

# 9-1-1 Tips for Kids



## Call 9-1-1 if:

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**you or someone else  
is sick or hurt**

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**you smell smoke  
or see smoke or fire**

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**you see  
someone stealing**

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**you or someone else  
is being hurt**

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**E-Comm 9-1-1**  
Help us help.

## What do I need to know about 9-1-1?

- 9-1-1 is here to help you day and night.
- 9-1-1 is for when you need help from the police, the fire department or an ambulance.
- You don't need to speak English to get help from 9-1-1.
- A 9-1-1 operator will ask where you are and what's happening.



## What happens when I call 9-1-1?

1. A 9-1-1 operator will ask you questions about what's happening and where you are.
2. Try to stay calm, speak clearly and do your best to answer the 9-1-1 operator's questions.
3. Follow any instructions the 9-1-1 operator gives you.
4. Stay on the phone and don't hang up until the 9-1-1 operator tells you to.



**PARENTS:** If someone dials 9-1-1 from your home and hangs up, you cannot reach someone or have any concerns about

## What kinds of questions will the 9-1-1 operator ask me?

The questions the 9-1-1 operator asks you will depend on the reason you called. Questions like:

- Do you need help from the police, the fire department, or an ambulance?
- Where are you? (Know your address and phone number. If you're not at home, the operator might ask you to describe where you are. Are you in a park? Can you see a street sign?)
- What is the emergency? What's happening?
- Are you safe? Are you hurt?

If you saw someone do something bad, the 9-1-1 operator might ask:

- Which way did they go?
- Did they run away or did they have a car?
- What colour was the car? Do you know the licence plate number?
- What did the bad person look like? (Age, height, skin colour, hair colour, clothing.)

## What should I do if I can't talk?

- Dial 9-1-1 on your home phone if you can. Try to stay calm.
- Either leave the phone off the hook or make a noise to let the 9-1-1 operator know that you are there.
- If you are in danger, bring a phone with you to a hiding spot and dial 9-1-1 if you can. If you can't bring the phone, dial 9-1-1, don't hang up the phone and go hide.



up before speaking, the 9-1-1 operator will call back. If they get someone's safety, the police will be sent.



**Write your address  
below and post this  
on your fridge.**



**Remember:**  
**If you need help from the police,  
ambulance, or fire department,  
call 9-1-1.**

**To learn more about 9-1-1,  
please visit [ecomm911.ca](http://ecomm911.ca)  
or follow [@EComm911\\_info](https://twitter.com/EComm911_info)**

**E-Comm 9-1-1**  
Help us help.



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