

# 911

This number can get you police, fire or medical help.

## Call 9-1-1 if:

- Someone is hurt and needs a doctor or ambulance,
- You see a fire, or
- You see a crime like someone stealing or hurting someone else.



When you call, stay calm. You can be more helpful if you do not get excited. Dial 9-1-1 from any telephone. You do not need money to call from a pay phone. You can dial 9-1-1 from a telephone or cell phone even if service is disconnected.

Tell the 9-1-1 dispatcher what is wrong and where the emergency is. Answer their questions as best you can. **Do not hang up.** Even if you can't talk, it is easy to find you if you don't hang up.

Remember, calling 9-1-1 is not a joke. If you need help we want to be there for you and not tracking down someone who is playing on the phone.

Santa Cruz Consolidated Emergency Communications Center  
[www.scecc.org](http://www.scecc.org)

## Boys and Girls:

There are very important things about using your telephone you should know. Mom and Dad can help explain anything you don't understand and so can your teacher. We think it's a good idea to keep this where you won't lose it. Remember, it was written just for you.

### Answering the Telephone

When you answer the telephone, you may not know who is calling. Find out right away! Always ask, "Who's calling, please?" If you do not know the caller, don't answer questions like:

- "Where do you live?"
- "Is your Mom or Dad home?"
- "When will they be back?"
- "How old are you?"



### Calls that Cost Extra

Some calls you can make cost extra money. These calls have numbers that start with 976, 900, 1, 0 or 411. Special phone numbers to find out things like baseball scores and TV shows also cost extra money. Always ask Mom and Dad before you make one of these calls. They have to pay the bill.



Santa Cruz Consolidated Emergency Communications Center  
[www.scecc.org](http://www.scecc.org)

## ***Being Safe:***

- When your parents go out, make sure you ask them to leave a phone number where they can be reached. Keep that number by the telephone until they return.
- Keep the telephone away from water. It can be damaged and you can be seriously hurt.
- Avoid using the telephone during a lightning storm unless it is to call 9-1-1.
- If someone calls that you don't know, say you will take a message.
- Don't talk to anyone you do not know over the telephone or over the Internet!
- Always ask permission to use the phone and don't call numbers that you shouldn't. Be responsible and your parents may give you more time on the telephone.

**Call 9-1-1 for help!  
Don't hesitate!**



**Santa Cruz Consolidated Emergency Communications Center**  
[www.sceccc.org](http://www.sceccc.org)

## ***What Kids Need to Know About Calling 9-1-1***



Note to Parents & Teachers: We want to encourage responsible and safe use of the telephone. We have developed this guide with school children in mind, but you should read it too.

**Santa Cruz Consolidated Emergency Communications Center**  
[www.sceccc.org](http://www.sceccc.org)