The Magic
Three Numbers:
9-1-1

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Illustrated by Julian Lawrence

E-Comm 9-1-1
Help us help.
Today was a special day for Ali because he learned how to dial 9-1-1 in an emergency. He was so excited to show his grandparents what he learned.
Grandma!
Grandpa!
Ali asked his grandparents to sit together on the sofa...

... and then he went to get the phone.

I learned how to call 9-1-1 today!
This number gets you help if you have an emergency.
If you dial 9-1-1, a nice operator will help and send you the police, ambulance, or fire department.

But Ali, we don’t speak English. If there is an emergency, we will call your mom and dad.

But Grandma, they are at work and I am at school so you are all alone. We learned it’s very important for your safety that you call 9-1-1 first.

How do we ask for help if the 9-1-1 operator doesn’t understand us?
If you don’t speak English all you have to do is say the language you do speak in English. Like “Moose.” The 9-1-1 operator will get a person who speaks Moose to help!

How do they find a person who speaks Moose so quickly?

9-1-1 operators can get people on the phone who speak lots of languages. Like Mandarin, Cantonese, Punjabi, and Korean. The interpreter tells the 9-1-1 operator what you are saying!
I am so glad that you taught us this important information.

To Ali's surprise, his Grandpa took the phone, pretended to dial 9-1-1, and said...

"MOOSE"

Yes Grandpa! It is easy to get emergency help when you dial 9-1-1. Now you try, Grandma!
If you need help from the police, ambulance or fire department, call 9-1-1

Call 9-1-1 if:

- you or someone else is really sick or hurt
- you see or smell smoke or fire
- you see someone stealing
- you or someone else is being hurt.

This book was written by Krishna Sharma, an E-Comm 9-1-1 employee, for her wise son Aakash.

For more information about when to call 9-1-1, visit ecomm911.ca