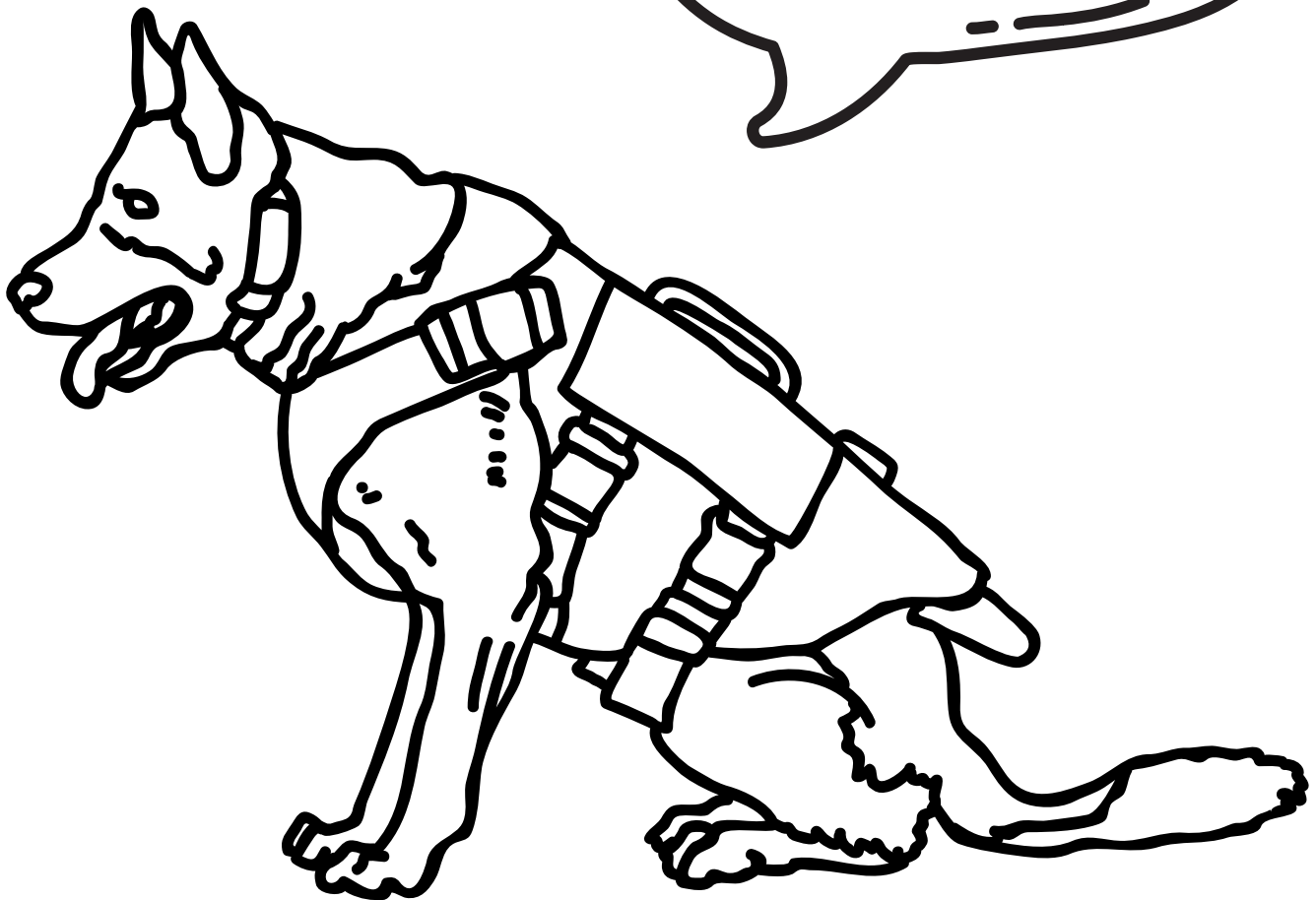
**We all work together in our community to keep you safe!**



**YOU MIGHT SEE SOME OF  
OUR FURRY FRIENDS TOO!**



If you were an  
officer and had a K9  
dog what would you  
name it?



**We Want to HELP everyone, but  
EMERGENCIES MUST come first!**

Parents, we leave this up to you. Please discuss the importance of when NOT to call 911, such as when they can't find a toy or when they need help with homework. Emphasize that 911 must never be used for a prank call as this can delay emergency dispatchers and first responders from helping people in a true emergency.



# HERO FOR A DAY

If you could be a Henderson Hero for a day what would you choose to be?

# Police Officer

# Fire Fighter

# 911 OPERATOR

# EMT



★ ★

★ Draw a picture of you as a Henderson Hero ★

