

Practice 911 Fire Call

Before you begin practicing a script, make sure your child knows how to call 911 from both cell phones and land lines.

Here are the steps you should follow:

- Take steps to make sure your child doesn't accidentally place a real call to 911
- Let your child practice dialing the number without hitting send.
- Be sure your child speaks up. The operator has to hear a voice.
- Be sure kids know they don't need money to call from a pay phone.
- Be sure kids know to stay on the phone until the operator says to hang up. But if they are in danger, tell them to run to a safe place without hanging up the phone.
- If your child doesn't know how to start the conversation, teach them to lead with "I need help" so the operator knows this is a true emergency and not a prank.

Practice Fire Call Script

911 operator: What is your emergency?

Child: I need help.

911 operator: What is happening?

Child: My house is on fire.

911 operator: Where are you?

Child: Give address

911 operator: Are you safe? Are you out of the house?

Child: answer yes or no

911 operator: Don't hang up. Help is on the way.

Explain to your children that the operator will respond differently depending on their answers. If the child is in danger, the operator will instruct on them on what to do until help arrives. But even if the child is not in danger, the operator will want them to stay on the phone until emergency crews get to the site.

You can add to this script by asking further questions such as "Where in the house are you?" or "How old are you?" Because each call is different and the information operators needs changes from call to call, you should practice as if the child were calling from both inside and outside the house.